



The City Government of Davao
Citizen's Charter Handbook
(2022, 2nd Edition)



I. MANDATE

Republic Act No. 7160 or the Local Government Code of 1991 indicates that consistent with local autonomy and decentralization, the provision for the delivery of basic services and facilities shall be devolved from the national government to provinces, cities, municipalities, and barangays so that each local government unit shall be responsible for a minimum set of services and facilities in accordance with established national policies, guidelines, and standards.

The priority thrusts and programs of the City Government of Davao is anchored on the basic principles of sustainable development that responds to the increasing needs of the public and the challenge of effectively and efficiently maintaining a dynamic administrative machinery that will realize the goals and objectives of the local government and the aspirations of the constituents.

Davao City shall continue to support this through the Byaheng DO30 program of the present administration that highlights the ten (10) key priority areas, as follows:

1. Poverty Alleviation
2. Infrastructure
3. Solid and Water Waste Management
4. Health
5. Education
6. Agriculture
7. Tourism
8. Transportation Planning and Traffic Management
9. Peace and Order
10. Disaster Risk Reduction and Mitigation

II. VISION

Davao City is a globally livable city and a center of excellence in governance, investment, tourism, climate change adaptation, disaster resiliency, and sustainable growth, driven by empowered citizenry.



III. MISSION

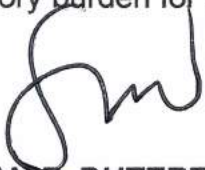

- Ensure effective and efficient delivery of services through responsive leadership and competent human resources.
- Sustain the gains by ensuring that the people of Davao are empowered, protected, secured, and gender and culturally sensitive to attain the best quality of life.
- Continue to engage participative citizenry in resource-based, market-driven economic activities within the context of balanced ecology, and equity-led development.
- Develop a progressive and future-proof network of infrastructure, utilities and support services.
- Maintain a disaster-resilient, climate change-adaptive, and ecologically balanced environment through ridge-to-reef approach, proper solid waste management, preservation of natural environment, promotion of renewable energy, and adoption of low carbon and eco-friendly technologies.

IV. SERVICE PLEDGE

The City Government of Davao is committed to institutionalize the Ease of Doing Business and Efficient Government Service Delivery pursuant to Republic Act No. 11032 of 2018.

Pursuant to the mandate of the law, we commit to:

1. Serve the public with the highest degree of excellence anchored on the principle of "Leadership by Example" and enhance mechanisms that will ensure efficient and effective governance;
2. Maintain honesty and responsibility among public officials and employees and shall take appropriate measures to promote transparency in each department/office with regard to the manner of transacting with the public;
3. Adopt simplified procedures that will reduce red tape and expedite transactions in the city government;
4. Develop a positive work attitude based on a customer-oriented culture;
5. Establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of delivery of frontline services; and
6. Capacitate departments and offices to reengineer systems and procedures to reduce processing time and regulatory burden for the transacting public.


SEBASTIAN Z. DUTERTE
Acting City Mayor 

LIST OF SERVICES

ADMINISTRATIVE SERVICES DIVISION

EXTERNAL SERVICE	16
1. Issuance of Certifications.....	17-18

ANCILLARY SERVICE UNIT

EXTERNAL SERVICES	19
1. Availing of Drainage Clean-Up Services.	20
2. Sidewalk Clearing Operations.....	21
3. Coastal and Riverbank Clean-Up.....	22

BARANGAY AND CULTURAL COMMUNITIES

AFFAIRS DEVELOPMENT OFFICE EXTERNAL SERVICES	23
1. Authority to Travel (For Trainings, Seminars or Conferences)	24-26
2. Authority to Travel (For Foreign Travel).....	27-29
3. Request for Leave of Absence.....	30-31
4. Request for Endorsement to Conduct Study or Program.....	32
5. Request for Barangay Records.....	33
6. Request for Lugaw and Lomi.....	34-35
7. Request for Monetization of Leave Credits.....	36-37

BUSINESS BUREAU

EXTERNAL SERVICES	38
1. Cancellation of Business Permit.....	39-40
2. Issuance of Certifications/ Certified True Copy.....	41-42
3. Complaints for Ocular Inspection.....	43-44
4. Full Retirement of Business Permit.....	45-48
5. Internet Café Accreditation.....	49-51
6. Issuance of New Business Permit.....	52-57
7. Occupational Permit for Walk-In.....	58-60
8. Regular Ocular Inspection	61-62
9. Renewal of Business Permit.....	63-67
10. Special Mayor's Permit for Motorcade, Parade, Fun Run, Procession, Concert, Shows, Recruitment and the Like.....	68-71

BUSINESS BUREAU

ONLINE SERVICES	72
1. Online Renewal of Business Permit.....	73-77
2. Online Issuance of New Business Permit.....	78-81
3. Online Application of New/ Renewal Occupational Permit.....	82-84
4. Online Application of Special Permit.....	85-89

CENTRAL 911 EMERGENCY RESPONSE CENTER

EXTERNAL SERVICES	90
1. Issuance of Patient Certificates	91-92
2. Issuance of Call Log Records	93
3. Request for Resource Person or Speaker to Facilitate Trainings and Drills on Emergency Response	94
4. Emergency Response Services (Police, Medical, Fire, Search and Rescue, and K9)	95

CITY ACCOUNTANT'S OFFICE

INTERNAL SERVICES	96
1. Issuance of Certifications	97-98

2. Processing of Claims (Payrolls/ Vouchers)	99-101
3. Processing of Claims (Voucher) Procurement	102-103
CITY ADMINISTRATOR'S OFFICE – OPERATIONS	
EXTERNAL SERVICE	104
1. Issuance of Letter of Indorsement for Accommodation of C-130 Flight to Manila	105-106
CITY AGRICULTURIST'S OFFICE	
EXTERNAL SERVICES	107
1. Issuance of Fishery Permit to Transport (Auxiliary Invoice)	108-109
2. Distribution/ Dispersal of Agri-Fishery Seeding Materials	110-114
3. Provision of Technical Assistance on Agri-Fishery Concerns	115-123
4. Trainings for Agriculture and Fishery	124
5. Distribution of Biological Control Agents	125-126
6. Issuance of License to Operate Fish Cages/ Fish Corrals/ Shallow Fish Shelter and Seaweed Farming	127-130
7. Issuance of Fishing License	131-132
8. Issuance of Boat Registration Certification	133-135
9. Fishery Law Enforcement	136-138
10. Facilitation of Loan Application (Individual, Cooperatives, Micro and Small Enterprise)	139-140
11. Facilitation of Market Matching	141-143
12. Facilitation of Loan Application for Magnegosyo ta Day	144-147
13. Provision of Farm Mechanization and Irrigation Support	148-150
14. Establishment/ Construction of Agri-Fishery Vertical Infrastructure	151-152
CITY ASSESSOR'S OFFICE	
EXTERNAL SERVICES	153
1. Certified True Copy of Tax Declaration – Manual Tax Declaration	154-155
2. Certified True Copy of Tax Declaration – Electronic Printout	156-157
3. Certification (Total Landholding, No Landholding and No Improvement)	158-159
4. Map Verification	160-162
5. New Assessment – Building	163-166
6. New Assessment – Condominium	167-170
7. New Assessment – Land	171-174
8. New Assessment – Machineries	175-178
9. New Assessment – Public Land	179-182
10. Subdivision, Consolidation and Segregation of Land	183-186
11. Transfer Assessment – Land and Building	187-190
12. Cancellation – Land and Building	191-194
13. Re-Assessment (Re-Classification)	195-198
14. Dispute (Correction of Land Area)	199-202
15. Dispute (Wrong Information)	203-205
16. Vicinity Map.....	206-207
17. Verification of Property Index Number (PIN)	208-209
CITY BUDGET OFFICE	
INTERNAL SERVICES	210
1. Budget Execution Phase	211-213

2. Processing of “Preliminary Reviewed” Barangay Annual Budget	214-217
3. Budget Preparation Phase	218-220
CITY CIVIL REGISTRAR’S OFFICE	
EXTERNAL SERVICES.....	221
1. Application for Timely Registration of Birth	222-224
2. Application for Delayed Registration of Birth.....	225-227
3. Application for Out-of-Town Registration of Birth	228-229
4. Application for Marriage License	230-232
5. Application for Timely Registration of Death	233-234
6. Application for Delayed Registration of Death	235-236
7. Application for Registration of Legal Instruments	237-239
8. Application for Petition for Correction of Entry (CCE) and Change of First Name (CFN) Under R.A. 9048 and for Correction of Entry in the Day and/ or Month of the Date of Birth and Sex Under R.A. 10172	240-244
9. Application for Registration and Annotation of Court Decrees (Annulment of Marriage, Legal Separation, Correction of Entries, Cancellation of Civil Registry Records, Presumptive Death and Adoption)	245-246
CITY COOPERATIVE DEVELOPMENT OFFICE	
EXTERNAL SERVICES.....	247
1. Promotional and Organizational Development Services	248-249
2. Membership Education Seminar	250-251
3. CDA Registration Assistance	252-253
4. LGU Accreditation Assistance	254-255
5. Enhanced Livelihood and Enterprise Assistance Program (ELEAP) – Cooperative Financial Assistance Program (CFAP)	256-261
6. Skills and Capability-Building Training (Funded of In-House)	262-263
7. Cooperative Livelihood Development Program Start-up Capital Assistance (CLDP-SUCA)	264-268
8. CCDO In-House Training for Cooperatives	269-271
9. CCDO Invitational Training for Cooperatives	272-274
CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE	
EXTERNAL SERVICES.....	275
1. Provision of Disaster Response Services	276
2. Provision of Certification to Different Barangays for the Utilization of their Five Percent (5%) Local Disaster Risk Reduction and Management Fund	277-278
3. Provision of Capacity Building Activities for Emergencies and Disasters	279
4. Provision of Early Warning Updates and Advisories	280-283
CITY ECONOMIC ENTERPRISE - Operation of Davao City Recreation Center/ Almendras Gym	
EXTERNAL SERVICE.....	284
1. Booking Services of Davao City Recreation Center (Almendras Gym)	285-286
CITY ECONOMIC ENTERPRISE - Operations of City-Owned Public Markets	
EXTERNAL SERVICES.....	287

1. Leasing of Market Stalls to the Public through Raffling	288-290
2. Leasing of Stalls/ Space of Pasalubong Center	291-292
CITY ECONOMIC ENTERPRISE - Operations of Public Cemeteries	
EXTERNAL SERVICES	293
1. Accommodation for Pauper's Burial	294-295
2. Application for Lease of Grave Lots	296-297
3. Lease Application of Compartmentalized Niches and Ossuaries	298-299
CITY ECONOMIC ENTERPRISE - Operation of Slaughterhouse	
EXTERNAL SERVICE	300
1. Slaughtering of Animals at Slaughterhouses	301-304
CITY ECONOMIC ENTERPRISE - Operations of Sta. Ana Port	
EXTERNAL SERVICES	305
1. Leasing of Tensile Tents and Beverages Kiosks	306-307
2. Parking Place for Vehicles and Trisikads Entering at Sta. Ana Port.....	308
3. Docking and Unloading of Passengers at Sta. Ana Port.....	309
CITY ENGINEER'S OFFICE	
EXTERNAL SERVICES	310
1. Engineering Services	311-313
2. Issuance of Certified Copies of Documents	314-315
3. Issuance of Drainage Clearance	316-320
4. Issuance of Excavation Permits	321-325
5. Preparation for Program of Works – Barangay Development Fund	326-328
6. Request for Quarry Certification	329-331
7. Request for Road-Right-Of-Way Certification.....	332-334
8. Request for Project Monitoring for the Barangay Funded Projects	335-336
9. Request to Claim Partial and/or Final Payment of the Project for City Projects Under Barangay Development Fund	337-341
10. Request for Processing of Retention Money for City Funded Projects	342-344
11. Request for Processing of Retention Money of the Barangay – Funded Projects	345-346
CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE	
EXTERNAL SERVICES	347
1. Quarry Permit (Sand and Gravel, Earthfill, Volcanic Tuff and Other Quarry Materials) – New/ Renewal	348-355
2. Issuance of Order of Payment for Special Garbage Collection and Tipping Fees	356-357
3. Issuance of Solid Waste Management Certificate (New - Low Risk)	358-359
4. Issuance of Solid Waste Management Certificate (New - High Risk and PALC Applications)	360-361
5. Issuance of Solid Waste Management Certificate for Renewal for Low Risk and High Risk	362-363
6. Issuance of Emission Discharge Ticket (EDT) – Anti-Smoke Belching Unit (ASBU)	364-366
7. Issuance of Citation Ticket as Penalty on Prohibited Acts and Omissions of “Davao City Ecological Solid Waste Management Ordinance of 2009”	367-369
CITY GENERAL SERVICES OFFICE	
EXTERNAL SERVICES	370
1. Request for Sound System, Tent or Chairs	371
2. Request for Order of Payment – Public Bidding	372-373

3. Request for Pre-Inspection Report – Repair Vehicle/ Equipment.....	374
4. Request for Electrician	375
5. Request for Aircon Technician	376
6. Request for Plumbing.....	377
7. Request for Carpentry, Masonry, and Painting	378
CITY GENERAL SERVICES OFFICE	
INTERNAL SERVICES.....	379
1. Request for Accountability Clearance	380-382
2. Renewal of Government LTO Vehicle Registration	383-385
3. Request for Pre-Inspection Report – Repair Vehicle/ Equipment	386
4. Annual Procurement Plan	387-388
5. Submission of Purchase Request (Stage I)	389-392
6. Submission of Purchase Request (Stage II)	393-394
7. Delivery, Acceptance and Inspection (Stage III)	395-396
8. Inventory and Tagging (Stage IV)	397-398
CITY HEALTH OFFICE	
EXTERNAL SERVICES.....	399
1. Management/Treatment of Animal Bite Cases	400-401
2. Dental Consultation	402-405
3. Issuance of Certificate of Insurance Claims	406-407
4. Issuance of Autopsy Report	408-409
5. Autopsy of Cadaver	410
6. Certification and/or Review of Death Certificates	411-412
7. Issuance of Medical Certificate for Child Adoption	413-414
8. Issuance of Medical Certificate to Victims of Physical Injuries	415-416
9. Issuance of Medical Certificate to Victims of Sexual Crimes	417
10. Issuance of Transfer Permit of Cadaver	418
11. Nutrition Services	419-422
12. Issuance of Sanitary Permit	423-427
13. Issuance of Health Card	428-429
14. Medical Consultation	430
15. Voluntary Counseling and Testing (VCT) Services	431-432
16. Outpatient Service	433-436
17. Patient Admission Service	437-441
18. Accident and Emergency Service	442-445
19. Information Education Communication (IEC) on Family Planning: Pre-Marriage Conseling (PMC) Orientation	446-455
20. Laboratory Examination	456-473
21. Temporary Shelter for Psychotic Vagrants	474-479
CITY INFORMATION OFFICE	
EXTERNAL SERVICES	480
1. Provision of Information and Education Campaign Materials (Lay-out/ Design)	481-482
2. Request for Soft Copy of Photos.....	483
3. Request for Video Clips (Documentations or Byaheng DO30 Episode)	484
CITY INFORMATION TECHNOLOGY CENTER	
EXTERNAL SERVICES.....	485
1. Development or Enhancement of Information Systems	486-490
2. Maintenance of Information Systems (Service User Request)	491-494
3. Request for Network Services	495-496

4. Network Cable Installation and Maintenance	497-498
5. Computer Hardware, Peripherals and Software Maintenance Services	499-504
6. Request for Technical Evaluation/ Recommendation	505-507
7. Technical Assistance Services	508-510
CITY LEGAL OFFICE	
EXTERNAL SERVICES	511
1. Issuance of Certificate of No Pending Case	512
2. Rendering of Legal Opinion on Any Question of Law	513-514
CITY LIBRARY AND INFORMATION CENTER	
EXTERNAL SERVICES	515
1. Book Borrowing Services	516
2. Library Card Application	517
3. Library ID Card Renewal	518
4. Borrower's Card Application	519
5. Mobile Library Services/ Mobile Disaster Education Library and Library Tour Orientation	520
6. Online Public Access Catalog (OPAC)	521
CITY PLANNING AND DEVELOPMENT OFFICE	
EXTERNAL SERVICES	522
1. Zoning Certification	523-524
2. Validation of Occupancy Permit	525-527
3. Request for Additional Allowable Use	528-532
4. Reclassification and Re-Zoning	533-536
5. Water Resource Management Council Clearance	537-539
6. Preliminary Subdivision Development Plan (PSDP) and Development Permit (DP) – For Presidential Decree (PD) 957, Batas Pambansa (BP) 220, Farm Lots and Memorial Parks	540-544
7. Preliminary Subdivision Development Plan (PSDP) and Development Permit (DP) – For Malls, Condominiums, Warehouses, Hotels and Apartments	545-549
8. Alteration of Plans (ALT)	550-553
9. Certificate of Completion of Subdivision.....	554-556
10. Locational Clearance (LC) for Building (3-Storey and above)	557-562
11. Locational Clearance (LC) for Business	563-565
12. Motion for Reconsideration	566-568
13. Task Force Relocation Resettlement (TFRR) Program	569-570
14. Local Housing Board (LHB) Program	571-572
15. Census and Tagging/ Interview	573
16. Issuance of Certification for Water Connection Permit and Electrical Permit	574-575
17. Agreement to Sell (AS), Lease Purchase Agreement (LPA) and Deed of Sale	576-577
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE	
EXTERNAL SERVICES	578
1. Emergency Shelter Assistance	579-581
2. Provision of Educational Assistance	582-584
3. Provision of Death Assistance	585-587
4. Provision of Livelihood Assistance	588-590
5. Assistance to Individuals in Crisis Situation	591-593
6. Annual Financial Assistance	594-596

7. Emergency Relief Assistance – Food and Non-Food Assistance	597
8. Emergency Relief Assistance – Child Assessment	598
9. Issuance of Social Case Study Report	599-602
10. Issuance of Certificate of Indigency	603
11. Issuance of Certificate of Eligibility	604
12. Issuance of Solo Parent ID	605-606
13. Issuance of Parenting Capability Assessment Report	607-608
14. Issuance of Permit to Travel of Minor (Residing in Davao City)	609-610
15. Issuance of Permit to Travel of Minor (Residing Outside of Davao City)	611-612
16. Issuance of Persons With Disability ID	613-614
17. Issuance of Brief Case Study Report	615
CITY TOURISM OPERATIONS OFFICE	
EXTERNAL SERVICES.....	616
1. Issuance of License to Operate as Spa (New Application)	617-618
2. Issuance of License to Operate as Spa (Renewal Application)	619-620
3. Issuance of License to Operate as Tourist Inn/ Apartelle/ Lodging House/ Motels/ Self-Styled Accommodation (New Application)	621-622
4. Issuance of License to Operate as Tourist Inn/ Apartelle/ Lodging House/ Motels/ Self-Styled Accommodation (Renewal Application)	623-624
5. Issuance of License to Operate as Tour Guide (New Application)	625-626
6. Issuance of License to Operate as Tour Guide (Renewal Application)	627-628
7. Issuance of License to Operate as Tourism Related Establishment (Coffee Shop, KTV Bar, Night Club, Sports, Amusement, Recreational Facilities, Dive Shop, etc.) (New Application)	629-630
8. Issuance of License to Operate as Tourism Related Establishment (Coffee Shop, KTV Bar, Night Club, Sports, Amusement, Recreational Facilities, Dive Shop, etc.) (Renewal Application)	631
9. Issuance of License to Operate as Hotel (New Application)	632-633
10. Issuance of License to Operate as Hotel (Renewal Application)	634-635
11. Issuance of License to Operate as Professional Congress Organizer (New Application)	636-637
12. Issuance of License to Operate as Professional Congress Organizer (Renewal Application)	638-639
13. Issuance of License to Operate as Boutique/ Souvenir/ Giftshop (New Application)	640-641
14. Issuance of License to Operate as Boutique/ Souvenir/ Giftshop (Renewal Application)	642-643
15. Issuance of License for Tourist Transport Operators – Land Transport (New Application)	644-646
16. Issuance of License for Tourist Transport Operators – Land Transport (Renewal Application).....	647-649
17. Issuance of License to Operate as a Resort (New Application)	650-651
18. Issuance of License to Operate as a Resort (Renewal Application)	652-653
19. Issuance of License to Operate as Restaurant (New Application)	654-655
20. Issuance of License to Operate as Restaurant (Renewal Application)	656-657
21. Issuance of License for Tourist Transport Operators – Sea Transport	658-659
22. Issuance of License for Tourist Transport Operators – Sea Transport (Renewal Application)	660-661
23. Issuance of License to Operate as Travel and Tour Agency (New Application)	662-663

CITY TRANSPORT AND TRAFFIC MANAGEMENT OFFICE

EXTERNAL SERVICES..... 664

1. Issuance of Citation Tickets 665-670

2. Request for Towing 671

3. Releasing of Impounded Motor Vehicle Unit 672

4. Releasing of Impounded Trisikad 673

5. Request for Pedestrian Lane or any Road Marking 674-675

6. Request for Railings or any Traffic Signages 676-677

7. Request for Traffic Assistance 678

8. CTTMB Resolution Approving Traffic Impact Assessment (TIA) Study for a Proposed Project/ Development 679-683

9. Request for City Mayor’s Permit/Clearance for Road Excavation, Drainage, Restoration, Widening 684-685

10. Request for City Mayor’s Permit Exemption from the Limited Truck Ban 686-687

11. Public Pay Parking Zones Permit 688-690

12. CTTMO Hearing Committee 691-693

13. Application for Motorized Tricycle-for-Hire (MTH) Registration 694-697

14. Application for New of Motorized Tricycle Operator’s Permit (MTO) 698-704

15. Application for Renewal of Motorized Tricycle Operators Permit (MTO) 705-710

16. Application for Sale and Transfer of Motorized Tricycle Operator’s Permit (MTO) 711-715

17. Application for Dropping and Substitution of Motorized Tricycle-for-Hire 716-720

18. Application for Dropping of Motorized Tricycle Operators Permit (MTO) 721-725

19. Application for Extension of Time to Register 726-729

20. Usage of Terminal Bays and Space 730-732

21. Usage of Space by Commercial Stalls, Stands and Concessionaires 733-735

22. Issuance of Certification for Bus Operators/Company for Ticketing Booth 736-737

23. Payment of Arcabala from Porters and Peddlers 738-739

24. Issuance of Certification of Stalls and Stands..... 740-741

25. Issuance of Certification of Concessionaires 742-743

26. Issuance of Certificate of Compliance for Satellite Van Terminal 744-747

CITY TREASURER’S OFFICE

EXTERNAL SERVICES..... 748

1. Transport Terminal Fees 749-750

2. Slaughter Fees 751-753

3. Sand and Gravel (SAG)/ Issuance of Quarry Ticket 754-756

4. Assessment and Payment for Real Property Transfer Tax with Certification..... 757-759

5. Real Property Tax (RPT) Certification 760-762

6. Retirement of Mayors Permit by District 763-766

7. Registration and Transfer Fees on Large Cattle..... 767-768

8. Registration of Weights & Measure Instruments 769-771

9. Registration of Books and Official Receipts 772-774

10. Cash/ Check Disbursement Transactions 775

11. Payment of Port and Wharfage Fees 776-777

12. Payment for Real Property Tax (RPT)	778-780
13. Payment of Professional Tax	781-782
14. Monitoring/ Payment of Special Mayor's Permit – Amusement Tax	783-785
15. Market Fees and Stall Rentals	786-789
16. Payment for Community Tax Certificate/ Cedula	790-792
17. Certification/ Clearances	793-794
18. Business Tax Payment Slip (New Mayor's Permit Application)	795-796
19. Business Tax Payment Slip (Renewal Mayor's Permit Application)	797-805
20. Billing/ Payment of Amusement Tax	806-808
21. Payment of Cemetery	809-810
CITY VETERINARIAN'S OFFICE	
EXTERNAL SERVICES.....	811
1. Access to Information, Education and Communication (IEC) Materials	812
2. Animal Blood Examination	813-814
3. Animal Dispersal	815-819
4. Animal Fecal Examination	820-821
5. Animal Rabies Diagnostic Services	822-823
6. Artificial Insemination (AI) services (Please refer to AHDC file)	824-825
7. Claiming of Impounded Animals	826-827
8. Issuance of Fish Inspection Certificate	828-829
9. Issuance of Meat Inspection Certificate	830-834
10. Issuance of Negative Red Tide Monitoring Mouse Bio-Assay Examination Report	835-836
11. Consultation Services	837
12. Free Spay and Neuter	838-839
13. Giving Out of Research Findings	840
14. Dog and Cat Anti-Rabies Vaccination	841-842
15. Pregnancy Diagnosis to Female Breeder Animals which underwent Artificial Insemination or Natural Breeding	843-844
16. Issuance of Veterinary Health Certificate (VHC) And Animal Inspection Certificate (AIC)	845-848
17. Issuance of Permit to Slaughter	849-855
18. Issuance of Condemnation Receipt	856-860
19. Issuance of Post Meat Establishment Control Receipt	861
20. Issuance of Notice of Final Warning	862
DAVAO CITY INVESTMENT PROMOTION CENTER	
EXTERNAL SERVICE.....	863
1. Availment of Local Government Incentives.....	864-866
DAVAO CITY TREATMENT & REHABILITATION FOR DRUG DEPENDENTS EXTERNAL SERVICES.....	867
1. Inquiry for the Availment of the DCTRCDD Program and Services.....	868
2. Securing/ Issuance of Certification and/ or Certificate of Rehabilitation.....	869
3. Admission for Treatment and Rehabilitation at DCTRCDD	870-871
4. Securing of Order of Payment for Cost Sharing	872-873
EDUCATIONAL BENEFIT SYSTEM UNIT	
EXTERNAL SERVICES.....	874
1. Educational Assistance Program for Differently-abled Persons or Persons with Disability	875-876
2. Financial Assistance Program for Lumads	877-878

3. Medical and Law Education Assistance Program	879-881
4. Scholarship on Tertiary Education Program	882-883
5. Special Educational Assistance Program (SEAP)	884-885
6. Technical and Vocational Assistance Program.....	886-887
HUMAN RESOURCE AND MANAGEMENT OFFICE	
INTERNAL SERVICES.....	888
1. Issuance of Memorandum for the Designation as Officer-In-Charge	889-891
2. Issuance of Memorandum for Reassignment	892-894
3. Issuance of Memorandum for Recall Order/Back to Mother Unit	895-898
4. Issuance of Memorandum for Designation as Special Disbursing Officer	899-901
5. Application for Study Leave Program	902-904
6. Application for Scholarship Program	905-906
7. Issuance of Foreign Authority to Travel	907-909
8. Issuance Of Certification For Job Orders	910
9. Online Registration And Endorsement To Open Landbank ATM / Payroll Account Of Job Orders/ Contract Of Services Personnel	911-912
10. Issuance of Employees' Service Records	913
11. Issuance Of ID Numbers For Job Order/ Contract Of Service Employees	914
12. Authority To Travel Abroad (Personal)	915-916
13. Issuance Of Certificate Of Employment	917-918
14. Payroll Processing (Job Order And Contract Of Service)	919-920
15. Authority To Render Overtime Services With Pay Or Compensation	921-922
16. Maternity Leave	923-924
17. Sick Leave	925-926
18. Solo Parent Parental Leave	927-928
19. Vacation Leave	929-930
20. Rehabilitation Leave	931-932
21. Processing Of Claims For Resignation	933-934
22. Processing Of Retirement Claims	935-936
23. Issuance Of Separation Order	937-938
24. Preparation Of Notice Of Salary Adjustment (NOSA)	939-940
25. Preparation Of Notice Of Step Increment (Nosi) - Per Employee	941-942
HUMAN RESOURCE AND MANAGEMENT OFFICE	
EXTERNAL SERVICES	943
1. Application For The On-The-Job Training (OJT)	944-946
2. Application For Job Order And Contract Of Service	947-948
3. Application For Open Positions In The Career Service	949-950
4. Processing of Death Claims	951-952
INTEGRATED GENDER AND DEVELOPMENT DIVISION	
EXTERNAL SERVICES.....	953
1. Assistance to Violence Against Women and their Children (VAWC) Walk-In Clients	954-958
2. Responding to Requests for Gender-Related Trainings and Orientations and for Attendance to Meetings and Other Gender-Related Activities	959-960
3. Monitoring of Women Development Code (WDC) Implementation Re: Holding of Beauty Contests and Other Fund-Raising Initiatives.....	961-963
LINGAP PARA SA MAHIRAP PROGRAM	964

EXTERNAL SERVICES.....	
1. Lingap Para sa Mahirap Program	965-966
2. Office of the Special Assistant to the President	967-968
MADRASAH COMPREHENSIVE DEVELOPMENT AND PROMOTION UNIT EXTERNAL SERVICE.....	969
1. Provision on Management of Madrasah Centers and Services	970-972
MUSEO DABAWENYO EXTERNAL SERVICE.....	973
1. Museum Tours.....	974
OFFICE OF THE SENIOR CITIZEN'S AFFAIRS EXTERNA SERVICES.....	975
1. Burial Assistance for World War II Veterans	976-977
2. Complaint on Violation of Republic Act 9994	978-979
3. Death Benefits Assistance	980-981
4. Issuance of OSCA ID and Discount Purchase Booklet as per Republic Act 9994	982-984
PUBLIC EMPLOYMENT SERVICE OFFICE EXTERNAL SERVICES.....	985
1. Attending Pre-Employment Seminar for Local Applicants (PESLA)	986
2. How to Apply for Job Fair Permit	987-988
3. Facilitation of Employment for Students Through Special Program for Employment of Students (SPES)	989-990
4. Facilitation of Jobstart Program	991-992
5. Facilitation of Tulong Pangkabuhayan Para Sa Ating Disadvantage/ Displaced Workers (TUPAD) Program	993-994
6. How to Get Referral from the Public Employment Service Office (PESO)	995-996
7. PESO Registration/ Philjobnet Online Registration and Jobs Posting for Employers	997
8. PhilJobNet Online Registration and Jobs Browsing for Jobseekers	998
9. Registration of Jobseekers to PEIS for Local and Overseas Job Facilitation and Data Banking of Skills (PESO)	999
10. Securing of No Objection Certificate (NOC) for Local Recruitment Activity (LRA).....	1000-1001
11. Securing of No Objection Certificate (NOC) For Special Recruitment Activity (SRA)	1002-1003
PUBLIC SAFETY AND SECURITY COMMAND CENTER EXTERNAL SERVICES.....	1004
1. CCTV Viewing and Video Request	1005-1007
2. Presentation of Security Plan for the Approval of Special Mayor's Permit.....	1008-1012
3. Drone Registration Application Permit	1013-1014
SANGGUNIANG PANLUNGSOD EXTERNAL SERVICES.....	1015
1. Issuance of Certification of Approved Resolutions and Ordinances.....	1016-1017
2. Issuance of Certificate of Accreditation of Civil Society Organization with the City Government of Davao.	1018-1019
3. Issuance of Certified True Copies Approved Resolutions/ Ordinances & other Records.....	1020-2021
4. Issuance of Certificate of Appearance.....	1022
SPORTS DEVELOPMENT DIVISION	1023

EXTERNALS SERVICES	
1. Araw ng Dabaw and Kadayawan Sports Festival.....	1024-1025
2. Batang Pinoy Mindanao Leg, Batang Pinoy National Championships, Philippine National Games.....	1026
3. Arafura and Brunei Darussalam-Indonesia-Malaysia-Philippines – Northern Territory (BIMP-NT) Games.....	1027
VICES REGULATION UNIT	
EXTERNAL SERVICES	1028
1. Issuance of Permit to Sell.....	1029
2. Issuance of Certificate of Compliance for Designated Outdoor Smoking Area.....	1030
3. Issuance of Citation Ticket for Violation of Anti-Smoking Ordinance.....	1031-1032
4. Issuance of Citation Ticket for Violation of Liquor Ban.....	1033-1034
FEEDBACK AND COMPLAINTS MECHANISM	1035-1036



ADMINISTRATIVE SERVICES DIVISION
EXTERNAL SERVICE



1. Issuance of Certifications				
Issuance of Mayor's Certificate for employment application for government offices and the Armed Forces, PSA solemnizing officers, board examination, on-the-job training / work immersion, marriage requirement for uniformed personnel, foreign financial support, DFA requirement, and PESO requirement.				
Office or Division	Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
For case conferences in relation to economic abuse:				
1. Barangay Clearance – 1 original			1. Barangay Hall within Davao City	
2. Police Clearance - 1 original			2. Philippine National Police	
3. Proof of Payment (Official Receipt) - 1 original			3. City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Order of Payment Form	1. Interview applicant for purpose of certification and number of pages needed and Issue Order of Payment Form	None	2 Minutes	Mary Ann O. Alvarado/ Editha O. Galao/ Eileen Josephine G. Clemencio Bookbinders/ Records Officer - CMO-ASD
2. Pay certification fee at the City Treasurer's Office	2. Accept payment and issue Official Receipt	Php 50.00 for Certificate; Php 20.00 per additional machine copy	1 Minute	Cashier – City Treasurer's Office
3. Return to CMO-ASD	3. Advise applicant to have request approved by the City Administrator or authorized representative	None	1 Minute	Mary Ann O. Alvarado/ Editha O. Galao/ Eileen Josephine G. Clemencio Bookbinders/ Records Officer - CMO-ASD



4. Go to City Administrator's Office and have the request form approved by the City Administrator or authorized representative	4.1 Prepare certification/ recommendation by the City Mayor/ City Administrator;	None	8 Hours	John Mark Nakila, Programs Officer – City Administrator's Office
	4.2 Review and sign Certification			Atty. Zuleika T. Lopez or her authorized representative, City Administrator – City Administrator's Office
	4.3 Forward signed Certification to Releasing Section			John Mark Nakila, Programs Officer – City Administrator's Office
5. Return to Releasing Section and claim signed certification / recommendation	5. Release certification/ recommendation; Record Official Receipt; Machine copy additional copies of certification / recommendation as requested; Certify authenticity of machine copies	None	2 Minutes	Eileen Josephine G. Clemencio/ Mari Grace P. Nabong, Records Officer - CMO-ASD
TOTAL:		Php 50.00 for Certificate; Php 20.00 per additional machine copy	8 Hours and 6 Minutes	



**ANCILLARY SERVICES UNIT
(OPERATIONS)
EXTERNAL SERVICES**



1. Availing of Drainage Clean-Up Services				
This service is to ensure that the drainage networks of the city shall be free from illegal structures, garbage, debris, sand and gravel and other materials to prevent flooding and other unwanted effects				
Office or Division	Ancillary Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Individuals who are experiencing Flood within their area.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Check and review the information on the submitted letter	None	5 Minutes	Paul Previldo E. Bermejo, Officer-In-Charge – Ancillary Services Unit
2. None	2. Conduct site inspection at the said location	None	2-3 Hours	
3. Schedule for clean-up	3. Prepare the required equipment to be used at the said location in coordination with other agencies	None	1 Hour	
4. None	4. Deployment of personnel and equipment	None	4 Hours	
TOTAL:		None	8 Hours and 5 Minutes	



2. Sidewalk Clearing Operations				
This service is to ensure that city streets, sidewalks, avenues, alleys and pedestrian overpass parks and playgrounds shall be maintained free from illegal vendors and other structures to remain accessible for pedestrian, motorists and park goers				
Office or Division	Ancillary Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Conduct inspection	None	2 Hours	Paul Previldo E. Bermejo, Officer-In-Charge – Ancillary Services Unit
	1.2 Clear sidewalk	None	6 Hours	
TOTAL:		None	8 Hours	



3. Coastal and Riverbank Clean-Up				
This service is to encourage communities, entities and government agencies to actively participate in protecting and preserving the coastal natural resources and waterways				
Office or Division	Ancillary Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Communities in Coastal and Riverbanks Area			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Conduct coastal and riverbank clean-up	None	4 Hours	Paul Previldo E. Bermejo, Officer-In-Charge – Ancillary Services Unit
TOTAL:		None	4 Hours	



**BARANGAY AND CULTURAL
COMMUNITIES AFFAIRS DIVISION
EXTERNAL SERVICES**



1. Authority to Travel (For Trainings, Seminars or Conferences)				
The Authority to Travel is issued to Punong Barangays which states that he/ she is allowed to attend trainings, seminars, conferences and other similar activities outside the city on official time or on official business.				
Office or Division	Barangay and Cultural Communities Affairs Division- Office of the City Mayor			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Punong Barangays			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent - 2 original		LIGA ng mga Barangay or associations, government entities, and training institutions		
2. Invitation to Trainings/ Seminar - 2 photocopies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff – BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents and check for completeness	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff – BCCAD
	2.2 Endorse the request to DILG for comments and observations	None	2 Hours	Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III – BCCAD
	2.3 DILG receives endorsement from BCCAD	None	2 Days	Staff - DILG
	2.4 Assess if the association/ training institution is accredited or conforms with the guidelines of the			



	LGA			
	2.5 Receive endorsement from DILG with comments and observations	None	1 Day	Jenifer C. Tancontian, Receiving Staff – BCCAD
	2.6 Endorse it to the Assistant City Administrator for recommending approval.			Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III – BCCAD
	2.7 The Assistant City Administrator approves or denies the request for Authority to Travel	None	1 Day	Atty. Tristan Dwight P. Domingo/ Atty. Janis Louis H. Esparcia, Assistant City Administrators (Administration/ Operations) - City Administrator's Office
	2.8 Receive endorsement from the Asst. City Administrator	None	1 Day	Jenifer C. Tancontian, Receiving Staff – BCCAD
	2.9 Prepare Authority to Travel for approved request			Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III - BCCAD
	2.10 Return the request to the Punong Barangay for denied request			Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community



				Affairs Officer I/ Community Affairs Officer III - BCCAD
	2.11 City Administrator signs the Authority to Travel	None	1 Day	Atty. Zuleika T. Lopez, City Administrator - City Administrator's Office
	2.12 Receive the approved Authority to Travel	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
3. Receive the Authority to Travel	3. Release the Authority to Travel	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
TOTAL:		None	6 Days, 2 Hours and 12 Minutes	



2. Authority to Travel (For Foreign Travel)

The Authority to Travel is issued to Punong Barangays which states that he/ she is allowed to travel outside the country for less than 30 Days at their personal expense.

Office or Division	Barangay and Cultural Communities Affairs Division - Office of the City Mayor
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may avail	Punong Barangays

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent - 2 original		Barangay and Cultural Communities Affairs Division - Office of the City Mayor		
2. Duly Accomplished Application for Leave Form - 2 original				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents and check for completeness	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.2 Endorse request to DILG for comments and observations	None	2 Hours	Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III - BCCAD
	2.3 DILG receives endorsement from BCCAD	None	2 Days	Staff – DILG
	2.4 Gives comments and observations			



	2.5 Receive endorsement from DILG with comments and observations			Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.6 Endorse it to the Assistant City Administrator for recommending approval.	None	1 Day	Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III - BCCAD
	2.7 The Assistant City Administrator approves or denies the request for Authority to Travel	None	1 Day	Atty. Tristan Dwight P. Domingo/ Atty. Janis Louis H. Esparcia, Assistant City Administrators (Administration/ Operations) - City Administrator's Office
	2.8 Receive endorsement from the Asst. City Administrator			Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.9 Prepare Authority to Travel for approved request.	None	1 Day	Rodette Ann G. Saclapos/ Ma. Corazon S. Liong, Community Affairs Officer I/ Community Affairs Officer III – BCCAD
	2.10 City Administrator signs the Authority to Travel	None	1 Day	Atty. Zuleika T. Lopez, City Administrator - Administrator's Office



	2.11 Receives the approved Authority to Travel	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
3. Receive the Authority to Travel	3. Release the Authority to Travel	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
TOTAL:		None	6 Days, 2 Hours and 12 Minutes	



3. Request for Leave of Absence

The duly approved Application for Leave of the Punong Barangays allows them to be officially absent in their workplace.

Office or Division	Barangay and Cultural Communities Affairs Division - Office of the City Mayor
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	Punong Barangays

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For Application for Leave of Absence:				
1. Duly Accomplished Application for Leave CSC Form No. 6 - 2 original		Barangay and Cultural Communities Affairs Division - Office of the City Mayor		
2. Letter of Intent - 2 original				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents and check for completeness	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.2 Check the correctness of the Application for Leave Form based on the Leave Record Book and Minutes of the Regular Sessions of the Barangay	None	1 Hour	Marilou R. Nagaya, Clerk IV - BCCAD
	2.3 Certify the correctness by signing the duly accomplished Application for Leave Form	None	10 Minutes	Meliza A. Bangoy, Administrative Officer Designate - BCCAD
	2.4 Recommend for approval by signing the duly	None	10 Minutes	Jose B. Ong Chief of Office - BCCAD



	accomplished Application for Leave Form			
	2.5 Submit duly signed Application for Leave to the Office of the Assistant City Administrator for Administration and Office of the City Administrator for Approval			
	2.6 Assistant City Administrator countersigns the leave form	None	2 Days	Atty. Zuleika T. Lopez/ Atty. Tristan Dwight P. Domingo/ Atty. Jannis Louis H. Esparcia, City Administrator, Assistant City Administrators (Administration/ Operations) – City Administrator’s Office
	2.7 City Administrator approves and signs the Application for Leave Form			
	2.8 Receive approved Application for Leave	None	3 Minutes	Marilou R. Nagaya, Clerk IV - BCCAD
3. Receive approved Application for Leave	3. Release approved Application for Leave	None	3 Minutes	
TOTAL:		None	2 Days, 1 Hour and 42 Minutes	



4. Request for Endorsement to Conduct Study or Program

Endorsements to conduct studies and programs in the barangay are provided to students, schools, business entities and other government agencies who seek permission to conduct studies or programs that are beneficial to the Barangay/s.

Office or Division	Barangay and Cultural Communities Affairs Division - Office of the City Mayor
Classification	Simple
Type of Transaction	G2C/ G2B/ G2G - Government to Citizen/ Government to Business/ Government to Government
Who may avail	All

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent - 2 original		1. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents and check for completeness	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.2 Prepare Endorsement to Conduct Studies and Programs in the Barangay	None	4 Hours	Rodette Ann G. Saclapos, Community Affairs Officer I - BCCAD
	2.3 Approve and sign the endorsement to Conduct Studies and Programs in the Barangay	None	10 Minutes	Jose B. Ong, Chief-of-Office - BCCAD
3. Receive the endorsement to Conduct Studies and Programs in the Barangay	3. Release the endorsement to Conduct Studies and Programs in the Barangay	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
TOTAL:		None	4 Hours and 19 Minutes	



5. Request for Barangay Records

List of Barangays, Barangay Officials, Schedule of Araw ng mga Barangays, Barangay Profiles, Barangay Historical Timelines and Telephone Directory of Barangays are provided to constituents needing it for various purposes such as conduct of studies, programs and projects and other activities.

Office or Division	Barangay and Cultural Communities Affairs Division- Office of the City Mayor
Classification	Simple
Type of Transaction	G2C/ G2B/ G2G - Government to Citizen/ Government to Business/ Government to Government
Who may avail	All

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent - 2 original		1. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client/s	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.2 Check for completeness			
3. Receive requested list or documents	3. Print or send the electronic copy of the requested list	None	15 Minutes	Rodette Ann G. Saclapos Community Affairs Officer I - BCCAD
TOTAL:		None	21 Minutes	



6. Request for Lugaw and Lomi				
Lugaw and lomi are provided to constituents, schools, religious groups, business entities and other government agencies to supplement feeding during their conduct of activities that promotes the welfare of the constituents.				
Office or Division	Barangay and Cultural Communities Affairs Division - Office of the City Mayor			
Classification	Simple			
Type of Transaction	G2C/ G2B/ G2G - Government to Citizen/ Government to Business/ Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent - 2 original		1. Barangay and Cultural Communities Affairs Division - Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. CMO-CRD Gives the Log Book to client	None	3 Minutes	Staff - City Mayor's Office – Correspondence and Records Division (CRD)
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents and check for completeness of details	None	3 Minutes	Staff – City Mayor's Office – CRD
	2.2 Approve the request	None	2 Days	Staff – City Mayor's Office
	2.3 Receive the approved requests of Lugaw or Lomi from CMO	None	3 Minutes	Alona Ninfa C. Metilla, Community Affairs Officer I – BCCAD
	2.4 Contact supplier/s and books the number of lugaw and lomi requested	None	15 Minutes	Alona Ninfa C. Metilla, Community Affairs Officer I – BCCAD



	2.5 Assign driver/s and focal person/s to deliver requested lugaw/ lomi	None	15 Minutes	Alona Ninfa C. Metilla, Community Affairs Officer I – BCCAD
3. Receive requested lugaw or lomi	3.1 Deliver requested Lugaw and Lomi on scheduled date and time	None	2 Hours	Ruel Galvex/ Marcelino Tare/ Arsenio Sebidan, Drivers – BCCAD
	3.2 Serve requested Lugaw and Lomi on scheduled date and time	None	1 Hour	Jasmin B. Bangoy/ Juliet R. Cabrera/ Bernard G. Madronero/ Alona Ninfa C. Metilla/ Marilou R. Nagaya/ Reynaldo Rey Royo/ Rene Rose Serafica/ Virgilio Clarion/ Wilfredo Axalan, Pointment - BCCAD
TOTAL:		None	2 Days, 3 Hours and 39 Minutes	



7. Request for Monetization of Leave Credits

The approved Application for Leave Monetization allows Punong Barangays to monetize their accumulated leave credits with the year subject to availability of Barangay Funds.

Office or Division	Barangay and Cultural Communities Affairs Division - Office of the City Mayor
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Punong Barangays

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For Application for Leave Monetization:				
1. Duly Accomplished Application for Leave CSC Form No. 6 - 2 original		1. Barangay and Cultural Communities Affairs Division - Office of the City Mayor		
2. Letter of Intent - 2 original		2. Client		
3. Minutes of Regular Sessions (24 session/year) – 1 photocopy		3. Barangay Council		
4. Leave Record Book - 2 original		4. Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office Receiving Area	1. Give the Log Book to client	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
2. Submit required documents in Receiving Area for initial assessment and verification	2.1 Receive the required documents check for completeness	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff - BCCAD
	2.2 Check the correctness of the Application for Leave Form based on the Leave Record Book and Minutes of the Regular Sessions of the Barangay	None	1 Hour	Marilou R. Nagaya Clerk IV – BCCAD
	2.3 Certify the correctness and sign the duly accomplished Application for Leave Form	None	10 Minutes	Meliza A. Bangoy, Administrative Officer - Designate BCCAD
	2.4 Recommend for Approval and sign the duly accomplished	None	10 Minutes	Jose B. Ong Chief of Office – BCCAD



	Application for Leave Form			
	2.5 Submit duly signed Application for Leave to the Office of the Assistant City Administrator for Administration and Office of the City Administrator for Approval	None	10 Minutes	Marilou R. Nagaya, Clerk IV – BCCAD
	2.6 Assistant City Administrator countersigns the Leave Form	None	2 Days	Atty. Tristan Dwight P. Domingo/ Atty. Janis Louis H. Esparcia, Assistant City Administrators (Administration/ Operations) – CADO
	2.7 City Administrator approves and signs the Application for Leave Form			
	2.8 Receive Approved Application for Leave	None	3 Minutes	Jenifer C. Tancontian, Receiving Staff – BCCAD
3. Receive Approved Application for Leave	3. Release Approved Application for Leave	None	3 Minutes	Marilou R. Nagaya, Clerk IV – BCCAD
TOTAL:		None	2 Days, 1 Hour and 42 Minutes	



BUSINESS BUREAU EXTERNAL SERVICES



1. Cancellation of Business Permit				
Cancellation of Business Permit is offered to any natural or juridical entity whose application for Business Permit is being applied and encoded in the system but the applicant later decided not to push through the said application for any valid reason. Cancellation should be applied within three (3) months from date of application of Business Permit. Cancellation of Business Permit cannot be provided to an applicant who has any record with the City Treasurer's Office.				
Office or Division	City Mayor's Office - Permits & Licenses Division			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Any natural or juridical entity that has valid reason to cancel duly processed application for new business permit.			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Application Form – 1 photocopy			Business Bureau, window 7	
2. Affidavit of Cancellation stating reason of cancellation for Sole Proprietorship – 2 original			Taxpayer	
3. I.D. of Taxpayer – 1 photocopy			Taxpayer	
4. Special Power of Attorney stating the authority and capacity of the authorized representative – 1 original, 1 photocopy			Any Notary Public	
5. Partnership Resolution stating the reason of cancellation and the authority and capacity of the authorized representative for partnership – 1 original, 1 photocopy			Any Notary Public	
6. Board Resolution or Secretary's Certificate stating reason of cancellation and the authority and capacity of the authorized representative for other form of ownership – 1 original, 1 photocopy			Any Notary Public	
7. I.D. of Partners – 1 photocopy			Taxpayer	
8. I.D. of authorized signatory for other form of			Taxpayer	
9. I.D. of authorized representative – 1 photocopy			Taxpayer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements to Receiving Section and receive Claim Stub	1.1 Submit complete requirements to Receiving Section and receive Claim Stub	None	30 Minutes	Josephine P. Cahilig – Revenue Collection Officer II - Business Bureau (Window 8 or 9)
	1.2 Indorse			Josephine P.



	application to the City Treasurer's Office for proper treatment (cancellation or retirement)		2 Days	Cahilig, Revenue Collection Officer II (Window 8 or 9) - Business Bureau
	1.3 If application is recommended for cancellation, the application will be indorsed to the CITC for record cancellation.	None		Local Treasury Operations Officer IV – District Treasurer
	1.4 If application is recommended for retirement, application will be returned to applicant, and will be advised to process the transaction under the Retirement of Business Permit service.	None		Rosemarie Aquino, Administrative Aide III- Business Bureau (Window 2 or 3)
2. If approved to be cancelled, claim duly cancelled application and other documents	2.1 Release duly cancelled application and other documents.	Php 50.00	10 Minutes	
2.1. If recommended for retirement, receive application and other documents for re-processing application under retirement service.	2.2 Return application and other documents and give checklist for retirement service.	None		
TOTAL:		Php 50.00	2 Days and 40 Minutes	



2. Issuance of Certifications / Certified True Copy				
Certifications or Certified True Copy is issued to any natural or juridical entity, government agencies or offices who wish to secure any copy of Business Permit or who wish to know any status or record of a Taxpayer.				
Office or Division	City Mayor's Office - Permits & Licenses Division			
Classification	Simple Transaction			
Type of Transaction	G2B/ G2G/ G2C – Government to Business/ Government to Government/ Government to Citizen			
Who may avail	Natural or juridical entity, government agencies and offices or any other concerned individual or entity.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request stating the purpose of the request – 1 photocopy		Applicant		
2. Special Power of Attorney if represented for individual or sole proprietorship – 1 photocopy		Any Notary Public		
3. Partnership Resolution indicating the reason and authorized representative for Partnership – 1 photocopy		Any Notary Public		
4. Secretary's Certificate indicating the reason and the authorized representative. – 1 photocopy		Any Notary Public		
5. Valid I.D. of the requisitioner – 1 photocopy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Request Form and other requirements and receive Order of Payment	1. Receive the required documents. Verify record. Issue Order of Payment	None	10 Minutes	Mary Ann Ador, Admin Asst. VI – Business Bureau
2. Present Order of Payment and Pay Service Fee	2.1 Receive OP and payment	P 50.00 for certification P100.00 for Certified True Copy, P35.00 for every additional copy	10 Minutes	Local Revenue Collection Officer –City Treasurer's Office
3. Present Official Receipt	3.1 Present Official Receipt	None	50 Minutes	Mary Ann Ador, Admin Asst. VI- Business Bureau



	3.2 Prepare Certification or Certified True Copy and affix signature to the document			Records Section Chief for CTC, OIC for the Certification
4. Receive document	4.1 Release document			Rosemarie Aquinio, Administrative Aide III- Business Bureau
TOTAL:		P 50.00 for certification P100.00 for Certified True Copy P35.00 for every additional copy	1 Hour and 10 Minutes	



3. Complaints for Ocular Inspection

Any violation of any provision of existing laws, ordinance and orders affecting interest of public welfare, security and safety complained by any concerned entity should be verified and confirmed through ocular inspection

Office or Division	City Mayor's Office - Permits & Licenses Division
Classification	Highly Technical
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen
Who may avail	Any natural or juridical entities whose welfare, security and safety are threaten by the conduct of any business activities.

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Letter of complaint - 1 original, 1 photocopy	Complainant
2. Sketch – 1 photocopy	Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the letter of complaint	1. Receive letter of complaint	None	20 Minutes	Elena Tabao, Administrative Aide IV-Business Bureau
2. Receive the file copy	2.1 Give received copy to complainant		5 Minutes	
	2.2 Route the complaint		1 Hour	
	2.3 Assign the complaint to the Inspection Team		1 Hour	Maribel Paguican, Licensing Officer IV- Business Bureau
	3. Conduct inspection		3 Days	Jayquiel Balite, Licensing Officer I – Business Bureau
	4. Issue Inspection Report as proof of inspection if no violations were found			
	5. Issue 1 st Notice if there are any violations * If applicable, indorse to appropriate Regulatory Offices or agencies.			
	6. Conduct 2 nd Notice if no compliance of the 1 st Notice			
7. Issue 2 nd Notice with a Cease and Desist Order recommended therein if violations are	2 Days			



	not complied		
	8. Serve and issue Closure Order if no compliances were made		1 Day Maribel Paguican, Licensing Officer IV- Business Bureau
	9. Lock physically the establishment		4 Hours Jayquiel Balite, Licensing Officer 1 – Business Bureau
3. Receive the result of inspection	3.1 Furnish the complainant the result of inspection		
TOTAL:		None	6 Days, 6 Hours and 25 Minutes



4. Full Retirement of Business Permit				
Full retirement of Business Permit is issued to any natural or juridical entity whose business operations have ceased.				
Office or Division	City Mayor's Office - Permits & Licenses Division			
Classification	Complex Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Any natural or juridical entity who is a holder of a valid issued business permit but whose business operations had ceased			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Latest Business Permit – 1 original, 1 photocopy			Applicant or Records Section, Business Bureau	
2. Affidavit of Full Retirement indicating the reason and the effectivity of retirement if Single Proprietorship – 1 original			Any Notary Public	
3. Partnership Resolution duly signed by all the Partners with the reason, effectivity of retirement and the authorized representative indicated therein if Partnership – 1 original			Any Notary Public	
4. Board Resolution or Secretary's Certificate with the reason and effectivity of retirement, the authorized represented indicated therein if other forms of ownership – 1 original			Any Notary Public	
5. Valid I.D. of the Taxpayer if Sole proprietorship – 1 photocopy			Applicant	
6. Valid I.D. of all the Partners – 1 photocopy			Applicant	
7. Valid I.D. of the President and authorized representative for Board Resolution or of the Secretary and the authorized representative for Secretary's Certificate if other forms of ownership – 1 photocopy			Applicant	
8. If represented, Special Power of Attorney for Single Proprietorship – 1 original and valid I.D. of the representative – 1 photocopy			Any Notary Public / Applicant	
9. Business Identification Plate			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number from the Public Assistance Counter of the Business Bureau	1. Get priority number from the Public Assistance Counter of the Business Bureau	None	1 Minute	Rafael Mangao, Reproduction Machine Operator III
2. Submit	2.1 Receive			Josephine P.



requirements	requirements	None	10 Minutes	Cahilig – Revenue Collection Officer II - Business Bureau
	2.2 Release the application for retirement.			
3. File with the City Treasurer (Central or District depending on business location) the application for retirement and supporting documents.	3.1 File with the City Treasurer (Central or District depending on business location) the application for retirement and supporting documents.	None	3 Days	Revenue Collection Clerk 1- District Treasurer's Office
4. Receive claim stub	4.1 Issue Claim Stub			Revenue Collection Clerk 1- District Treasurer's Office
	4.2 Conduct an ocular inspection			
	4.3 If no business operation upon inspection, assess tax obligations			
	4.4 If still operating, application is denied			
5. Receive assessment	5. Give assessment			
6. Get assessment of tax obligations and pay	6. Get assessment of tax obligations and pay	Tax Obligation based on gross sales		Revenue Collection Clerk 1- District Treasurer's Office
7. Submit Official Receipt	7. Recommend approval of application for retirement			
8. Receive Official Receipt, duly recommended application for retirement and other documents	8. Receive Official Receipt, duly recommended application for retirement and other documents	Late filing fee for application filed more than 30 Days from cessation =P1,000 to P5,000	1 Hour	
Receive documents if recommended	Release disapproved application for			



disapproved	retirement and other documents			
9. Submit recommended approved application for retirement, supporting documents and Business Identification Plate	9. Receive the recommended approved application and supporting documents			Maria Elena Tabao, Administrative Aide IV – Business Bureau, (Window 8 or 9)
10. Receive claim stub	10.1 Issue claim stub	None	1 Hour	Jesusa Pineda, Licensing Officer II-Business Bureau
	10.2 Check application and supporting documents			
	10.3 Approve application for retirement. Check if there is any unpaid account on the system		1 Day	Mary Ann Ador, Computer Operator III-Business Bureau
	10.4 Tag retirement on the system. Print annotation “RETIRE” reason and effectivity on the permit. If there are unpaid accounts, advise applicant to check posting of payments with the Central or District Treasurer’s Office			
11. Claim retired Business Permit and other documents	11. Release retired Business Permit and other documents	None	1 Hour	Rosemarie Aquino, Administrative Aide III-Business Bureau (Window 2 or 3)
TOTAL:		Tax Obligation based on	4 Days, 3 Hours and 11 Minutes	



	gross sales.		
	Late filing fee for application filed more than 30 Days from cessation =P1,000 to P5,000		



5. Internet Café Accreditation				
Internet Café accreditation is issued to internet café and coin operated internet machine business operators who are compliant with internet café regulation requirement. Internet Café Accreditation is a specific requirement for the issuance of Business Permit.				
Office or Division		City Mayor's Office - Permits & Licenses Division		
Classification		Complex Transaction		
Type of Transaction		G2C – Government to Citizen G2B- Government to Business		
Who may avail		Internet Café and Coin Operated Internet Machine Business Operators within Davao City.		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request for Inspection – 1 original, 1 photocopy			Applicant	
2. Duly filled-out application form for New Business Permit – 1 photocopy			Receiving Section, Business Bureau – Window 7.	
3. Official Receipt for Internet Café Accreditation Board (ICAB) Accreditation – 1 original			Revenue Collection Officer, City Treasurer's Office	
4. Sketch Map of Business Location – 1 original			Applicant	
5. Compliance of the following ICAB requirements:			Applicant	
<ul style="list-style-type: none"> ● Half-closed cubicle with not more than 5 feet from the floor 				
<ul style="list-style-type: none"> ● Proper Lighting: 25 Lux minimum for fluorescent and LED lights, 50 lux minimum for incandescent 				
<ul style="list-style-type: none"> ● Warning sign with minimum size of 12 x 18 inches with the following text: <ul style="list-style-type: none"> ● No pornography ● No Gambling ● No Hacking ● No minors are allowed to play games prior to 6:00 AM ● Students are not allowed to play games beyond 10:00 PM during prescribed Hours. 				
<ul style="list-style-type: none"> ● System for blocking or filtering access to pornographic sites/contents 				
<ul style="list-style-type: none"> ● Webcams permanently fixed, if applicable ● No selling and consumption of intoxicating drinks and cigarettes within the premises 				
6. Copy of ICAB ordinances (227-04, 0387-12 and 01488-15), as amended.			Business Bureau, ICAB Secretariat	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter of request for inspection, sketch map, and photocopy of duly filled-out	1.1 Receive the required documents. Give copy of ICAB		15 Minute/s	Maria Elena Tabao, Administrative Aide IV –



business permit application form. Receive copy of ICAB ordinances and accreditation guide	Ordinances and accreditation guide to the client.	None		Business Bureau, (Window 8 or 9) Receiving Officer– Business Bureau
1.2 Receive Order of Payment for accreditation	1.2 Issue Order of Payment. Assign request to Inspection Team			
1.3 Receive the schedule of inspection	1.3 Give schedule of inspection to the applicant			
2.1 Present Order of Payment and Pay ICAB Accreditation Fee	2.1 Receive Order of Payment and pay	P 100.00 for the first 10 units and P10.00 for every unit in excess of 10	10 Minutes	Local Revenue Collection Officer - City Treasurer's Office
2.2 Receive Official Receipt	2.2 Issue Official Receipt			
2.3 Present Official Receipt	2.3 Assign request to inspection	None	3 Days	Maribel Pagican, Officer-in-Charge-Business Bureau
	2.4 Ask for the Official Receipt for ICAB Accreditation			
2.4 Receive ICAB Accreditation	2.5 Conduct Ocular Inspection	Depending on the nature of violation		Jake Jamoy, Licensing Officer I – Business Bureau
	2.6 Issue Accreditation if compliant			
2.5 Receive Notice of Inspection, Notice of Violation and Order of Payment	2.7 Issue Notice of Inspection, Notice of Violation, and Order of Payment for violation if non-compliant			
3.1 Present Order of Payment and Pay penalty for Violation	3.1 Receive Order of Payment (OP) and pay	As reflected on the OP	10 Minutes	Revenue Collection Officer-City Treasurer's Office
3.2 Receive Official Receipt	3.2 Receive Official Receipt	None		Maria Elena Tabao,



				Administrative Aide IV– Business Bureau (Window 8 or 9)
3.3 Submit request letter for re-inspection if deficiencies are already rectified and penalty for violations already paid	3.3 Receive letter of request for re-inspection	None	Within 3 Days from receipt of request for inspection	Maribel Paguican, Officer-in-Charge, Business Bureau Jake Jamoy, Licensing Officer I – Business Bureau
3.4 Receive Schedule for re-inspection	3.4 Give schedule for re-inspection	None		
	3.5 Assign request to inspection Team	None		
	3.6 Conduct Ocular Inspection	None		
	3.7 Issue accreditation for full compliance OR Issue Cease and Desist Notice in case of non-compliance and continued violations	None		
TOTAL:		Depending on the above-mentioned situation	6 Days and 35 Minutes	



6. Issuance of New Business Permit	
It shall be unlawful for any person or entity to conduct or engage in any business, trade or occupation within the territorial jurisdiction of the City of Davao for which a permit is required for the proper supervision and enforcement of existing laws and ordinances without first having secured a permit therefore from the City Mayor and paying the necessary fees to the City Treasurer.	
Office or Division	City Mayor's Office - Permits & Licenses Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail	Any natural or juridical person who will be conducting and engaging in any business, trade or occupation within the territorial jurisdiction of Davao City
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Duly filled-out and notarized Unified Application Form (1 original)	Business Bureau or at the Web site davaocity.gov.ph
2. Sketch of Business location - 1 original	Applicant
3. Barangay Clearance - 1 original	Business Bureau
4. Cedula - 1 original	Any City Treasurer's Office
5. Valid ID of applicant and Authorized Signatory (1 photocopy)	Applicant
6. Certified List of Employees (1 original and 1 photocopy)	Any Notary Public
7. Valid DTI Registration (1 photocopy)	Department of Trade and Industry
8. SEC Registration (1 certified copy), Article of Incorporation and By-laws for Partnership and Corporation (1 photocopy - complete set) Certificate of Cooperation (1 Certified Copy; Article of Cooperation and By-laws (1 photocopy – complete set).	Securities and Exchange Commission
9. Certificate of Cooperation (1 Certified Copy; Article of Cooperation and By-laws (1 photocopy – complete set).	Cooperative Development Authority
10. DOLE Certificate of Registration (1 Certified Copy), Article and by-laws if any (1 photocopy – complete set)	Department of Labor and Employment
11. Special Power of Attorney (1 current and original) for represented Sole Proprietorship	Any Notary Public
12. Partnership Resolution (1 current and original) for represented Partnership	Any Notary Public
13. Secretary's Certificate or Board Resolution for other form of ownership (1 current and original)	Any Notary Public
14. Valid I.D. of representatives (1 photocopy)	Applicant



each)				
15. Contract of Lease and copy of the Proof of ownership by the Lessor if details are not reflected on the contract or if Lessor has no Business Permit (1 photocopy)		Applicant		
16. Any proof of ownership if Business location is owned		Applicant		
17. Notarized consent and copy of any proof of ownership if details are not reflected on consent if permitted to use the business location (1 original)		Any Notary Public		
18. OR/CR of vehicle (1 photocopy each vehicle)		Applicant		
19. Notarized Consent for use of the vehicle if not owned by the applicant.		Any Notary Public		
20. Occupancy Permit (1 photocopy)		Applicant		
21. Valid PCAB License for General Engineering, Building Contractor and Specialty Contractor (1 photocopy)		Applicant		
22. Valid Fire Safety Inspection Certificate (1 original and 1 Business Bureau copy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Priority number for New Transaction	1. Issue Priority Number for New Transaction	None	1 Minute	Rafael Mangao, Reproduction Machine Operator III-Business Bureau
2. Submit application and requirements to the Licensing Officer	2.1 Receive application and requirements	None	30 Minutes	Josephine Cahilig, Local Revenue Collection Officer II-Business Bureau
	2.2 Interview applicant			
	2.3 Validate all the details on the Application Form			
	2.4 Verify taxpayers record whether delinquent or not			
	2.5 Assign business line			
	2.6 Assess capitalization			
	2.7 Encode the details			
	2.8 Upload			



	necessary information, sketch and occupancy permit, if any	None	3 Minutes	
	2.9 Push to the concerned Regulatory Offices for recommendation: City Planning and Development Office or Zoning, (CPDO) City Health Office (CHO) City Environment and Natural Resources Office (CENRO), Office of the City Building Official (OCBO), Bureau of Fire Protection (BFP)			Josephine Cahilig, Local Revenue Collection Officer II- Business Bureau
	2.10 Specific Regulatory Offices (RO's) depending on business activity: City Tourism Office (CTOO) for Tourism related establishment and City Veterinarians Office (CVO)			Representative from Regulatory Offices
	2.11 Approve electronically business application			
3. Receive the disapproved application and System Approval Slip	3.1 If any one of the RO's disapprove the application, the application will be denied			Josephine Cahilig, Local Revenue Collection Officer II- Business Bureau



	3.2 If any one of the RO's disapprove the application, the application will be denied	None	15 Minutes	In-charge, Regulatory Office Business Bureau lobby and Business Bureau EDP personnel
	3.3 If any one of the RO's disapprove the application, the application will be denied	None	15 Minutes	Josephine Cahilig, Local Revenue Collection Officer II- Business Bureau In-charge, Regulatory Office Business Bureau lobby and Business Bureau EDP personnel
	3.4 Advise the applicant to proceed to the specific RO that disapproved the application and advise the applicant to re-apply if any deficiencies are not rectified or complied within 24 Hours			
3.2 Receive System Approval Slip	3.5 If application is approved, encode the application and issue payment slip	None	10 Minutes	Josephine Cahilig, Local Revenue Officer II- Business Bureau
3.3 Present payment Slip for payment to the City Treasurer's Office	3.6 Print assessment of local tax and Fees	Fees will depend on business capitalization and business line		Collection and Assessment officer-CTO Collection and Assessment Officer – CTO and BFP at the City Treasurer's Office
3.4 Receive the assessment	3.7 Receive the assessment	Fees will depend on business capitalization and business activity	5 Minutes	Josephine Cahilig, Revenue
3.5 Pay tax, fees and charges	3.8 Receive payment and issue Official Receipt – local and BFP		3 Minutes	
3.6 Present Official Receipts	3.9 Receive Official Receipts			



	3.10 Print Fire Safety Inspection Certificate 3.11 Print Business Permit 3.12 Segregate documents 3.13 Check documents 3.14 Sign Business Permit	Fees will depend on business capitalization and business activity	1 Hour and 30 Minutes	Collection Officer II- Business Bureau Rosemarie Aquino, Administrative Aide III-Business Bureau Maribel Paguican, Licensing Officer IV-Business Bureau
4. Receive Business Permit, Business Identification Plate, Sticker, FSIC and applicant's copy of the requirements	4.1 Release Business Permit, Business Identification Plate, Sticker, FSIC and applicant's copy of the requirements.	Fees will depend on business capitalization and business activity	30 Minutes	Rosemarie Aquino, Administrative Aide III-Business Bureau
TOTAL:		Fees will be based on business line and capitalization	3 Hours and 7 Minutes	



<p>Mayor's Permit Fee is based under the following assets size and nature of business:</p>
<p>Cottage Php 499,999.00 and below Small Php 500,000.00 up to Php 1,999,999.00 Medium Php 2,000,000.00 to Php 9,999,999.00 Large Php 10,000,000.00 and above</p>
<p>Mayor's Permit Fee on business subject to Graduated Fixed Taxes: On Manufacturers/Importers/Producers Cottage - Php 2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00</p>
<p>On Banks Rural, Thrift and Savings Banks - Php5,000.00 Commercial, Industrial and Development Banks - Php8,000.00 Universal Banks - Php10,000.00</p>
<p>On Other Financial Institutions Cottage - Php2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00</p>
<p>On Contractors/Service Establishments Cottage - Php 1,000.00 Small - Php 1,200.00 Medium - Php 2,500.00 Large - Php 6,000.00</p>
<p>On Wholesalers/Retailers/Dealers or Distributors Cottage - Php2,000.00 Small - Php 5,000.00 Medium - Php8,000.00 Large - Php10,000.00</p>
<p>On Transloading Operations Cottage – Php2,000.00 Small – Php5,000.00 Medium -Php 8,000.00 Large - Php10,000.00</p>
<p>Other Businesses Cottage - Php 1,000.00 Small - Php 2,000.00 Medium - Php4,000.00 Large - Php 6,000.00</p>
<p>NOTES: For certified copy, fee should be electronically inputted, so that onetime payment will be achieved. (ALREADY CLARIFIED, WAITING FOR REPLY)</p>



7. Occupational Permit for Walk-In

Occupational Permit is issued to any worker or employee who is not a holder of a validly issued Professional Tax Receipts, whether working on temporary and permanent basis. Occupational Permit is renewed annually on or before January 31. Late renewal is imposed a penalty of 25%.

Office or Division City Mayor's Office - Permits & Licenses Division

Classification Simple

Type of Transaction G2C – Government to Citizen

Who may avail Any employee or worker who is a Filipino citizen and 18 years of age at the time of application. Foreigner may apply if he has already secured an Alien Employment Permit from the Department of Labor and Employment. In instances where the law allows a person below 18 years of age to work, the applicant shall submit an Affidavit of Consent from his/her parent or guardian

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Valid Identification (1 photocopy)	Business Bureau Office, Window 1 or at the Public
2. Application Form (1 original)	Assistance Desk
3. Valid Identification (1 photocopy)	Applicant
4. Official Receipt (1 original)	City Treasurer's Office
5. Affidavit of Consent for minors (below 18 years old)	Any Notary Public
6. Additional Requirements for Entertainers, Masseurs, Bar Attendants:	
a. Birth Certificate (1 original NSO Authenticated)	Philippine Statistics Authority
b. Affidavit of consent with valid ID of parent or qualified guardian for 18 – 20 years old applicants (1 original)	Any Notary public
c. Health ID (1 original)	Health ID (1 original)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number, application form and checklist from the Public Assistance Counter	1. Issue queuing number and give application form and checklist of requirement to the applicant	None	1 Minute	Rafael Mangao, Reproduction Machine Operator III- Business Bureau
2. Submit duly filled-out application form and supporting documents	2.1 Receive application form and supporting document	None	10 Minutes	Carlita Diagbel, Bookbinder III- Business Bureau



	2.2 Verify information			(Window 1)
	2.3 Assess and indicates amount to be paid on the Order of Payment			
2.4 Receive Order of Payment (OP) *If below age requirement, Applicant must present himself/herself for an interview	2.4 Issue the Order of Payment to the applicant	None	15 Minutes	
	2.5 Conduct interview if entertainers, masseurs, bar attendants are 18-20 years old and for other applicants who are below 18 years old			
3.1 Present OP and pay Occupational Permit Fee	3.1 Receive OP and payment			Php 125.000 for new and updated renewal; Php 156.25 for late renewal
3.2 Receive Official Receipt	3.2 Issue Official Receipt		10 Minutes	
4.1 Submit Official Receipt	4.1 Submit Official Receipt	None	5 Minutes	Carlita Diagbel, Bookbinder III- Business Bureau (Window 1)
	4.2 Print Occupational Permit			
4.2 Claim Occupational Permit	4.3 Sign Occupational Permit			
	4.4 Release Occupational Permit			



TOTAL:	Php 125.000 for new and updated renewal; Php 156.25 for late renewal	41 Minutes	
---------------	---	-------------------	--



8. Regular Ocular Inspection				
Business activities being applied will be validated through ocular inspection. Any violation of any provision of existing laws, ordinance and orders found during ocular inspection will warrant closure of the establishment upon application of due process.				
Office or Division	City Mayor's Office - Permits & Licenses Division			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen G2B - Government to Business			
Who may avail	Any business owners operating in Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
No requirement needed.		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Receive and subject establishment for ocular inspection	1.1 Receive and subject establishment for ocular inspection	None	2 Days	Jacquiel Balite, Licensing Officer I- Business Bureau
1.2 Present necessary documents for validation; Receive Report of Inspection; Receive Report of Inspection with recommendations	1.2 Conduct ocular inspection	None		
	1.3 Validate business activity and documents	None		
	1.4 If no violation found, issue Report of Inspection indicating therein compliances	None		
	1.5 If violations found, Issue 1 st Notice of Inspection indicating therein deficiencies and violation with recommendations	None		



1.6 Receive Order of Payment	1.6 Issue Order of Payment according to corresponding violation			
2. Present Official Receipt and Report of Inspection	2. Receive Report of Inspection and the Official Receipt	None	2 Days	Jacquiel Balite, Licensing Officer I-Business Bureau
3. Receive duly annotated Inspection Report	3. Annotate on the Inspection Report date of appearance. Return the duly annotated Inspection Report	None		
4. Receive and subject establishment for inspection	4. Conduct 2nd Inspection for those issued with 1st Notices *If violation and deficiencies are still not rectified, issue 2 nd Notice of Inspection	None	2 Days	Jacquiel Balite, Licensing Officer I-Business Bureau
5. Stop operating the business	5. Stop operating the business	None		
TOTAL:		None	6 Days	



9. Renewal of Business Permit	
The Business Permit is granted for a period of not more than one (1) year and shall expire on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier. The Business Permit issued shall be renewed within the month of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee.	
Office or Division	City Mayor's Office - Permits & Licenses Division
Classification	Simple Transaction
Type of Transaction	G2B – Government to Business
Who may avail	Any natural or juridical entity who wish to continue business operations
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Previous Mayor's Permit (1 original copy or 1 certified copy)	Applicant or Records Section, Business Bureau
2. Notarized List of Employees stating the Name and Position of the Employees (1 original copy and 1 duplicate copy).	Any Notary Public
3. Cedula, current year with the same gross sales declaration (1 original copy or 1 photocopy)	City/Municipal Treasurer's Office
4. Certified Gross Sales of the Previous Year - 1 original	Applicant
5. Valid I.D. of the Taxpayer for Sole Proprietorship, of partners if Partnership and of Authorized Signatory for other form of ownership (1 photocopy)	Taxpayer
6. For Sole Proprietorship, if represented, Special Power of Attorney, indicating specific authority and capacity granted to representative.	Any Notary Public
7. For Partnership, Partners Resolution, indicating specific authority and capacity granted to representative.	Any Notary Public
8. For other form of ownership, Board Resolution or Secretary's Certificate, indicating specific authority and capacity granted to representative.	Any Notary Public
9. Valid I.D. of representative (1 photocopy)	Applicant
10. Valid Fire Safety Inspection Certificate (1 photocopy)	Taxpayer
11. Specific requirement for specific line of business	Concerned Agency



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit requirements for renewal of Business Permit	1.1 Control application for renewal	None	15 Minutes	Josephine Cahilig, Revenue Collection Officer II or Jayquiel Balite, Licensing Officer I (for Onsite or on any venue For Offsite)- Business Bureau
1.2 Receive renewal application form and other document	1.2 Receive renewal application form and other document.	PHP100 .00		Concerned regulatory offices stationed at One Stop Shop both at onsite and offsite
1.3 Receive application for renewal and sign on the renewal application form. - If the record is negatively listed, Applicant should secure clearance from the concerned regulatory office before the application for renewal is printed.	1.3 Print application for renewal if not negatively Listed Release renewal application form and other documents and unblock record.			
2.1 Submit documents for assessment	2.1 Receive document for assessment	Business Bureau Accounts:	20 Minutes	Local Treasury Operations Officer - City Treasurer's Office
	2.2 Assess and sign the Renewal Application Form (Business Tax Portion) Sign Renewal Application Form (Real Property Tax Portion)	Permit Fee (see schedule) Sticker for renewal – P5.00		



2.3 Receive assessment made by the City Treasurer's Office and the Bureau of Fire Protection	2.3 Print Assessment (Local Tax/Fees and Bureau of Fire Protection's FSIF)	Business Plate for new – P150.00		
2.4 Pay Obligations with the city and the BFP, including Cedula if not yet secured by the applicant	2.4 Receive payment and Issue Official Receipt, cedula and Fire Safely Inspection Fee	Occu. Permit Fee – P125.00 Other Fees & Tax: Separately assessed by offices in the system		
3.1 Present Application for Renewal, Official Receipts and other documentary Requirements	3.1 Receive and check completeness and accuracy of submitted documents	None	2 Hours	Maria Elena Tabao, Admin Aide IV- Business Bureau
	3.2 Print Business Permit			Carlita Diagbel, Bookbinder III- Business Bureau
	3.3 Print Occupational Permit (10 employees and below)			
	3.4 Segregate documents: Applicants File and Business Bureau File			Rosemarie Aquino, Administrative Aide III- Business Bureau
	3.5 Check accuracy of documents Sign Business Permit			Paul Perez, Licensing Officer III and Jesusa Pineda, Licensing Officer II-- Business Bureau
	3.6 Sign Occupational Permit			Maribel Paguican, Licensing Officer



3.7 Receive Business Permit, Sticker, Occupational Permit and other documents	3.7 Release Business Permit, sticker and other documents			IV- Business Bureau Rosemarie Aquino, Administrative Aide III- Business Bureau
TOTAL:		Fees will be based on gross sales, capitalization and business line	2 Hours and 35 Minutes	



Mayor's Permit Fee is based under the following assets size and nature of business:
Cottage Php 499,999.00 and below Small Php 500,000.00 up to Php 1,999,999.00 Medium Php 2,000,000.00 to Php 9,999,999.00 Large Php 10,000,000.00 and above
Mayor's Permit Fee on business subject to Graduated Fixed Taxes: On Manufacturers/Importers/Producers Cottage - Php 2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Banks Rural, Thrift and Savings Banks - Php5,000.00 Commercial, Industrial and Development Banks - Php8,000.00 Universal Banks - Php10,000.00
On Other Financial Institutions Cottage - Php2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Contractors/Service Establishments Cottage - Php 1,000.00 Small - Php 1,200.00 Medium - Php 2,500.00 Large - Php 6,000.00
On Wholesalers/Retailers/Dealers or Distributors Cottage - Php2,000.00 Small - Php 5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Transloading Operations Cottage – Php2,000.00 Small – Php5,000.00 Medium -Php 8,000.00 Large - Php10,000.00
Other Businesses Cottage - Php 1,000.00 Small - Php 2,000.00 Medium - Php4,000.00 Large - Php 6,000.00



10. Special Mayor's Permit for Motorcade, Parade, Fun Run, Procession, Concert, Shows, Recruitment and the Like

Special Mayor's Permit is issued to any natural or juridical entity for the conduct of any event or activity involving the grouping of people within the jurisdiction of Davao City

Office or Division	City Mayor's Office - Permits & Licenses Division
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail	Any natural or entity who shall conduct any program or activity involving the grouping of people such as but not limited to bazaars, exhibits and any events such as fun-run, motorcade, parade and others within the jurisdiction of Davao City.

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Letter request specifying the date, time, specific venue and the purpose of the event or activity (1 original and 1 duplicate)	Client/Applicant
Additional requirements:	
2. Intended Route for motorcades, parades, fun runs, processions and the like - 1 original	Client/Applicant
3. Barangay Resolution for concerts, shows or events in open areas - 1 original	Barangay Hall where the event will be conducted
4. Business Permit and Occupational Permits of the entertainers for Stage Shows (1 photocopy each)	Client/Applicant
5. Barangay Clearance and Cedula for Mahjong (1 original copy each)	Barangay where the event will be conducted
6. Recruitment Activity for recruiter and/or recruitment agencies not based in Davao City:	
a. Certificate of Good Standing - 1 original	DOLE for local and POEA for overseas
b. Job Order Balances Report duly authenticated by POEA, if overseas (1 original copy and 1 photocopy)	POEA
c. No Objection Certificate (1 copy original)	PESO, Almendras Gym
d. Valid License Certificate or any of the following:	
- Special Recruitment Authority for overseas	POEA
- Authority to operate a branch office, for local	POEA
- License to operate as PRPA, for local placement	DOLE
- Authority to recruit, for local placement	DOLE
7. SP Ordinance for Road Closures - 1 original	
8. For Cockfight/Derby:	
a. Business Permit of Cockpit (1 photocopy)	Applicant
b. SP Ordinance - 1 original	Sangguniang Panlungsod
9. Barangay Resolution for Barangay events	Barangay Hall where the event



				will be conducted
Note: If the event will be participated by a hundred or more participants, approved Security Plan or duly endorsed memorandum slip will be required with the following additional requirements:				PSSCC and CTOO
- Written request to the PSSC				
- Presentation of the Security Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit letter of request together with supporting documents	1.1 Receive letter of request and supporting documents. Verify the request. Provisionally approve the request	None	1 Hour	Marco Maglana, Licensing Officer I/ Maribel Paguican, Licensing Officer IV- Business Bureau
	1.2 Prepare the Special Permit Form		30 Minutes	Marco Maglana, Licensing Officer I- Business Bureau
1.2 Receive Order of Payment	1.3 Prepare Order of Payment		1 Hour	
1.3 Secure recommendations from Concerned Regulatory Office	1.4 Recommended approved by the Concerned Regulatory Office		30 Minutes	Concerned Regulatory Offices c/o Marco Maglana, Licensing Officer I- Business Bureau
Additional requirement for big events:				
2.1 File a written request to PSSCC and present Security Plan.	2.1 Verify the request and schedule the applicant for a Security Plan Presentation	None	2 Days	Marco Maglana, Licensing Officer I- Business Bureau
2.2 Receive the approved Security Plan	2.2 Provisionally examine and approve the Security Plan		4 Days	City Tourism Operations Office Personnel
2.3 Present the Memorandum Slip to the City Tourism office	2.3 Receive the Memorandum Slip		30 Minutes	City Tourism Operations Office Personnel



2.4 Receive duly endorsed Memorandum Slip and Certification	2.4 Issue Indorsement and Certification		30 Minutes	
Additional Steps for event with Ticket Selling:				
3.1 Present Tickets	3.1 Present Tickets	None	3 Minutes	Head, City Tourism Operations Office
3.2 Present TOP and Pay Special Mayor's Permit Fee	3.2 Receive, stamp and control Tickets			
3.3. Receive Official Receipt	3.3 Receive TOP and payment and issue Official Receipt	See schedule of fees below	3 Minutes	Local Revenue Collection Officer - City Treasurer's Office
3.4 Present Official Receipt and duly recommended application for Special Mayor's Permit and other requirements	3.4 Receive Official Receipt and duly recommended application and other requirements for Special Permit	None	10 Minutes	Marco Maglana, Licensing Officer I- Business Bureau
3.5 Receive the Special Mayor's Permit	3.5 Receive the Special Mayor's Permit			
TOTAL:		Refer to Schedule of fees below	6 Days, 4 Hours and 16 Minutes	



SCHEDULE OF FEES

- Bazaar and event organizer based in Davao City - P500.00 per Day per location
- Bazaar and event organizer not based in Davao City with less than 30 exhibitors - P1,000 per activity
- Bazaar and event organizer not based in Davao City with 31 – 60 exhibitors - P2,000 per activity
- Bazaar and event organizer not based in Davao City with 61 – 100 exhibitors - P3,000 per activity
- Bazaar and event organizer not based in Davao City with more than 100 exhibitors - P5,000 per activity
- Selling exhibitors - P300 per Day per stall
- Non-selling exhibitor - P150 per Day per stall
- Circus, carnivals, and the like – P500 for the first 5 Days and 100 per Day thereafter
- Merry-go-round, roller coaster, ferries wheel, swing gallery and other similar contrivances – P300 for the first 5 Days and P50 per Day thereafter
- Sports contest – P300 per Day
- Parade – P200 per Day on every circus
- Motorcade – P500 per Day
- Overseas recruitment – P 1,000 per schedule
- Local recruitment – P 1,200 per schedule
- Mahjong – P 700 per annum (minimum)



BUSINESS BUREAU ONLINE SERVICES



1. Online Renewal of Business Permit					
The Business Permit is granted for a period of not more than one (1) year and shall expire on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier. The Business Permit issued shall be renewed within the month of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee.					
Office or Division	City Mayor's Office - Permits & Licenses Division				
Classification	Simple Transaction				
Type of Transaction	G2B – Government to Business				
Who may avail	Any natural or juridical entity who wish to continue business operations				
CHECKLIST OF REQUIREMENT			WHERE TO SECURE		
1. Previous Mayor's Permit – 1 scanned copy			Applicant or Records Section, Business Bureau		
2. Notarized List of Employees stating the Name and Position of the Employees – 1 scanned copy			Any Notary Public		
3. Cedula, current year with the same gross sales declaration Employees – 1 scanned copy			City/Municipal Treasurer's Office		
4. Certified Gross Sales of the Previous Year – 1 scanned copy			Applicant		
5. Valid I.D. of the Taxpayer for Sole Proprietorship, of partners if Partnership and of Authorized Signatory for other form of ownership – 1 scanned copy			Taxpayer		
6. For Sole Proprietorship, if represented, Special Power of Attorney, indicating specific authority and capacity granted to representative – 1 scanned copy			Any Notary Public		
7. For Partnership, Partners Resolution, indicating specific authority and capacity granted to representative.1 – scanned copy			Any Notary Public		
8. For other form of ownership, Board Resolution or Secretary's Certificate, indicating specific authority and capacity granted to representative – 1 scanned copy			Any Notary Public		
9. Valid I.D. of representative – 1 photocopy			Applicant		
10. Valid Fire Safety Inspection Certificate – 1 scanned copy			Taxpayer		
11. Specific requirement for specific line of business			Concerned Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client Application					
1.1 Client may login	1.1 Verification of	None			



to appbts.davaocity.gov.ph and update his/her email address, contact numbers and upload required documents for updating of details.	data through database		15 Minutes	
1.2 Upload required documents for updating of details				
1.3 If the transacting person is not the owner: a. Attach the IDs of the owner and authorized representative	1.2 Approve, deny or put to pending application for updating of contact information such as contact numbers or email.	None	Time varies depending on the client	Josephine Cahilig, Revenue Collection Officer II Business Bureau
b. For Single Proprietorship, submit SPA.		None		
c. For Corporation, submit a scanned copy of Secretary Certificate		None		
1.4 Client will receive an email and a code sent via SMS		None		
1.5 Taxpayer may renew his/her business permit.		None		
1.6 Fill-out the web forms and attach the documents required		None		
2. Payment				
2.1 View BTOP and RPT & PAY		None		
2.2 Taxpayer will verify their	City Treasurer's	Business		



application using their Business ID and access code.	Office – Business Tax Division will process and assess the gross sales. Examine for verification if necessary.	Bureau Accounts:	20 Minutes	Local Treasury Operations Officer - City Treasurer's Office
2.3 If application is approved, client may now proceed to payment online. (Payment can be done online/window)	City Treasurer's Office – Real Property Tax Division will verify the taxpayer's status (APPROVED OR PENDING)	Permit Fee (see schedule) Sticker for renewal – P5.00		
2.4 If online payment, client can pay through Landbank or DPB).		None		
2.5 If disapproved - contact City Treasurer's Office and settle their deficiency.				
3. If application is complete and all dues are paid, the taxpayer may now access digital copy of Mayor's Permit sent through email or they may generate the same through appbts.davaocity.gov.ph.	3.1 CTO supervisor will approve the application. Check if assessment officer is correct.	None	Time varies depending on the client	
	3.2 If approved, the supervisor will check/approve the application through online platform.	None	Time varies depending on the client	
	3.3 If pending, notify the taxpayer and inform them to settle their obligation	None	Time varies depending on the client	
	3.4 Business Bureau Personnel checks the	None	Time varies depending on the client	Josephine Cahilig Local Revenue Collection Officer II, Delmar Jake



	documents uploaded.			Hamoy, Marco Maglana, Elizabeth Ulac, Ma. Elena Sanz-Orzales, Jett Winston Pelayo, Paul Perez, Jesusa Pineda, Ma. Adoracion Japson, Helen Pore (Licensing Officers) Business Bureau
	3.5 If complete, employee adds notations on the permit and approves/signs permit.	None	Time varies depending on the client	
	3.6 If incomplete, tags pending on the application and notify the client.	None	Time varies depending on the client	
TOTAL:		Please see schedule of fees below	35 Minutes (Time varies)	



Mayor's Permit Fee is based under the following assets size and nature of business:
Cottage Php 499,999.00 and below Small Php 500,000.00 up to Php 1,999,999.00 Medium Php 2,000,000.00 to Php 9,999,999.00 Large Php 10,000,000.00 and above
Mayor's Permit Fee on business subject to Graduated Fixed Taxes: On Manufacturers/Importers/Producers Cottage - Php 2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Banks Rural, Thrift and Savings Banks - Php5,000.00 Commercial, Industrial and Development Banks - Php8,000.00 Universal Banks - Php10,000.00
On Other Financial Institutions Cottage - Php2,000.00 Small - Php5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Contractors/Service Establishments Cottage - Php 1,000.00 Small - Php 1,200.00 Medium - Php 2,500.00 Large - Php 6,000.00
On Wholesalers/Retailers/Dealers or Distributors Cottage - Php2,000.00 Small - Php 5,000.00 Medium - Php8,000.00 Large - Php10,000.00
On Transloading Operations Cottage – Php2,000.00 Small – Php5,000.00 Medium -Php 8,000.00 Large - Php10,000.00
Other Businesses Cottage - Php 1,000.00 Small - Php 2,000.00 Medium - Php4,000.00 Large - Php 6,000.00



2. Online Issuance of New Business Permit

It shall be unlawful for any person or entity to conduct or engage in any business, trade or occupation within the territorial jurisdiction of the City of Davao for which a permit is required for the proper supervision and enforcement of existing laws and ordinances without first having secured a permit therefore from the City Mayor and paying the necessary fees to the City Treasurer.

Office or Division	City Mayor's Office - Permits & Licenses Division
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail	Any natural or juridical person who will be conducting and engaging in any business, trade or occupation within the territorial jurisdiction of Davao City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly filled-out online form for new application	Online apps: appbts.davaocity.gov.ph
2. Sketch of Business location – 1 scanned copy	Applicant
3. Barangay Clearance – 1 scanned copy	Business Bureau
4. Valid ID of applicant and Authorized Signatory – 1 scanned copy	Applicant
5. Certified List of Employees – 1 scanned copy	Any Notary Public
6. Valid DTI Registration – 1 scanned copy	Department of Trade and Industry
7. SEC Registration – 1 scanned copy	Securities and Exchange Commission
8. Article of Incorporation and By-laws for Partnership and Corporation – 1 scanned copy	
9. Certificate of Cooperation – 1 scanned copy	
10. Article of Cooperation and By-laws – 1 scanned copy	
11. Certificate of Cooperation — 1 scanned copy; Article of Cooperation and By-laws – 1 scanned copy	Cooperative Development Authority
12. DOLE Certificate of Registration – 1 scanned copy; Article and by-laws if any – 1 scanned copy	Department of Labor and Employment
13. Special Power of Attorney for represented Sole Proprietorship – 1 scanned copy	Any Notary Public
14. Partnership Resolution for represented Partnership – 1 scanned copy	Any Notary Public
15. Secretary's Certificate or Board Resolution for other form of ownership – 1 scanned copy	Any Notary Public
16. Valid I.D. of representatives – 1 scanned copy	Applicant
17. Contract of Lease and copy of the Proof of ownership by the Lessor if details are not reflected on the contract or if Lessor has no Business Permit – 1 scanned copy	Applicant



18. Any proof of ownership if Business location is owned		Applicant		
19. Notarized consent and copy of any proof of ownership if details are not reflected on consent if permitted to use the business location – 1 scanned copy		Any Notary Public		
20. OR/CR of vehicle – 1 scanned copy		Applicant		
21. Notarized Consent for use of the vehicle if not owned by the applicant.		Any Notary Public		
22. Occupancy Permit – 1 scanned copy		Applicant		
23. Valid PCAB License for General Engineering, Building Contractor and Specialty Contractor – 1 scanned copy		Applicant		
24. Valid Fire Safety Inspection Certificate – 1 scanned copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Application	1. Assessment and Verification	None	30 Minutes	Delmar Jake Hamoy, Marco Maglana, Elizabeth Ulac, Ma. Elena Sanz-Orzales, Jett Winston Pelayo, Paul Perez, Jesusa Pineda, Ma. Adoracion Japson, Helen Pore (Licensing Officers) Business Bureau
1.1 Client may login to appbts.davaocity.gov.ph	Licensing Officer Checks the correctness and completeness of the application	None		
1.2 Fill-out the online application form completely	If application is complete correct, LO calls the client for confirmation and tag as interviewed.	None		
1.3 Upload Required Documents	If incomplete, call the client to comply the lacking documents and requirements, and tag application as interviewed and pending.	None		
1.4 Check the box if OK and then press submit.	Once complied, LO calls the client for confirmation and tag as interviewed	None		
1.5 Confirm Application	Once approved, verify hits	None		
	If without hits, accept application and	None		



	forward to Regulatory Offices for Approval.			
	If with hits, LO calls the client to settle the deficiencies.	None		
	If settled, undo pending, accept the application and forward to Regulatory Offices (RO) for Approval.	None		
Wait for the Approval of ROs	ROs approve, tag pending or deny the application	None	Time varies depending on the client	Regulatory Offices
Check the status of the application. If approved by ROs, proceed to payment of fees. If pending, comply with requirements. If denied, proceed to ROs denying the application for further information.	If approved, Business Bureau EDP employees encode business permit application in the database	None	Time varies depending on the client	Josephine Cahilig, Local Revenue Collection Officer II-Business Bureau
	Assessment and Approval of BTAD, RPT and BFP dues	None		City Treasurer's Office, Bureau of Fire Protection
	BFP issues FSIC and upload to online system	None		Bureau of Fire Protection
	Preapproval of Application by the EDP Head	None		Josephine Cahilig, Local Revenue Collection Officer II-Business Bureau
One-time payment of taxes, charges and fees (online or window).		Taxes, charges and fees vary per capital and business type.	Time varies depending on the client	
Client downloads and prints the Business Permit	Final Approval by the Business Bureau OIC.	None	Time varies depending on the client	



TOTAL:	Taxes, charges and fees vary per capital and business type	20 Minutes Time varies	
---------------	---	-----------------------------------	--



3. Online Application of New/Renewal Occupational Permit Online

This procedure intends to issue an occupational permit to any employee or worker who is a Filipino citizen and 18 years of age at the time of application. Foreigners may apply if they have already secured an Alien Employment Permit from the Department of Labor and Employment. In instances where the law allows a person below 18 years of age to work, the applicant shall submit an Affidavit of Consent from his/her parent or guardian.

Office or Division	City Mayor's Office – Permit and Licenses Division
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2B – Government to Business
Who may avail	Any employee or worker who is a Filipino citizen and 18 years of age at the time of application. Foreigner may apply if he has already secured an Alien Employment Permit from the Department of Labor and Employment. In instances where the law allows a person below 18 years of age to work, the applicant shall submit an Affidavit of Consent from his/her parent or guardian

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Employment	Employer
2. Health Certificate (If Job Requires)	Applicant
3. Birth Certificate/Affidavit of Consent (if Applicant is MINOR)	Applicant
4. Official Receipt	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Osmeña Park to pay for Occupational Permit Fee (payment window only).	Accepts and payment and issues Official Receipt	Php 125.000 for new and updated renewal; Php 156.25 for late renewal	15 Minutes	City Treasurer's Office
Client may login to https://occupationalpermit.davaocity.gov.ph/ and select Create Application for New or Occupational	Occupational Permit Section Head assesses and verifies the completeness and correctness of the online application form, and	None	10 Minutes	



Permit Renewal for Renewal	approves or denies the application			
Fill-out Online Application Form		None	Time varies depending on the client	
3 Upload online the following documents: A. Certificate of Employment B. Health Certificate (If Job Requires) C. Birth Certificate/Affidavit of Consent (if Applicant is MINOR) D. Attach Official Receipt		None	Time varies depending on the client	
Wait for e-mail/SMS prompting approval of Occupational Permit.		None	Time varies depending on the client	
Proceed to https://occupationalpermit.davaocity.gov.ph/ , select Check Application Status, and download the Occupational Permit, or proceed to the link automatically sent by the Online Occupational Permit System through e-mail or SMS and download the Occupational Permit.		None	Time varies depending on the client	



TOTAL:	Php 125.000 for new and updated renewal; Php 156.25 for late renewal	25 Minutes (Time Varies)	
---------------	---	-------------------------------------	--



4. Online Application of Special Permit				
This procedure intends to grant to any natural or entity who shall conduct any program or activity involving the grouping of people such as but not limited to bazaars, exhibits and any events such as fun-run, motorcade, parade and others within the jurisdiction of Davao City				
Office or Division		City Mayor's Office – Permit and Licenses Division		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business		
Who may avail				
CHEKCLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent in PDF Format			Applicant	
2. Approved Security Clearance (if applicable)			Applicant	
3. Comprehensive Plan in PDF Format			Applicant	
4. Certification from City Tourism Operations Office			Applicant	
5. Other Documents (if necessary)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may login to https://specialpermit.davaocity.gov.ph/ and select Create Application	1. Employee in charge shall assess the correctness and completeness of the application and shall tag the same as “for approval”, “deny” or “cancel” (upon request of client). For Approval Applications are automatically forwarded to regulatory offices.	None	Time varies depending on the client	Marco Maglana (Licensing Officer I)
2. Update the following contact information: a. Requestor's Name; b. Transacting Person; c. Cellphone Number; d. E-mail Address;	- client will receive notification thru email and SMS for an access code.	None	Time varies depending on the client	



<p>e. Company/Or organization's Name;</p> <p>f. Requestor's Position in the Company/Or organization;</p> <p>g. Company/Or organization's Address; and</p> <p>h. Title or Name of the Event</p>				
<p>3. Upload documents such as:</p> <p>a. Letter of Intent in PDF Format;</p> <p>b. Certification from City Tourism Operations Office;</p> <p>c. Approved Security Clearance (if applicable);</p> <p>d. Comprehensive Plan in PDF Format;</p> <p>e. Comprehensive Plan in PDF Format;</p>	<p>2. Regulatory Offices shall approve or deny the application. Once approved, the application is automatically ready for payment</p>	<p>None</p>	<p>5 Days</p>	<p>Regulatory Offices</p>



f. Other Documents (if necessary).				
4. Submit Registration Form and wait for approval of regulatory offices and TOP sent via SMS		None	Time varies depending on the client	
5. Upon receiving TOP, proceed to https://specialpermit.davaocity.gov.ph/ and select Online Payment.	3. Business Bureau Employee shall check the for paid applications, encode event details and tag "For Supervisor's Approval" (or cancel upon request of client)	None	Time varies depending on the client	
6. Select desired Bank and pay online		None		
7. Wait for SMS indicating approval of Special Permit Application.		See schedule of fees below	10 Minutes	
8. Upon receiving Special Permit Approval, proceed to https://specialpermit.davaocity.gov.ph/ , select Check	4. Supervisor Approves the Special Permit online.		10 Minutes	



Application Status and Download the Special Permit, or proceed to the link automatically sent by the Online Special Permit System through e-mail or SMS and download the Occupational Permit				
TOTAL:	See schedule of fees below	5 Days and 20 Minutes (Time varies)		



SCHEDULE OF FEES

- Bazaar and event organizer based in Davao City - P500.00 per day per location
- Bazaar and event organizer not based in Davao City with less than 30 exhibitors - P1,000 per activity
- Bazaar and event organizer not based in Davao City with 31 – 60 exhibitors - P2,000 per activity
- Bazaar and event organizer not based in Davao City with 61 – 100 exhibitors - P3,000 per activity
- Bazaar and event organizer not based in Davao City with more than 100 exhibitors - P5,000 per activity
- Selling exhibitors - P300 per day per stall
- Non-selling exhibitor - P150 per day per stall
- Circus, carnivals, and the like – P500 for the first 5 days and 100 per day thereafter
- Merry-go-round, roller coaster, ferris wheel, swing gallery and other similar contrivances – P300 for the first 5 days and P50 per day thereafter
- Sports contest – P300 per day
- Parade – P200 per day on every circus
- Motorcade – P500 per day
- Overseas recruitment – P 1,000 per schedule
- Local recruitment – P 1,200 per schedule
- Mahjong – P 700 per annum (minimum)



CENTRAL 911 EXTERNAL SERVICES



1. Issuance of Patient Certificates				
This Certification is issued upon the request of patients catered by 911 for whatever legal purpose it may serve.				
Office or Division	Office of the City Mayor - Davao City Central 911			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Duly Accomplished Request Form/ Record - 1 original		Reception Area - Administrative Office A		
2. 2 Valid IDs (for concerned individuals)		Client		
3. Special Power of Attorney - 1 original				
4. Valid IDs (for authorized representatives)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form at the Reception Area and submit required documents/ identification cards	1. Receive duly accomplished form and other requirements	None	5 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
2. Pay Certification Fee/s to the nearest City Treasurer's Office	2.1 Issue Order of Payment	Php 50.00 per Certificate	3 Minutes	Araceli D. Malate/ Gloria Q. Tiamson, Administrative Officer – Central 911
	2.2 Forward to Records Staff for verification and photocopy of requested documents	None	30 Minutes	Jocelyn M. Aurestila/ Cristy L. Pates, Administrative Officer – Central 911
	2.3 Prepare Certificate	None	30 Minutes	Araceli D. Malate/ Psalm M. Baluran, Administrative Officer – Central 911
	2.4 Forward to the EMS Unit for review	None	10 Minutes	Fritz Reginald A. Hernandez/ Junevie G. Remulta, EMS Unit Chief– Central



				911
	2.5 Forward to the Chief Operations Officer to certify/ sign the requested document	None	10 Minutes	Emanuel R. Jaldon, Chief Operations Officer– Central 911
3. Client shall acknowledge receipt by signing in the logbook.	3. Release the certification to the requesting party	None	3 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
TOTAL:		Php 50.00 per Certificate	1 Hour and 31 Minutes	



2. Issuance of Call Log Records				
The call log record is being issued for whatever legal purpose it may serve.				
Office or Division	Office of the City Mayor - Davao City Central 911			
Classification	Simple			
Type of Transaction	G2C/ G2G - Government to Citizen/ Government to Government			
Who may avail	Registered 911 Caller/Law Enforcement Agencies/Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Duly Accomplished Request Form/Record			1. Reception Area - Admin A	
2. Special Power of Attorney of the Patient - 1 original			Client	
3. At least (2) valid IDs of the Authorized Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form at the Reception Area and submit the required documents/identification cards	1.1 Receive duly accomplished form and requirements	None	5 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
	1.2 Forward to ECAPD Unit for verification and preparation/ printing of the Call Log	None	30 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
	1.3 Forward to the Chief Operations Officer to certify/ sign the requested document;	None	10 Minutes	Emanuel R. Jaldon, Chief Operations Officer– Central 911
2. Client shall acknowledge receipt of the document by signing in the logbook	2. Release the Call Log to the requesting party.	None	3 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
TOTAL:		None	48 Minutes	



3. Request for Resource Person or Speaker to Facilitate Trainings and Drills on Emergency Response				
Central 911 provides facilitators for trainings on drills about various emergency response activities such as Basic Life Support, CERT, etc. upon request.				
Office or Division	Office of the City Mayor - Davao City Central 911			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	General public within and outside Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request addressed to the Chief Operations Officer (COO), specifying the training needs and purpose - 1 original		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request (can be walk-in or via email at 911@davaocity.gov.ph);	1. Proper acknowledgment of receipt of the document/s; Contact information of the requesting party must be secured	None	5 Minutes	Gloria Q. Tiamson/ Lara Bea C. Jao, Administrative Officer – Central 911
2. To follow up the status of the request, the requesting party may contact the Office via phone call (296-9626) or through email (911@davaocity.gov.ph)	2.1 Upon receipt of the request, the COO shall take appropriate action by assigning technical personnel to facilitate the drills/ trainings	None	5 Minutes	Emanuel R. Jaldon, Chief Operations Officer– Central 911
	2.2 Once approved by the COO, the assigned staff shall contact and coordinate with the requesting party regarding the details (e.g. schedule) of their training request	None	30 Minutes	Assigned personnel from the concerned unit
TOTAL:		None	40 Minutes	



4. Emergency Response Services (Police, Medical, Fire, Search and Rescue, and K9)				
Central 911 provides 24/7 emergency response services and assistance to the public.				
Office or Division	Office of the City Mayor - Davao City Central 911			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Caller Information		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 911	1.1 Upon receiving the call, the call-taker logs the necessary information (e.g. location, incident info, profile of the caller, etc.)	None	Duration is incident-based	Emergency Calls Answering Point and Dispatch (ECAP-D) Call Taker-Central 911
	1.2 After logging the required details, the call-taker then transfers the information to the dispatcher for appropriate dispatch of emergency resources	None	Duration is incident-based	
TOTAL:		None	Duration is incident-based	



CITY ACCOUNTANT'S OFFICE
INTERNAL SERVICES



1. Issuance of Certifications				
Certifications for employee's requests of payslips and remittances (loans/premiums) for reconciliation purposes and as a requirement for loan applications to the different agencies (GSIS, HDMF, Banks and Cooperatives).				
Office or Division	Office of the City Accountant - Financial Management Div. (FMD) - Administrative Div.			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Employees & Officials / Other Government Agencies			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up Request Slip at the Officer of the Day (OD) – 1 photocopy		1. City Accountant's Office, Lobby		
2. Duly filled-up and signed Loan Application to lending institutions - 1 photocopy		2. Lending Institutions, every department/ office		
3. Print-out of missing months of remittances, if any - 1 photocopy		3. Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Slip form at Officer of the Day (OD) Desk / Reception Area at the office lobby.	1.1 Receive duly filled-up request from client; Assign number, record to logbook and forward to the person in-charge in printing	None	2 Minutes	Emelinda R. Palang, Administrative Assistant II - Office of the City Accountant
	1.2 Receive request from Officer of the Day, search the ADV# of payroll of the requestor, encode data / information such ADV #, employee ID# and purpose of request; have it signed digitally by the City Accountant/ Authorized Representative, then print and indorse back to	None	3 Minutes	Maria Goretti L. Odchigue, Administrative Assistant II - Office of the City Accountant



	Officer of the Day for release;			
2. Receive in Logbook/ Request Slip	2. Release document requested	None	2 Minutes	Emelinda R. Palang, Administrative Assistant II - Office of the City Accountant
TOTAL:		None	7 Minutes	



2. Processing of Claims (Payrolls/ Vouchers)				
Processing of claims (payrolls/vouchers) due to officials, officers and employees as compensation/salaries to their services rendered to the City Government of Davao.				
Office or Division	Office of the City Accountant - Internal (Pre-) Audit Division / Administrative Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government employee			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Monthly Report of Attendance / Absences (MRA) / Daily Time Record (DTR) - 1 photocopy		1. Administrative Officer (office concerned)		
2. Billing Statement of loans from various agencies / cooperatives - 1 photocopy		2. Various Agencies/Cooperatives		
3. Per Commission on Audit (COA) Circular No.: 2012-001 dated June 14, 2012 (Documentary Requirements for Government Transactions) - 1 photocopy		3. Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Receiving Officer	1.1 Receive Payrolls/Vouchers, classify as to funding, assign number and encode to Document Tracking System, forward to Internal Audit Division (IAD)	None	10 Minutes	Agustin B. Tirol, Administrative Aide II - Office of the City Accountant
	1.2 Evaluate documents as to correctness of mathematical computation, completeness of signatories and other required supporting documents	None	45 Minutes (average)	Janice Antonette B. Calsa/ Elaine Cheryl A. Enriquez/ Marichu V. Cayuban/ Im S. Belarmino/ Susan Grace V. Bermudez/ Emelyn T. Polinga/ Marrieta P. Ranada/



				<p>Lynievic T. Alcoreza/ Ian Lloyd D. Beralde/ Shirley B. Cruz/ Jessa A. Garro/ Emelie M. Sisbreño, Supervising Administrative Officer/ Administrative Officer IV/ Administrative Assistants II/ Accounts Analysts/ Personnel Development Assistant – Office of the City Accountant</p>
	1.3. Encode/ post/ record claim to individual ledger/index cards	None	7 Minutes	<p>Maristel R. Carcar/ Josephine R. Manlupig/ Karen L. Masaulding/ Jana Joyce P. Albarico, Administrative Assistants II/ Accounts Analysts, Office of the City Accountant</p>
	1.4. Review and certify/sign documents; Sign notes of pending documents	None	3 Minutes	<p>Vingelin A. Bajan, City Accountant - Office of the</p>



				City Accountant
2.1 Receive in Transmittal Letter (Certified Documents)	2.1 Check-write, sort, release and transmit certified documents to City Treasurer's Office (CTO)	None	5 Minutes	Jupet N. Bulan, Releasing Officer - Office of the City Accountant
2.2 Receive in Logbook (Pending Documents)	2.2 Update pending document in Document Tracking, stamp date and release pending to Liaison Officers of concerned offices	None	2 Minutes	Ermelinda R. Palang, Administrative Assistant II - Office of the City Accountant
TOTAL (Certified Documents):		None	1 Hour and 10 Minutes	
TOTAL (Pending Documents):		None	1 Hour and 7 Minutes	



3. Processing of Claims (Voucher) Procurement

Processing of payment for procurement of properties, supplies and materials, gasoline, oil and lubricants, repair and maintenance and others.

Office or Division	Office of the City Accountant - Internal (Pre-) Audit Division / Administrative Division
Classification	Simple
Type of Transaction	G2B & G2G - Government to Business and Government to Government
Who may avail	Business Entities and Other Government Agencies

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Per Commission on Audit (COA) Circular No.: 2012-001 dated June 14, 2012 (Documentary Requirements for Government Transactions)		1. Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete documents to Receiving Officer	1.1 Receive Voucher, classify as to funding, assign number and encode to Document Tracking System, forward to Internal Audit Division (IAD)	None	10 Minutes	Agustin B. Tirol, Administrative Aide II - Office of the City Accountant
	1.2 Evaluate documents as to correctness of mathematical computation, completeness of signatories and other required supporting documents	None	30 Minutes	Janice Antonette B. Calsa/ Elaine Cheryl A. Enriquez/ Marichu V. Cayuban/ Irn S. Belarmino/ Susan Grace V. Bermudez/ Emelyn T. Polinga/ Marieta P. Ranada/ Lynievic T. Alcoreza/ Ian Lloyd D. Beralde/ Shirley B. Cruz/ Jessa A. Garro/ Emelie M. Sisbreño,



				Supervising Administrative Officer/ Administrative Officer IV/ Administrative Assistants II/ Accounts Analysts/ Personnel Development Assistant – Office of the City Accountant
	1.3. Encode/ post/ record claim to individual ledger/index cards	None	7 Minutes	Janice Antonette B. Calsa, Supervising Administrative Officer – Office of the City Accountant
	1.4. Review and certify/sign documents; Sign notes of pending documents	None	5 Minutes	Vingelin A. Bajan, City Accountant - Office of the City Accountant
2. Receive in Transmittal Letter (Certified Documents)	2. Check-write, sort, release and transmit certified documents to City Treasurer's Office (CTO)	None	5 Minutes	Jupet N. Bulan, Releasing Officer - Office of the City Accountant
3. Receive in Logbook (Pending Documents)	3. Update pending document in Document Tracking, stamp date and release pending to Liaison Officers of concerned offices	None	2 Minutes	Emelinda R. Palang, Administrative Assistant II - Office of the City Accountant
TOTAL (Certified Documents):		None	57 Minutes	
TOTAL (Pending Documents):		None	54 Minutes	



**CITY ADMINISTRATOR'S OFFICE
(OPERATIONS)
EXTERNAL SERVICE**



1. Issuance of Letter of Indorsement for Accommodation of C-130 Flight to Manila

This service is being offered to individuals who cannot afford the high cost of transportation expenses going to Manila to attend some personal matters.

Office or Division	Office of the Assistant City Administrator (Operations)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Davao City Residents

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Cedula – 1 original	1. Sangguniang Panlungsod (SP), Barangay Hall, or One-Stop-Shop
2. Barangay Clearance - 1 original	2. Barangay Hall
3. Police Clearance - 1 original	3. Davao City Police Office (DCPO)
4. Medical Certificate - 1 original	4. City Health Office (CHO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Checklist *List is available at the 1 st floor Help Desk or at Room 12 (City Administrator's Office Operations)	1. Provide the list of requirements	None	2 Minutes	Stephany I. Omila, Auxiliary Worker – City Administrator's Office (Operations)
2. Submit the complete requirements listed	2.1 Check and review the information on the submitted requirements 2.2 Prepare the letter indorsement addressed to Group Commander TOG-11	None	8 Minutes	Aileen I. Medrano District Hospital Nurse – City Administrator's Office (Operations)
3. Confirm the information on the requirements	3. Approve and sign the letter indorsement	None	2 Minutes	Atty. Janis Louis H. Esparcia, Assistant City Administrator for Operations – City Administrator's Office (Operations)



4. Receive the letter indorsement and sign on the logbook	4. Record the client's name upon releasing the letter indorsement	None	3 Minutes	John Mark L. Nakila, Programs Officer – City Administrator's Office (Operations)
TOTAL:		None	15 Minutes	



CITY AGRICULTURIST OFFICE

EXTERNAL SERVICES



1. Issuance of Fishery Permit to Transport (Auxiliary Invoice)

All fish and fishery products must have an auxiliary invoice issued by the LGUs or their duly authorized representatives prior to their transport from their point of origin to their point of destination in the Philippines and/or export purposes upon payment of a fee to be determined by the LGUs to defray administrative costs therefore. The municipality/city government shall issue auxiliary invoices for the transport of fish and fishery products; no auxiliary invoice shall be issued to cultured pearls, products transported or unloaded by Philippine - registered fishing vessels, products caught or gathered in violation of this Code or declared as health hazard (Section 15 of Republic Act. No. 8550 known as The Philippine Fisheries Code of 1998, and as amended by Republic Act No. 10654 entitled "An Act to Prevent, Deter and Eliminate Illegal, Unreported and Unregulated Fishing" and Rule 15.1 of DA AO 10 series of 2015.)

Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Shippers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payment - 1 original			1. City Agriculturist Office	
2. Official Receipt - 1 original			2. City Treasurer's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form and Application Form at City Agriculturist Office	1. Fill-out Request Form and Application Form at City Agriculturist Office	None	15 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Aian Bongabong/ Carlos John Necor, Clerk III/ Agricultural Technologist – City Agriculturist Office
2. Receive Order of Payment	2. Receive Order of Payment	None	1 Minute	
3. Proceed to City Treasurer's Office and pay corresponding fees	3. Receive payment and issue Official Receipt	*Please refer to the table below	15 Minutes	Cashier – City Treasurer's Office



4. Return to the City Agriculturist Office	4. Receive Official Receipt and issue Auxiliary Invoice	None	5 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Aian Bongabong/ Carlos John Necor, Clerk III/ Agricultural Technologist – City Agriculturist Office
TOTAL:		*Please refer to the table below	36 Minutes	

TYPE	PRICE
1. Fresh, Frozen, Dried, Preserved Fish and Fishery Products	Php 200.00/ ton (& fraction thereof)
2. Bangus fry or other species	Php 30.00/ thousand
3. Bangus fingerlings or other species	Php 50.00/ thousand
4. Empty shell of non-prohibited species	Php 20.00/ ton
5. Live fish	Php 50.00/ thousand



2. Distribution/ Dispersal of Agri-Fishery Seeding Materials

Asexually and sexually propagated seedlings of various kinds, tissue-cultured plantlets of banana, lakatan and saba, and abaca, various kinds of vegetable seeds, and tilapia fingerlings are distributed/dispersed to farmers, fruit growers and interested individuals with available land, to individuals who wants to engage in backyard vegetable growing, and to fish farmers who have ponds and inland bodies of water. It aims to enhance agricultural productivity and ensure food security in the City.

Office or Division	City Agriculturist Office – Farm Development Services Division / Municipal Agricultural Offices
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or	1. Requesting Party City Agriculturist Office
2. Request Form	
3. Request & Issue Voucher/ Slip	
4. Client Feedback Form	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the District Office or the main office and approach the Public Assistance Desk and sign the logbook.	1. Refer client to the Division Head/ Municipal Agricultural Officer/ Commodity In-Charge / AT	None	2 Minutes	Officer of the Day
2. Discuss the purpose of the visit; If client has a request letter, submit the said letter.	2. Present the available seeding material that the client may avail from the office - seeds (rice, corn, and vegetables), fruit tree seedlings, vegetable seedlings, tissue cultured plantlets, tilapia fingerlings.	None	5 Minutes	*Please refer to Table 1 for MAO/ Agricultural Technologists
3. Fill-out the request form of the needed seeding material	3. Receive the filled-out request form and facilitate the request	None	2 Minutes	Estelita Pilar Valdez/ Aimee Evora/ Pablita A. Almador/ Ma. Delsa A. Lopez,



that is available				<p>FDSD Acting Chiefs/ Agriculturists II – City Agriculturist Office</p> <p>*Please refer to Table 1 for MAO/ Agricultural Technologists</p>
	3.1 Vegetable seeds for backyard gardening:	None	None	*Please refer to Table 1 for Agricultural Technologists
	3.1a Write the name and address of the client in the distribution list	None	1 Minute	
	3.1b Count the number of packs needed and release the vegetable seeds	None	5 Minutes	
	3.2 Vegetable seeds for planting minimum 0.25 hectares, corn seeds, rice seeds, fruit tree seedlings, tissue cultured plantlets, tilapia fingerlings	None	None	<p>Estelita Pilar Valdez/ Aimee Evora/ Pablita A. Almador/ Ma. Delsa A. Lopez, FDSD Acting Chiefs/ Agriculturists II – City Agriculturist Office</p> <p>*Please refer to Table 1 for Agricultural Technologists</p>
	3.2a For clients who went to the main office, refer the client to the District Office where the farm/area is located	None	5 Minutes	
	3.2b Set schedule for site validation	None	5 Minutes	
	3.2c Conduct site validation	None	1 Hour	
	3.2d Prepare Request and Issue Voucher/ Slip	None	2 Minutes	



	3.2e Review and Sign Request and Issue Voucher/Slip prepared	None	1 Minute	*Please refer to Table 1 for MAOs
	3.2f Submit Request and Issue Voucher/ Slip to the main office for approval of the Department Head	None	1 Minute	*Please refer to Table 1 for Agricultural Technologists
	3.2g Return to the District Office the approved Request and Issue Voucher/ Slip	None	1 Minute	
	3.2h Give copy of the approved Request and Issue Voucher/ Slip to the requisitioner for the withdrawal of the agri-fishery seeding material. Inform also the client where to withdraw the requested material	None	1 Minute	
4. Present copy of the approved Request and Issue Voucher/ Slip and claim requested seeding material	4. Receive the approved Request and Issue Voucher/ Slip and release the requested seeding material requested seeding material	None	15 Minutes	
5. Fill-out Client Feedback Form	5. Gather client feedback form	None	2 Minutes	Ramon M. Lingatong Jr./ Analyn C. Jaca/ Faustina C. Crispin/ Leonardo V. Limpangog, OIC –
6. None	6. Conduct random monitoring	None	1 Hour	



				Seedbank Division/ Agriculturists II/ Admin Aide III – Cirt Agriculturist Office *Please refer to Table 1 for Agricultural Technologists
TOTAL:		None	2 Hours and 48 Minutes	



TABLE 1:

Municipal Agricultural Officers/ Officer-In-Charge	
<ol style="list-style-type: none"> 1. Marie Elodie Clavel S. Guadalupe – Talomo 2. Pedro B. Cabang, Jr. – Tugbok 3. Ramon M. Lingatong Jr. – Baguio 4. Luis Manuel D. Aniñon – Toril 5. Mary C. Moratin – Buhangin/ Bunawan 6. Agnes S. Barte – Calinan 7. Januario S. Bertain – Marilog 8. Roy A. Jaca – Paquibato 	
Agricultural Technologists	
<ol style="list-style-type: none"> 1. Lilibeth L. Villafuerte 2. Belen S. Inderio 3. Alicia T. Monce 4. Marietta B. Mirafuentes 5. Warlito S. Togonon 6. Edhelyn B. Item 7. Paterno B. Moreno Jr. 8. Corazon C. Lorzano 9. Imelda R. Sexton 10. Shein Catherine B. Luzon 11. John Mark I. Cena 12. Rosario M. Ruiz 13. Eva G. Vallecera, 14. Divina S. Beltran 15. Rufina T. Doysabas 16. Noel P. Varquez 17. Franklin P. Pajulas 18. Joy E. Aurelio 19. Anthony P. Flores 20. Hossana F. Guzman 21. Trinidad H. Moreno 22. Ma. Arma A. Datoy 23. Roland C. Galot, 24. Lilibeth N. Tambis 25. Harlyn S. Arellano 	<ol style="list-style-type: none"> 26. Marife P. Doropan, 27. Lezyl Jane V. Manalastas, 28. Ilbert I. Abunda 29. Neptali V. Buhawe, 30. Ranzel P. Barsales, 31. Wahlie V. Diaz, 32. Marlon B. Lastra, 33. Melisa C. Estoya 34. Zaldy M. Ancajas, 35. Fely D. Dotillos, 36. William A. Belaguas, 37. Leo H. Arañas, 38. Barbara June G. Dinampo, 39. Jemelyn C. Luna 40. Jonathan T. Morales 41. Joana T. Flores 42. Vanessa C. Nessia 43. Efren T. Taypin Jr. 44. Jennifer N. Paglinawan 45. Felmar M. Carpe 46. Ofelia S. Mantapidao 47. Dan Patrick M. Mazo 48. Etchie Rose Nalzaro 49. Yusop A. Sajid 50. Dario Divino



3. Provision of Technical Assistance on Agri-Fishery Concerns				
The City Agriculturist Office provides free technical support and consultation to all clients. This is to help crop and fish farmers increase productivity in the most sustainable way.				
Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			1. City Agriculturist Office	
2. Client Feedback Form			2. City Agriculturist Office	
3. Registry System Basic Sectors in Agriculture (RSBSA) Enrolment & Reference Number (for issuance of Certification)			3. Municipal Agricultural Office	
4. Valid ID (for issuance of Certification and RSBSA enrolment) - 1 original and 1 photocopy			4. Requesting Party	
5. PCIC Enrolment Form (for crop insurance)			5. Municipal Agricultural Offices	
6. Proof of Land Ownership (land title/barangay certification/tax declaration for RSBSA enrolment) – 1 photocopy			6. Requesting Party	
7. Latest 2x2 picture (for RSBSA enrolment) – 1 piece			7. Requesting Party	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Desk, sign the logbook and fill out the request form	1. Refer client to the Division Head/ Municipal Agricultural Officer	None	2 Minutes	Officer of the Day
2. Discuss the purpose of the visit	2. Presents the Technical Assistance needed. Calls the attention of the assigned personnel of concern commodity after presentation of the needed support.	None	5 Minutes	Ramon M. Lingatong Jr./ Analyn C. Jaca/ Faustina C. Crispin/ Leonardo V. Limpangog, OIC – Seedbank Division/ Agriculturists II/ Admin Aide III – Cirt Agriculturist Office



				*Please refer to Table 1 for MAO/ Agricultural Technologists
For production concerns				
3. Discussion of the support needed with the concern staff	3. Further discuss the support needed by the client. Show technical publications and provide brochures and IEC materials available if necessary. If there is a need for a farm visit, discuss schedule of visit.	None	15 Minutes	Ramon M. Lingatong Jr./ Analyn C. Jaca/ Faustina C. Crispin/ Leonardo V. Limpangog, OIC – Seedbank Division/ Agriculturists II/ Admin Aide III – Cirt Agriculturist Office *Please refer to Table 1 for Agricultural Technologists
4. Allow the Agricultural Technologist assigned to monitor field for any nutrient deficiency, pest infestation or disease infection.	4. Visit farmers' production field or fish famers' fish pond/fish cage and ask permission to the farmer to inspect production field to validate identified concern/s on farmer's and fish farmers' production field and for any abnormalities that may be needing intervention/ technical assistance.	None	2 Hours	Jonifer Ypon, Jr., Aquacultural Technologists and *Please refer to Table 1 for Agricultural Technologists



5. Listen to the recommendations and appropriate technology/ technical assistance/ intervention including fertilizers, pesticides and other inputs to be used on the crops to maximize productivity	5. Give recommendations and appropriate technology/ technical assistance/ intervention that can be used on the crops and fishery production to maximize productivity.	None	45 Minutes	Jonifer Ypon, Jr., Aquacultural Technologists and *Please refer to Table 1 for Agricultural Technologists
6. Allow Agricultural Technologist assigned to revisit after one week to monitor the production field.	6. Revisit after one week to monitor the production field and assess progress	None	1 Hour	Jonifer Ypon, Jr., Aquacultural Technologists and *Please refer to Table 1 for Agricultural Technologists
7. Fill-out Client Feedback Form	7. Gather client feedback form	None	2 Minutes	Jonifer Ypon, Jr., Aquacultural Technologists and *Please refer to Table 1 for Agricultural Technologists
TOTAL:		None	4 Hours and 9 Minutes	
For soil sampling / analysis concerns				
1. Fill-out and submit the request form	1. Interview the farmer client and give instructions on the proper way on how to collect soil samples in his farm land including drying and proper labelling.	None	15 Minutes	*Please refer to Table 1 for Agricultural Technologists
2. Collect soil samples and air-dry them in a clean and ventilated room for 3 Days Note: If client needs assistance in collecting the soil	2. If needed, AT visits the farmer's area and assist in collecting the soil sample.	None	2 Hours	Farmer



sample, client may approach the AT assigned in your barangay				
3. Label the soil samples, indicating your name, farm location, the crops to be planted and the size of the area for planting	3. Check the correctness and completeness of information needed in the label	None	10 Minutes	Farmer
4. Mix the dried soil samples collected and submit them to the AT for analysis	4. Receive the dried soil samples and inform client of the information as to when the results could be acquired.	None	30 Minutes	Farmer
5. None	5. Subject the soil samples to analysis	None	None	
	5.1 For simple determination of the levels of nitrogen, phosphorous, potassium and pH, analyze the soil samples using the Soil Test Kit	None	4 Hours	*Please refer to Table 1 for Agricultural Technologists
6. Pay to the cashier of BSWM the tariff fee for soil analysis.	6.1 For complete soil analysis submit soil samples to the regional office of the Bureau of Soils and Water Management (BSWM).	Php 150.00	1 Hour	*Please refer to Table 1 for Agricultural Technologists
	6.2 For soil sampling using the Soil Test Kit, prepare the soil analysis result /report	None	1 Hour	
	6.3 For soil samples submitted to the regional office of	None	1 Hour	



	the Bureau of Soils and Water Management (BSWM), return to the regional office of the Bureau of Soils and Water Management (BSWM) to claim result of the soil analysis.			
7. Return to the District Office to claim the soil analysis results	7. Release soil analysis results to farmer client with instruction on correct fertilization.	None	30 Minutes	*Please refer to Table 1 for Agricultural Technologists
8. Fill-out Client Feedback Form	8. Gather client feedback form	None	2 Minutes	
TOTAL:		Php 150.00	1 Day, 2 Hours and 27 Minutes	
Water Sampling for Fishponds				
1. Request to City Agriculturist Office through the Agricultural Technologists at the Barangay or to any District Offices (Walk-in)/ Request letter to CAgrO	1. Write name, address, and sign at the logbook, and set schedule	None	15 Minutes	Carlos John Necor/ Wilfreda Oredina/ Faustina Crispin, Agricultural Technologist/ Aquaculturist II – City Agriculturist Office
2. None	2. Prepare necessary equipment	None	30 Minutes	
3. None	3. Conduct water sampling/ gather water quality parameters such as Dissolved Oxygen, pH, temperature, ammonium nitrate & transparency	None	1 Hour	
4. None	4. Prepare water sampling result and	None	15 Minutes	



	recommendation			
5. Receive water sampling result and recommendation	5. Release water sampling result and recommendation	None	15 Minutes	
TOTAL:		None	2 Hours and 15 Minutes	
Issuance of Certifications and Endorsements				
1. Approach the Public Assistance Desk, sign the logbook and fill out the request form	1. Refer client to the Municipal Agricultural Officer	None	2 Minutes	Officer of the Day
2. Discuss the purpose of the visit	2. Interview client as to the purpose of the Certification and review documents of clients	None	5 Minutes	*Please refer to Table 1 for MAO and Agricultural Technologists
3. Present original valid ID and submit photocopy of the ID	3. Verify RSBSA enrolment and reference number of the client	None	2 Minutes	
4. None	4. Prepare/ issue certification/ endorsement requested	None	5 Minutes	*Please refer to Table 1 for Agricultural Technologists
5. None	5. Check correctness of certification/ endorsement and sign	None	2 Minutes	*Please refer to Table 1 for MAOs
6. Sign in the logbook and receive the requested certification/ endorsement	6. Release the issued certification/ endorsement to the client	None	3 Minutes	*Please refer to Table 1 for Agricultural Technologists
7. Fill-out Client Feedback Form	7. Gather client feedback form	None	2 Minutes	
TOTAL:		None	21 Minutes	
Pest and Disease Management Services				
1. Approach the Public Assistance Desk, sign the logbook and	1. Refer client to the Municipal Agricultural Officer/ AT	None	2 Minutes	Officer of the Day



2. Report occurrence of pests and diseases on field	2. Discuss with farmer the kind of pest and the extent of infestation/ infection/ damage	None	1 Hour	*Please refer to Table 1 for MAO and Agricultural Technologists
3. Allow the Agricultural Technologist assigned to validate reported pest infestation or disease infection	3. Allow the Agricultural Technologist assigned to validate reported pest infestation or disease infection	None	3 Hours	Leomi Lamata, Agriculturist II (Crop Protection Focal Person) – City Agriculturist Office
4. Apply recommended measures to stop the spreading of the infestation/ infection/ damage	4. Recommend immediate measures to stop the spreading of the infestation/ infection/ damage. If needed, provide appropriate pesticides to control infestation or infection.	None	1 Minutes	
5. Attend information education campaign	5. Attend information education campaign	None	1 Day	Leomi Lamata, Agriculturist II (Crop Protection Focal Person) – City Agriculturist Office
6. None	6. Prepare/ consolidate and submit damage report to concerned agencies	None	4 Hours	
7. None	7. Revisit after one week to monitor the production field and assess progress	None	1 Hour	*Please refer to Table 1 for MAO and Agricultural Technologists
8. Fill-out Client Feedback Form	8. Gather client feedback form.	None	2 Minutes	
TOTAL:		None	2 Days, 1 Hour and 5 Minutes	
Enrollment to Crop Insurance				
1. Approach the Public Assistance Desk and sign the logbook	1. Refer client to the Municipal Agricultural Officer	None	2 Minutes	Officer of the Day



2. Inform the officer on the intent to be enrolled in the crop insurance Note: For farmers to avail of the service, he/she must have standing crop less than 1 month old from the date of planting for rice & corn, and 15 Days for vegetables.	2. Interview the client and brief on the policies of the crop insurance service.	None	5 Minutes	*Please refer to Table 1 for Agricultural Technologists
3. Fill-out the PCIC Enrolment form	3. Provide the client with the PCIC Enrolment form and assist him/ her in the filling up of the form.	None	10 Minutes	
4. Submit the duly filled up PCIC Enrolment form	4. Check the correctness and completeness of information needed in the form	None	2 Minutes	
5. None	5. Sign the duly filled out PCIC Enrolment form	None	1 Minute	*Please refer to Table 1 for MAOs
6. None	6. Endorse to Philippine Crop Insurance Corporation the duly filled up PCIC Enrolment form	None	30 Minutes	
7. Fill up Client Feedback Form	7. Gather client feedback form	None	2 Minutes	*Please refer to Table 1 for Agricultural Technologists
TOTAL:		None	52 Minutes	
Registry System Basic Sectors in Agriculture (RSBSA) Enrollment				



1. Approach the Public Assistance Desk and sign the logbook	1. Refer client to the Municipal Agricultural Officer or the Agricultural Technologist present	None	2 Minutes	Officer of the Day
2. Inform the officer on the intent to be enrolled in the RSBSA	2. Interview the client and check the requirements	None	5 Minutes	*Please refer to Table 1 for Agricultural Technologists
3. Fill-out the RSBSA Form	3. Provide the client with the RSBSA Form and assist him/ her in the filling up of the form.	None	10 Minutes	
4. Submit the duly filled up RSBSA Form	4. Check the correctness and completeness of information needed in the form	None	2 Minutes	
5. None	5. Have the form signed by the MAO, MAFC and Barangay Captain	None	1 Minute	
6. None	6. Endorse to the Department of Agriculture RFO XI the duly filled up RSBSA Form	None	30 Minutes	*Please refer to Table 1 for MAOs
7. Fill-out Client Feedback Form	7. Gather client feedback form.	None	2 Minutes	*Please refer to Table 1 for Agricultural Technologists
TOTAL:		None	52 Minutes	

Note: Processing time varies depending on the distance of the farmers' field from Official Station.



4. Trainings for Agriculture and Fishery				
Trainings on crop and fishery production, livelihood trainings, utilization, processing and value adding of Agri-fishery products are given to interested groups, farmers and fisher folk for increase production and income of stakeholders.				
Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Interested Groups/ Fisher folks/ Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form or			1. City Agriculturist Office	
2. Request Letter (walk-in) – 1 original			2. Requesting Party	
3. Client Feedback Form			3. City Agriculturist Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Desk, sign the logbook and inform the personnel on duty on the purpose of the visit	1. Approach the Public Assistance Desk, sign the logbook and inform the personnel on duty on the purpose of the visit	None	2 Minutes	*Please refer to Table 1 for Agricultural Technologists
2. Discuss the purpose of the visit	2. Present to the client the trainings available	None	15 Minutes	
3. None	3. Set schedule of training	None	5 Minutes	
4. None	4. Prepare training outline/ design	None	3 Hours	
5. Follow-up prior to the schedule	5. Finalize activity and schedule	None	30 Minutes	
6. None	6. Conduct training	None	4-5 Hours	
7. Fill-out Client Feedback Form	7. Gather client feedback form.	None	2 Minutes	
TOTAL:		None	1 Day and 54 Minutes	



5. Distribution of Biological Control Agents

In support to the Organic Agriculture Program, Trichoderma and Trichogramma, two (2) biological control agents, mass produced by the City Agriculturist Office and distributed to interested farmers who wish to use these in their crop production.

Trichoderma is a fungus and a bio-fungicide used for seed and soil treatment for suppression of various diseases caused by fungal pathogens. It is also used for organic fertilizer production as a compost fungus activator.

Trichogramma wasp is an insect, an egg parasite, used as a biological control agent against the Asian Corn Borer (*Ostrinea furncalis*) and similar pests, released three (3) times at weekly intervals, beginning 30 Days after planting.

The utilization of these biological control agents decreases the production cost and increases the potential income of farmers. It is also environment friendly.

Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter or		Requesting Party		
2. Request Form		City Agriculturist Office		
3. Request & Issue Voucher/ Slip		City Agriculturist Office		
4. Client Feedback Form		City Agriculturist Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the District Office and approach the Public Assistance Desk and sign the logbook	1. Refer client to the Municipal Agricultural Officer or the Agricultural Technologist	None	2 Minutes	Officer of the Day
2. Discuss the purpose of the visit; If client has a request letter, submit the said letter	2. Discuss the purpose of the visit; If client has a request letter, submit the said letter	None	5 Minutes	*Please refer to Table 1 for Agricultural Technologists
3. Fill in the request form for the biological control agent	3.1 Receive the filled up request form and facilitate the request	None	2 Minutes	
	3.2 Prepare	None	2 Minutes	



	Request and Issue Voucher/Slip			
	3.3 Review and Sign Request and Issue Voucher/Slip prepared	None	1 Minute	*Please refer to Table 1 for MAOs
	3.4 Submit Request and Issue Voucher/ Slip to the main office for approval of the Department Head	None	1 Minute	*Please refer to Table 1 for Agricultural Technologists
	3.5 Return to the District Office the approved Request and Issue Voucher/ Slip	None	1 Minute	
	3.6 Give copy of the approved Request and Issue Voucher/ Slip to the requisitioner for the withdrawal of trichoderma or trichogramma. Inform also the client where to withdraw the requested material	None	1 Minute	
4. Present copy of the approved Request and Issue Voucher/ Slip and claim requested trichoderma or trichogramma	4. Present copy of the approved Request and Issue Voucher/ Slip and claim requested trichoderma or trichogramma	None	15 Minutes	
5. Fill-out Client Feedback Form	5. Gather client feedback form	None	2 Minutes	
6. None	6. Conducting random monitoring	None	1 Hour	
TOTAL:		None	1 Hour and 32 Minutes	



6. Issuance of License to Operate Fish Cages/ Fish Corrals/ Shallow Fish Shelter and Seaweed Farming

Involves the issuance of license to operate to individuals who want to operate fish cages, fish corrals, shallow fish shelter and seaweed farming within Davao City waters pursuant to Section 51 of RA 8550, Series of 1998 as amended by RA 10654, series of 2015; Section 29 of the Comprehensive Fisheries Ordinance No. 093-08 and the Revenue Code of Davao City No. 0291-17.

Office or Division	City Agriculturist Office
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Registered Fisher folk of Davao City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out Application Form and duly notarized – 1 original	1. City Agriculturist Office
2. Certificate of No Objection issued by the Brgy. Fisheries and Aquatic Resources Management Council (BFARMC) – 1 original	2. Barangay Hall
3. Brgy. Resolution Interposing No Objection	3. Barangay Hall
4. Certificate of No Objection issued by the City Fisheries and Aquatic Resources Management Council (CFARMC) – 1 original	4. City Agriculturist Office
5. Order of payment – 1 original	5. City Agriculturist Office
6. Official Receipt – 1 original	6. City Treasurer's Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form at City Agriculturist Office	1. Check filled up form/ Set schedule of the verification & ocular inspection of the location where the structure will be established	None	10 Minutes	Aimee C. Evora/ Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong, Aquaculturist II/ Clerk III/ Aquacultural Technologist/ Agricultural Technologists – City Agriculturist Office



2. None	2. Conduct actual ocular inspection and get the coordinates where the structure will be established in coordination with BFARMC/CFARMC officers / members.	None	1 Day	Carlos John Necor/ Aian Bongabong, Agricultural Technologists
3.1 Secure BFARMC Certificate of No Objection	3. Receive and validate application form and submitted requirements	None	1 Day	Barangay Fisheries and Aquatic Resources Management Council
3.2 Secure Brgy Resolution Interposing No Objection		None	1 Day	Barangay Council
3.4 Secure CFARMC Certificate of No Objection		None	1 Day	City Fisheries and Aquatic Resources Management Council
3.5 Fill up Application Form (duly notarized) and submit all the requirements to CAO		None	30 Minutes	Aimee C. Evora/ Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong, Aquaculturist II/ Clerk III/ Aquacultural Technologist/ Agricultural Technologists – City Agriculturist Office
4. Receive Order of Payment		4. Issue Order of Payment	None	1 Minute



				Aquacultural Technologist/ Agricultural Technologists – City Agriculturist Office
5. Proceed to City Treasurer's Office and pay corresponding fees	5. Receive payment and issue Official Receipt	<p>1. Fish Cages (per 100sq.m. or a fraction thereof – Php 1,000.00</p> <p>2. Seaweed farming (per 100m culture line) – Php 20.00</p> <p>3. Fish Corrals (per unit) – Php 500.00</p> <p>4. Shallow Fish Shelter (per unit) – Php 200.00</p>	15 Minutes	Cashier - City Treasurer's Office
6. None	6. Process the application & recommends for the approval to the City Agriculturist	None	15 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong, Clerk III/ Aquacultural Technologist/ Agricultural Technologists – City Agriculturist Office
7. None	7. City Agriculturist approves and signs License to Operate	None	1 Day	Leo Brian Leuterio, Officer-In-Charge



				- City Agriculturist Office
8. None	8. Release License to Operate to applicant	None	5 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor, Clerk III/ Aquacultural Technologist/ Agricultural Technologist – City Agriculturist Office
TOTAL:		None	5 Days, 1 Hour and 16 Minutes	



7. Issuance of Fishing License				
Involves the issuance of Fishing License to all fisherfolk who are operating within the Davao City waters pursuant to Section 21 of the Comprehensive Fisheries Ordinance No. 093-08 and revenue Code of Davao City No. 0291-17.				
Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Registered Fisherfolk of Davao City			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Duly Accomplished Form - 1 photocopy			1. City Agriculturist Office	
2. Registered fisher folk – 1 original			2. City Agriculturist Office (Registry of Fisherfolk)	
3. Community Tax Certificate – 1 original			3. City Treasurer's Office	
4. Order of payment – 1 original			4. City Agriculturist Office	
5. Official Receipt – 1 original			5. City Treasurer's Office	
6. Previous Fishing License (for renewal) – 1 original			6. Client	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form and Application Form and submit requirements at City Agriculturist Office	1. Verify filled up application form and submitted requirements	None	10 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H.
2. None	2. Issue Order of Payment to Client	None	1 Minute	Moreno/ Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
3. Proceed to City Treasurer's Office and pay corresponding fees	3. Receive payment and issue Official Receipt	Php 50.00	15 Minutes	Cashier – City Treasurer's Office
4. Return to the City Agriculturist Office, submit Official Receipt issued	4. Receive Official Receipt	None	1 Minute	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/



5. None	5. Process the application & recommends for the approval to the City Agriculturist	None	15 Minutes	Trinidad H. Moreno/ Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
6. None	6. City Agriculturist will approve and sign License to Operate	None	5 Minutes	Leo Brian Leuterio, Officer-In-Charge – City Agriculturist Office
7. None	7. Release Fishing License to applicant	None	5 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H. Moreno/ Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
TOTAL:		Php 50.00	52 Minutes	



8. Issuance of Boat Registration Certification				
Involves the issuance of Boat Registration Certification to all boat owners who own motorized/non-motorized fishing boat/banca three (3) gross tons or less operating within Davao City waters pursuant to Section 24 of the Comprehensive Fisheries Ordinance No. 093-08 and Revenue Code of Davao city No. 0291-17.				
Office or Division	City Agriculturist Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Registered Boat Owners of Davao City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Accomplished Registration Form – 1 photocopy			1. City Agriculturist Office	
2. Registered Fisherfolk			2. City Agriculturist Office (Registry of Fisherfolk)	
3. Certificate of Boat Ownership			3. Barangay Hall	
4. Check record that fishing boat/banca is not in a pending case for violation of any fishery and other related marine environmental ordinance, laws, rules, or regulations within the City Waters at the time of registration			4. City Agriculturist Office / PNP-Maritime	
5. Order of payment - 1 original			5. City Agriculturist Office	
6. Official Receipt - 1 original			6. City Treasurer's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form at City Agriculturist Office	1. Check filled up form/ Set schedule of the verification & ocular inspection of the fishing banca if it follows prescribed color coding	None	15 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H. Moreno/ Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
2. Secure Certificate of Boat Ownership from the barangay where he/she belongs	2. None	None	1 Day	Barangay



3. Check/ Verify record to determine if fishing boat/banca is not in a pending case for violation of any fishery and other related marine environmental ordinance, laws, rules, or regulations within the City Waters at the time of registration	3. None	None	30 Minutes	Barangay
4. None	4. Conduct actual ocular inspection, get measurement and photo-documentation of fishing banca together with the boat owner	None	1 Day	Aian Bongabong/ Carlos John Necor/ Jonifer Ypon Jr., Agricultural Technologist – City Agriculturist Office
5. Return to the City Agriculturist Office and submit all the requirements	5. Interview the applicant, fill up Municipal Fishing Vessel Form & validate submitted requirements	None	10 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H. Moreno/ Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
6. Receive Order of Payment	6. Issue Order of Payment	None	1 Minute	
7. Proceed to City Treasurer's Office and pay corresponding fees	7. Receive payment and issue Official Receipt	Php 50.00 (Non- motorized) Php 75.00 (Motorized)	15 Minutes	Cashier – City Treasurer's Office



8. None	8. Process the application & recommends for the approval to the City Agriculturist	None	10 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H. Moreno, Wilfreda Oredina/ Faustina Crsipin/ Aimee C. Evora, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
9. None	9. City Agriculturist approves & signs the Boat Registration Certification	None	1 Day	Leo Brian Leuterio, Officer-In-Charge – City Agriculturist Office
10. None	10. Release Boat Registration Certification to applicant	None	5 Minutes	Lorna de Guzman/ Jonifer Ypon Jr./ Carlos John Necor/ Aian Bongabong/ Trinidad H. Moreno, Wilfreda Oredina/ Faustina Crsipin, Clerk III/ Aquacultural Technologists II/ Aquaculturist II – City Agriculturist Office
TOTAL:		Php 50.00 Non- motorized	3 Days, 1 Hour and 26 Minutes	
		Php 75.00 Motorized		



9. Fishery Law Enforcement				
To ensure the full and effective implementation of all fishery laws, rules and regulations, fishery law enforcement are performed by the Fishery Regulatory Unit in coordination with Law Enforcement Agencies (LEAs) and Fishery Law Enforcement Team (FLET). Fines and penalties are imposed to violators pursuant to Section 70 & 71 of the Comprehensive Fisheries Ordinance No. 093-08				
Office or Division		City Agriculturist Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Fisherfolks of Davao City		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of payment - 1 original			City Agriculturist Office	
2. Official receipt - 1 original				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepare operational facilities and equipment for anti-illegal fishing activities.	None	1 Day	Aian Bongabong/ Carlos John Necor/ Jonifer Ypon Jr., Agricultural Technologist – City Agriculturist Office
2. None	2. Conduct/execute scheduled operations with proper authority.		1 Day	
3. None	3. Initiate ocular inspection/ investigation to determine possible violation		10 Minutes	
4. None	4. Identify offender; determine what offenses was violated; gather evidences to support violation		30 Minutes	
5. None	5. Bring the suspect/s including relevant material or physical evidences to nearest government facility or proper authority for necessary investigation		1 Hour	



6. None	6. Prepare/ accomplish testimonial and/or documentary statements	None	30 Minutes	Aian Bongabong/ Carlos John Necor/ Jonifer Ypon Jr., Agricultural Technologist – City Agriculturist Office
7. None	7. Initiate the filing of appropriate charges in proper courts	None	15 Minutes	
8. None	8. Impound fishing paraphernalia	None	Until Appropriate Fines/ Penalties are paid	
9. Receive Order of Payment	9. Issue Order of Payment (Fines/ Penalties)	None	1 Minute	
10. Proceed to City Treasurer's Office and pay corresponding fees	10. Receive payment and issue Official Receipt	*Please refer to the Table 2 below	15 Minutes	Cashier – City Treasurer's Office
11. Return to the City Agriculturist Office, submit Official Receipt issued	11. Receive and Check Official Receipt	None	1 Minute	Aian Bongabong/ Carlos John Necor/ Jonifer Ypon Jr., Agricultural Technologist – City Agriculturist Office
12. None	12. Release impounded fishing paraphernalia	None	1 Hour	
TOTAL:		*Please refer to the Table 2 below	2 Days, 3 Hours and 42 Minutes Or Until Appropriate Fines/ Penalties are paid	



TABLE 2:

<p>Cluster 1 (Fishing w/o a license, Fishing by unregistered fisherfolk/ banca, Failure to carry license, use of beach seine, use of fine mesh net, Non-compliance with color-coding, Failure to secure auxiliary invoice, Abandonment of fishing gear, Catching or selling of juvenile fishery species or gravid spawners)</p> <p>1st Offense – Php 500.00 fine & confiscation of catch 2nd Offense – Php 1, 000.00 fine, confiscation of catch & suspension of license for 2 mos. 3rd Offense – Php 2,000.00 fine, confiscation of catch & fishing paraphernalia & revocation of license</p>
<p>Cluster 2 (Violations of the terms & conditions of a license, Prohibition of fish-aggregating device in navigational lanes)</p> <p>1st Offense – Php 1,000.00 fine & confiscation of catch 2nd Offense – Php 2, 000.00 fine, confiscation of catch & suspension of license for 6 mos. 3rd Offense – Php 3,000.00 fine, 6 mos. Imprisonment, confiscation of catch & fishing paraphernalia & revocation of license</p>
<p>Cluster 3 (Fishing in prohibited areas, Fishing during declared temporary ban and closed season, use of active fishing gear w/in city waters, use of compressor in fishing, Construction of fish pens, cages, traps in prohibited areas, Cutting of mangroves)</p> <p>1st Offense – Php 2, 000.00 fine, confiscation of catch, suspension of license for 6 mos. 2nd Offense – Php 3, 000.00 00 fine, confiscation of catch, suspension of license for 1 year 3rd Offense – Php 5,000.00 fine, 1-year imprisonment, confiscation of catch & fishing paraphernalia, perpetual cancellation/ revocation of license</p>
<p>Cluster 4 (Sale, consumption & possession of prohibited species, Fishing using explosives, noxious or poisonous substances and/or electricity, Use of superlight)</p> <p>Php 5,000.00 fine, 1-year imprisonment, confiscation of catch & fishing paraphernalia, perpetual cancellation/revocation of license</p>



10. Facilitation of Loan Application (Individual, Cooperatives, Micro and Small Enterprise)				
To further provide assistance to small farmers, farmer associations, and farmer cooperatives, the City Agriculturist Office acts as a facilitator for agricultural loan applications to provide financial assistance for the purchase of agricultural inputs, facilities, and seed working capital for the farmers, farmer associations, and farmer cooperatives to have sustainable agriculture enterprise.				
Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C/ G2B – Government to Citizen/ Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ACEF Loan Application		1. DA - AMAD		
2. General Information Sheet		2. DA - AMAD		
3. Endorsement from City / Municipal Agriculturists Office		3. City/ Municipal Agriculturist's Office		
4. DTI / SEC Registration Certificate and current year business permit (if applicable)		4. DTI - Negosyo Center		
5. Articles of Partnership/incorporation, (if applicable)		5. Client		
6. Bio-data of owner or partner or incumbent officers and BOD with ID		6. Client		
7. Business Plan or Farm Plan and Budget		7. Client		
8. Sworn Affidavit of No Outstanding Loans from any lending institution for the same project		8. Hall of Justice		
9. Board Resolution authorizing the Coop or Association to borrow and designating authorized signatories (if applicable)		9. Client		
10. Audited Financial Statement for the last year or latest interim financial statement for start-up companies (if applicable)		10. Client		
11. Current year business permit (if applicable)		11. Client		
12. Photocopy of land title or lease contract		12. Client		
13. Barangay clearance		13. Barangay of Business Residence		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Desk and sign the logbook	1. Refer client to Municipal Agricultural Officer (MAO)	None	2 Minutes	Officer of the Day



2. Discuss the purpose of the visit	2. Calls the attention of the assigned personnel	None	2 Minutes	*Please refer to Table 1 for MAOs
3. Submit documentary requirements	3.1 Review Documents	None	2 Minutes	
	3.2 If document is incomplete, advice client to comply for lacking documents. Otherwise, encode client's basic information for tracking and master listing.	None	3 Minutes	
3.3 If client requests for assistance on the preparation of documents, personnel in charge will conduct further interview to determine needs.				
4. None	4. If documents are complete, prepare 1st endorsement to DA-RFO XI, through the City Agriculturist	None	2 Minutes	Clerk
5. None	5. Sign and submit 1st endorsement to DA-RFO XI, through the City Agriculturist	None	2 Minutes	*Please refer to Table 1 for MAOs
6. None	6. Prepare 2nd endorsement o DA-RFO XI	None	2 Minutes	Clerk
7. None	7. Sign and submit 2nd endorsement to DA-RFO XI, through the City	None	2 Minutes	Leo Brian D. Leuterio, Officer-In-Charge – City Agriculturist Office
TOTAL:		None	17 Minutes	



11. Facilitation of Market Matching				
To further provide assistance to small farmers, farmer associations, and farmer's cooperatives, the City Agriculturist Office act as a facilitator to link the farmers to the market or buyers and vice versa, links the market needs or buyers demand to the suppliers or producers. This activity envisions strengthening market relationship between producers and buyers.				
Office or Division	City Agriculturist Office			
Classification	Simple			
Type of Transaction	G2C-Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		1. Agribiz/ District Office		
2. Farmers/Farmers Association/Agri-cooperatives and Buyers Profile General Information Sheet (Ex. Commodity, volume (MT), frequency (daily or once a week), prices.		2. Agribiz/ Distirct Office		
3. Contract/Agreement		3. Buyers		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Desk and discuss the purpose of the visit.	1. Discuss and assist the client to fill-up the request form with items for market	None	2 Minutes	Officer of the Day
2. Fill-out the request form with Items for market (Farmer/Buyer)	2. Review the filled-out request form	None	10 Minutes	Anthony P. Flores/ Lilibeth N. Tambis/ Jan Mark I. Cena/ Jemelyn L. Balili/ Ma. Arma A. Datoy/ Ranzel P. Bersales/ Warlton S. Togonon/ Belen P. Inderio, Agribusiness District Focal Person/ Agricultural Technologist – City Agriculturist Office
3. Fill-out the Profile General Information Sheet form	3. Assist the client to fill-up the Profile General Information Sheet form	None	5 Minutes	
4. Submit the filled-out form (Profile GIS)	4.1 Review the filled-out Profile GIS	None	2 Minutes	
	4.2 If filled-up form is complete, encode client's basic information for tracking and master listing	None	3 Minutes	



5. None	5.1 Prepare for the market matching	None	5 Minutes	James Arly A. Danac/ Ivy B. Lacubatan/ Anthony P. Flores/ Lilibeth N. Tambis/ Jan Mark I. Cena/ Jemelyn L. Balili/ Ma. Arma A. Datoy/ Ranzel P. Bersales/ Warlito S. Togonon/ Belen P. Inderio, Acting Division Head – IDD/ Agribusiness Coordinator- IDD. Agribusiness District Focal Person/ Agricultural Technologist – City Agriculturist Office
	5.2 Prepare for the meeting with the buyer and supplier with the MAO as presiding officer	None	6 Hours	James Arly A. Danac/ Ivy B. Lacubatan, Acting Division Head – IDD/ Agribusiness Coordinator- IDD *Please refer to Table 1 for MAOs
	5.3 If matched assist the signing of contract/ agreement	None	1 Hour	James Arly A. Danac/ Ivy B. Lacubatan/ Anthony P. Flores/ Lilibeth N. Tambis/ Jan Mark I. Cena/ Jemelyn L. Balili/ Ma. Arma A. Datoy/ Ranzel P. Bersales/ Warlito S. Togonon/ Belen P. Inderio,



				Acting Division Head – IDD/ Agribusiness Coordinator-IDD. Agribusiness District Focal Person/ Agricultural Technologist – City Agriculturist Office
6. None	6. Monitor the transaction agreed	None	5 Minutes	James Arly A. Danac/ Iyv B. Lacubtan, Acting Division Head – IDD/ Agribusiness Coordinator-IDD – City Agriculturist Office
TOTAL:		None	7 Hours and 32 Minutes	



12. Facilitation of Loan Application for Magnegosyo ta Day

The City Agriculturist Offices facilitates the loan application of women in the agri-fishery sector in line to establishing the concept of "farming as a business". It aims to provide recognized/organized/registered Rural Improvement Club (RIC) and fisherfolk women's group interested to engage in agri-fishery based enterprises financial assistance through soft loan without interest to increase their capitalization capability.

Office or Division	City Agriculturist Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Recognized/ organized/ registered women's group in the agri-fishery sector interested to engage in agri-fishery based enterprises financial assistance through soft loan without interest

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	1. Client
2. Agri-fishery related Project Proposal	2. Client
3. Certificate of no balance from the City Government of Davao	3. City Accounting Office
4. Barangay Certification stating the existence and credibility of the group in the barangay	4. Barangay where the group is located / Client
5. Board Resolution of the group authorizing the contact person to transact and receive the fund of the MTD	5. Client
6. Endorsement from the Municipal Agricultural Officer	6. Municipal Agricultural Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Conduct orientation and briefing on the MTD Program to the Women's group in the District	None	2 Hours	James Arly A. Danac/ Alma G. Lacsamana, Acting Division Head – IDD/ MTD Coordinator (Agricultural Technologist) – City Agriculturist Office
2. Approach the Public Assistance Desk and sign the logbook	2. Refer client to Municipal Agricultural Officer (MAO)	None	2 Minutes	Ma. Arma A. Datoy/ Belen P. Inderio/ Eva G. Vallecera/ Maritetta B. Mirafuentes/ Lilibeth N. Tambis/



				Vanessa C. Nessia/ Jemelyn L. Balili/C.C. Lorzano, RIC Coordinator/ Agricultural Technologists – City Agriculturist Office
3. Discuss the purpose of the visit	3. Inform the client of all the documentary requirements needed to be submitted	None	2 Minutes	*Please refer to Table 1 for MAOs
4. Submit documentary requirements	4. Review Documents	None	2 Minutes	
5. None	5. If document is incomplete, advice client to comply for lacking documents. Otherwise, encode client's basic information for tracking and master listing.	None	3 Minutes	
6. None	6. If client requests for assistance on the preparation of documents, personnel in charge will conduct further interview to determine needs	None	30 Minutes	
7. None	7. If documents are complete, prepare 1st endorsement to the City Agriculturist	None	2 Minutes	
				Ma. Arma A. Datoy/ Belen P. Inderio/ Eva G. Vallecera/ Maritetta B. Mirafuentes/ Lilibeth N. Tambis/ Vanessa C. Nessia/ Jemelyn L. Balili/C.C. Lorzano, RIC Coordinator/ Agricultural



				Technologists – City Agriculturist Office
8. None	8. Sign the endorsement and submit together with the complete documentary requirements the City Agriculturist Office (main office)	None	2 Minutes	*Please refer to Table 1 for MAOs
9. None	9. Personnel in-charge from the main office reviews the proposal. If feasible, recommends for its approval; If otherwise, returns documents to the district office with its recommendations.	None	1 Day	James Arly A. Danac/ Alma G. Lacsamana, Acting Division Head – IDD/ MTD Coordinator (Agricultural Technologist) – City Agriculturist Office
10. None	10. City Agriculturist approves the proposal	None	2 Minutes	Leo Brian D. Leuterio/ Edgardo A. Haspe, Officer-In-Charge/ Acting Assistant City Agriculturist – City Agriculturist Office
11. None	11. Prepare and submit to the City Budget Office and the City Accounting Office the voucher of fund to be released	None	5 Minutes	Razel R. Belarmino, Acting Administrative Officer – City Agriculturist Office
12. None	12. City Budget Office and the City Accounting Office review and approve the voucher of fund to	None	10 Minutes	City Budget Office & City Accounting Office



	be released			
13. None	13. City Treasurer release the approved fund to the authorize person of the association	None	5 Minutes	Cashier – City Treasurer's Office
14. Fill-out Client Feedback Form	14. Gather client feedback form	None	2 Minutes	Ma. Arma A. Datoy/ Belen P. Inderio/ Eva G. Vallecera/ Maritetta B. Mirafuentes/ Lilibeth N. Tambis/ Vanessa C. Nessia/ Jemelyn L. Balili/ C.C. Lorzano, RIC Coordinator/ Agricultural Technologists – City Agriculturist Office
TOTAL:		None	1 Day, 3 Hours and 7 Minutes	



13. Provision of Farm Mechanization and Irrigation Support

Pursuant to RA 10601, also known as the “Agricultural and Fisheries Mechanization (AFMech) Law”, the City Agriculturist Office commits to deliver integrated support services to farmers, fisherfolk and other stakeholders, assist them for the development of their farmlands and sustain their agricultural and fishery production. The said law mandates for the acceleration of agricultural and fisheries mechanization in the countryside through the provision of agricultural engineering services which include engineering program of work of irrigation, small water impounding, soil conservation and management, farm machinery, postharvest facilities and other agricultural and fisheries projects.

Office or Division	City Agriculturist Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Davao City’s Farmers and Fisherfolk			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent – 1 original			1. Requesting Party	
2. Board Resolution – 1 original			2. Requesting Party	
3. MAO’s Endorsement – 1 original			3. City Agriculturist Office – Municipal Agricultural Offices (District Offices)	
4. Barangay Council Resolution (for RWC) – 1 original			4. Requesting Party	
5. Barangay Certification (for RWC) – 1 original			5. Requesting Party	
6. Agreement of Usufruct/ Deed of Donation (for RWC)			6. Requesting Party	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and fill out Client’s Request and Information Form and provide the required documents	1. Check and review documents submitted	None	10 Minutes	*Please refer to Table 1 for MAOs and Agricultural Technologists
2. Wait for the schedule of the requested service/ equipment	2. Forward the documents to the CAO Main Office	None	1 Day	
3. Confirm the schedule of validation activity	3. Set schedule for validation activity	None	5 Minutes	Gilbert V. Iglesias,



4. Guide the Validation Team	4. Conduct validation	None	1 Day	Agricultural Technologist – City Agriculturist Office
5. Confirm the schedule of delivery of the requested service/equipemnent	5. Issue scheduled date of the requested service/ equipment	None	5 Minutes	Anthony Roy B. Cariño, Agriculturist II – City Agriculturist Office
*For Irrigation Equipment, proceed to Step 6				
*For Farm Mechanization and Rainwater Catchment (RWC), proceed to Step 8				
Irrigation Equipment:				
6. Fill-out borrower's slip	6. Assist client in filling-out the slip and log in to the logbook	None	5 Minutes	Gilbert V. Iglesias/ Christian Lloyd S. Soroño, Agricultural Technologists – City Agriculturist Office
7. Accompany the In-Charge	7. Provide the requested equipment	None	10 Minutes	
TOTAL:		None	2 Days and 35 Minutes	
Farm Mechanization and Rainwater Catchment:				
8. Accompany the Operator/ In-Charge to the area	8. Render the requested service	None	3 Days (May vary depending on the size of production area and the nature of operation)	Gilbert V. Iglesias/ Christian Lloyd S. Soroño/Leo L. Macacua, Agricultural Technologists – City Agriculturist Office
9. Fill-out the Rainwater Catchment/ Farm Mechanization Support Service Form and submit to the operator	9. Assist client in filling-out the form	None	None	
TOTAL:		None	5 Days and 20 Minutes (May vary depending on the size of	



		production area and the nature of operation)	
--	--	---	--



14. Establishment/ Construction of Agri-Fishery Vertical Infranstructure

Republic Act No. 8435 also known as “Agriculture and Fisheries Modernization Act of 1997 was enacted to support poor and vulnerable agri-fishery sector to have equitable access to resources, income opportunities, basic and support services and infrastructure especially in areas where productivity is low as a means of improving their quality of life. Thus City Agriculturist Office pledges to help farmers alleviate their quality of life and increase their farm production through establishment/construction of agri-fishery infra projects.

Office or Division	City Agriculturist Office
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Davao City’s Farmers and Fisherfolk Organizations; BLGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent – 1 original	Requesting Party
2. Board Resolution – 1 original	
3. Land Title/Tax Declaration – 4 photocopies	
4. Land Title – 4 photocopies	
5. Deed of Donation/Usufruct or Road Right-of-Way – 4 original	
6. Certificate of Pre-Condition – 1 original	
7. MAO’s Endorsement – 1 original	City Agriculturist Office – Municipal Agricultural Offices (District Offices)

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request CAO through Agricultural Technologists at CAO District Offices	1. Check and review documents submitted	None	10 Minutes	*Please refer to Table 1 for MAOs and Agricultural Technologists
2. Wait for the schedule of validation	2. Forward the documents to the CAO Main Office			
3. Confirm schedule of validation activity	3. Set schedule for validation activity	None	5 Minutes	Gilbert V. Iglesias, Agricultural Technologist – City Agriculturist Office
4. Guide the Validation Team	4. Conduct Validation	None	1 Day	



5. Participate in the pre-assessment activity	5. Conduct FA/ Coop and site validation and pre-assessment activity	None		
6. Wait for the confirmation of the feasibility of the requested project	6. Prepare validation report for project feasibility	None	1 Hour	
7. Submit additional required documents	7. Prepare DED, POW and TS for the proposed project	None	15 Days	Dean S. Martin/ Anthony Roy B. Cariño, Agriculturist II – City Agriculturist Office
8. Wait for the project implementation	8. Submit DED and POW for recommending approval of the Dept. Head	None	4 Hours	Leo Brian D. Leuterio, Officer-In-Charge – City Agriculturist Office
9. Follow-up project status	9. Submit DED and POW for approval of City Administrator	None	1 Day	City Administrator
10. None	10. Forward approved DED and POW to BAC for bidding process	None	26 Days	Bidding and Awards Committee
11. Closely coordinate with contractor, CEO and City Agriculturist Office	11. Implement the project upon receipt of “Notice to Proceed”	None	126 Days/ 5 Months, 3 Weeks and 1 Day (maximum)	Gilbert V. Iglesias, Agricultural Technologist – City Agriculturist Office
12. None	12. Conduct regular monitoring	None	None	Dean S. Martin/ Anthony Roy B. Cariño, Agriculturist II – City Agriculturist Office
TOTAL:		None	7 Months, 3 Weeks, 5 Hours and 15 Minutes	



CITY ASSESSOR'S OFFICE
EXTERNAL SERVICES



1. Certified True Copy of Tax Declaration – Manual Tax Declaration				
Declaration of real property value for real property taxation purposes.				
Office or Division	City Assessor's Office - Assessment Records Management Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up Request Form		CASSO Queuing Counter		
2. PIN (if none, proceed to Windows 1-4 for PIN verification)		Requestor		
3. Valid ID of Property Owner and Requestor or Authorized Representative				
4. Authorization letter from the Owner with photocopy of signatories and Authorized Representatives – 1 original				
5. If corporation, Secretary's Certificate with photocopy of signatories and Authorized Representatives – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CASSO
2. Proceed to City Treasurer's Office to pay Service Fees for Tax Declaration	2. Issue of Official Receipt	Php 100.00 per copy	6 Minutes	Local Revenue Collector Officer I – City Treasurer's Office
3. Proceed to Window 12 for submission of Request Form and requirements (wait for your number to be	3.1 Evaluate, receive documents and issue Claim Stub	None	4 Days, 7 Hours and 16 Minutes	Janna Besin/ Eunald Lidres/ Helen Dumangcas, Job Order - CASSO



called)	3.2 Forward to assigned personnel for verification at National Archives Office/ Tugbok District (Records keeping)			Wendel Fuentevilla, Job Order – CASSO
	3.3 Forward to the Division Head and Asst. City Assessor for signature	None	30 Minutes	Efren G. Estores/ Edgar R. San Miguel, Division Head (LAOO IV)/ Asst. City Assessor – CASSO
4. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) * Window 11 - Special Lane for Sr. Citizens, PWD & Pregnant	4. Release the document	None	5 Minutes	Helen Dumangcas/ Eunald Lidres, Job Order – CASSO
TOTAL:		Php 100.00 per copy	5 Days	



2. Certified True Copy of Tax Declaration – Electronic Printout				
Declaration of real property value for real property taxation purposes.				
Office or Division	City Assessor's Office – Assessment Records Management Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
1. PIN (if none, proceed to Windows 1-4 for PIN Verification)		Requestor		
2. Valid I.D. of property owner and requestor or authorized representative – 1 original				
3. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees for Tax Declaration	2. Issue of Official Receipt	Php 100.00 per copy	None	Local Revenue Collector Officer I – City Treasurer's Office
3. Proceed to 12 for submission of Request Form and requirements (wait for your number to be	3.1 Evaluate, receive documents and issue Claim Stub	None	1-10 copies – 4 Hours 11-20 copies – 2 Days	Janna Besin/ Eunald Lidres/ Helen Dumangcas, Job Orders –



called)	3.2 Forward to assigned personnel for verification and encoding/ printing		More than 30 copies – 3 Days	CAssO Adelaida R. Millan/ Teresa Nuera/ Merla D. Nacito/ Luiscita Ansel/ Wendel Fuentesvilla/ Helen Dumangcas/ Eunalid Luidres, Administrative Aide IV/ Tax Mapping Aide/ Job Orders – CAssO
4. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) * Window 11 - Special Lane for Sr. Citizens, PWD & Pregnant	4. Release the document	None	5 Minutes	Helen Dumangcas/ Malissa Roz/ Eunal Lidres, Job Orders – CAssO
TOTAL:		Php 100.00 per copy	1-10 copies – 4 Hours and 8 Minutes 11-20 copies – 2 Days and 8 Minutes More than 30 copies – 3 Days and 8 Minutes	



3. Certification (Total Landholding, No Landholding and No Improvement)				
A map that illustrates the area and surrounding of a property.				
Office or Division	City Assessor's Office – Assessment Records Management Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
1. PIN (if none, proceed to Windows 1-3 for verification)		Requestor		
2. Valid ID of property owner and requestor or authorized representative				
3. Authorization letter from the owner with photocopy of signatories and authorized representatives (1 original copy) if necessary				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees for Real Property Tax Certificate	2. Issue Official Receipt	Php 100.00 per copy	None	Local Revenue Collector Officer I – City Treasurer's Office
3. Proceed to Window 12 for submission of	3.1 Evaluate, receive documents and	None	3 Days	Janna Besin/ Eunalid Lidres/



Request Form and requirements (wait for your number to be called) Window 11 – Special Lane for Sr. Citizens, PWD & Pregnant	Issue Claim Stub			Helen Dumangcas, Job Orders – CAssO
	3.2 Forward to assigned personnel for verification and encoding/ printing			Adelaida R. Millan/ Arlene Batersal/ Cristeta Larroza/ Teresa Nuera/ Luiscita Ansela, Administrative Aides IV/ LAOO I/ Tax Mapping Aide/ Job Order – CAssO
	3.3 Forward to the Division Head and Asst. City Assessor for signature			Efren G. Estores/ Edgar R. San Rafael, LAOO IV/ Acting Assistance City Assessor – CAssO
4. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) *Window 11 Special Lane for Sr. Citizens, PWD & Pregnant Women	4. Release the document	None	5 Minutes	Helen Dumangcas/ Malissa Roz/ Eunal Lidres, Job Orders – CAssO
TOTAL:		Php 100.00 per copy	3 Days and 8 Minutes	



4. Map Verification				
Transaction that involves request to verify location and ownership of property in the tax map.				
Office or Division	City Assessor's Office – Tax Mapping Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
1. Valid ID of property owner, and requestor or authorized representative		Requestor		
2. Title – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees for Real Property Tax Certificate	2. Issue Official Receipt	Php 50.00 per copy	None	Local Revenue Collection Officer I – City Treasurer's Office
3. Proceed to Window 12 for submission of Request Form and requirements (wait for your number to be called) Window 11 – Special Lane for Sr. Citizens, PWD & Pregnant	3.1 Evaluate, receive documents and Issue Claim Stub	None	22 Minutes per parcel	Rolando Albios/ Wenelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim



				<p>Kirvy Flores/ Jenny Christine Malicse/ Charles Papas/ Alec Hamzar Cadianda/ Michael Edmund Espejo, Job Orders – CAssO</p>
	3.2 Forward to assigned personnel for verification and approval of Division Head			<p>Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax Mapper I/ Draftsmen II/ Job Orders – CAssO</p>
4. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called)	4. Release the document	None	5 Minutes	<p>Rolando Albios/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel</p>



*Window 11 Special Lane for Sr. Citizens, PWD & Pregnant Women				Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Charles Papas/ Alec Hamzar Cadianda/ Michael Edmund Espejo, Job Orders – CASSO
TOTAL:		Php 100.00 per copy	30 Minutes	



CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
2. Sworn Statement		Windows 6 or 7		
3. Valid ID of property owner, and requestor or authorized representative		Requestor		
4. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
5. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
6. Building permit/ Certificate of Completion/ certificate of occupancy if available - for New Assessment-Building – 1 photocopy				
7. Colored photos of the building (front view and 2 sides) – 3 pieces				
8. Location/sketch plan (for New Assessment)				
9. Tax Declaration of Land – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows	2. Evaluate	None	5 Minutes per	Mary Grace



6 or 7 for submission of Request Form and requirements (wait for your number to be called)	documents and issue Order of payment		parcel	Cayetano/Laarvi Ledesma, Job Order – CAssO
3. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	3. Issue Official Receipt	Php 50.00 per transaction	None	Local Revenue Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	4.3 Verification and PIN inscription	None	7 Days	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo,



				Acting Division Head/ Tax Mapper I/ Draftsmen II/ Job Orders – CAssO
	4.4 Forward to Appraisal Division for routing & assessment			Rowena Sarucam/ Evangeline Hirang, Job Order – CassO
	4.5 Conduct ocular inspection, preparation of Building Plotting Diagram and preparation of Field Appraisal and Assessment Sheet (FAAS)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	4.6 Forward to Assessment Standard and Examination Division for Examination of legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	4.7 Forward to Assessment and Operation Evaluation Division for examination of			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job



	assessment from inspection to FAAS preparation then forward to City Assessor for approval			Orders – CAssO
	4.8 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	4.9 Print Tax Declaration and Notice of Assessment			Kriztie Anevic Candia/ Vanessa Caballes/ Aiko Vinuva, Job Order – CAssO
5. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 5 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per parcel	7 Days and 18 Minutes	



6. New Assessment – Condominium				
New assessment of building, land, machineries, public land and condominium is the act or process of determining the value of a property or proportion thereof, subject to tax, including the discovery, listing and appraisal of properties.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
2. Sworn Statement		Windows 6 or 7		
3. Valid ID of property owner, and requestor or authorized representative		Requestor		
4. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
5. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
6. Condominium Certificate of Title – 1 photocopy per unit				
7. Building Permit – 1 photocopy				
8. Certificate of Completion - photocopy				
9. Certificate of Occupancy – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberón, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/Laarvi Ledesma, Job Order –



your number to be called)				CAsSO
3. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	3. Issue Official Receipt	Php 50.00 per transaction	None	Local Revenue Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, re-evaluate requirements, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAsSO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAsSO
	4.3 Verification and PIN inscription	None	*Please refer to the Processing Period Table for bulk requests	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax



				Mapper I/ Draftsmen II/ Job Orders – CAssO
	4.4 Forward to Appraisal Division for routing & preparation of Field Appraisal and Assessment Sheet (FAAS)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	4.5 Conduct ocular inspection, preparation of Building Plotting Diagram and preparation of Field Appraisal and Assessment Sheet (FAAS)			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	4.6 Forward to Assessment Standard and Examination Division for Examination of legal supporting documents and implementation of assessment standard			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO
	4.7 City Assessor approval			Engr. Jaime G. Adalin,



	4.8 Printing of Tax Declaration and Notice of Assessment			City Assessor – CAssO Kriztie Anevic Candia/ Vanessa Caballes/ Aiko Vinuva, Job Order – CAssO
5. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per parcel	Depends on the number of parcels	

PROCESSING PERIOD TABLE FOR BULK REQUEST

NO. OF PARCEL	DAY/ TIME
2-9	5 Days
10-30	15 Days
31-50	1 month and 2 Days
51-70	1 month and 12 Days
71-90	1 month and 18 Days
91-110	2 months and 2 Days
111-130	2 months and 8 Days
131-150	2 months and 13 Days
151-170	2 months and 17 Days
171-190	2 months and 21 Days
191-210	3 months and 1 Day
211-230	3 months and 3 Days



7. New Assessment – Land				
New assessment of building, land, machineries, public land and condominium is the act or process of determining the value of a property or proportion thereof, subject to tax, including the discovery, listing and appraisal of properties.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
2. Valid ID of property owner, and requestor or authorized representative		Requestor		
3. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
5. Transfer or Original Certificate of Title – 1 photocopy				
6. Approved Subdivision Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called)	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO



3. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	3. Issue Official Receipt	Php 50.00 per transaction	6 Minutes	Local Revenue Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, re-evaluate requirements, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	4.3 Verification and PIN inscription	None	3 Days	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax Mapper I/



				Draftsmen II/ Job Orders – CAssO
	4.4 Forward to Appraisal Division for routing & preparation of Field Appraisal and Assessment Sheet (FAAS)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Diane Arellano/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Computer Operator III/ Job Orders – CAssO
	4.5 Forward to Assessment Standard and Examination Division for Examination of legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	4.6 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO



	approval			
	4.7 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	4.8 Printing of Tax Declaration and Notice of Assessment			Kritzie Anevic Candia/Vanessa Caballes/Aiko Vinuva, Job Orders – CAssO
5. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per transaction	3 Days and 22 Minutes	



8. New Assessment – Machineries				
New assessment of building, land, machineries, public land and condominium is the act or process of determining the value of a property or proportion thereof, subject to tax, including the discovery, listing and appraisal of properties.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		1. CASSO Queuing Counter		
2. Sworn Statement		2. Windows 6 or 7		
3. Valid ID of property owner, and requestor or authorized representative		Requestor		
4. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
5. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
6. Official Receipts of Machineries – 1 photocopy				
7. Lease Contract/ Deed of Agreement (if under lease) – 1 photocopy				
8. Tax Declaration – Building – 1 photocopy		8. City Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberón, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/Laarvi Ledesma, Job Order –



your number to be called)				CAsso
3. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	3. Issue Official Receipt	Php 50.00 per machinery	6 Minutes	Local Revenue Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Windows 10 or 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, re-evaluate requirements, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAsso
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAsso
	4.3 Verification and PIN inscription	None	5 Days	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax



				Mapper I/ Draftsmen II/ Job Orders – CAssO
	4.4 Forward to Appraisal Division for routing & assessment			Rowena Sarucam/ Evangeline Hirang, Job Orders – CAssO
	4.5 Conduct ocular inspection, preparation of Building Plotting Diagram and preparation of Field Appraisal and Assessment Sheet (FAAS) and forward to Assessment Standard and Examination Division			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	4.6 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	4.7 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO



	preparation then forward to City Assessor for approval			
	4.8 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	4.9 Print Tax Declaration and Notice of Assessment			Kritzie Anevic Candia/ Vanessa Caballes/ Aiko Vinuva, Job Orders – CAssO
5. Proceed to the Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per machinery	5 Days and 22 Minutes	



9. New Assessment – Public Land				
New assessment of building, land, machineries, public land and condominium is the act or process of determining the value of a property or proportion thereof, subject to tax, including the discovery, listing and appraisal of properties.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
2. Valid ID of property owner, and requestor or authorized representative		Requestor		
3. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
5. Order if Award and Issue Patent – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called)	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO
3. Proceed to City	3. Issue Official	Php 50.00	6 Minutes	Local Revenue



Treasurer's Office to pay Service Fees of Real Property Tax	Receipt	per transaction		Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Windows 10 or 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	4.3 Forward to Tax Mapping Division for Pin inscription /verification, plotting and defining of boundaries	None	5 Days	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax Mapper I/ Draftsmen II/ Job Orders – CAssO



	4.4 Forward to Appraisal Division district assigning and for preparation of Field Appraisal and Assessment Sheet (FAAS)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	4.5 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	4.6 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO
	4.7 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
5. Proceed to the	5. Release the	None	5 Minutes	Dianne Parreñas/



<p>Queuing Counter to secure Priority Number then proceed to Window 13 (wait for your number to be called)</p> <p>*Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women</p>	<p>document</p>			<p>Restituto Gonzales III, Job Order – CAssO</p>
<p>TOTAL:</p>		<p>Php 50.00 per transaction</p>	<p>5 Days and 22 Minutes</p>	



10. Subdivision, Consolidation and Segregation of Land				
This transaction involves preparation of new assessment brought about by the subdivision, consolidation and segregation of properties duly approve by Land Management Bureau .				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CASSO Queuing Counter		
2. Valid ID of property owner, and requestor or authorized representative		Requestor		
3. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
5. Transfer Certificate of Title – 1 photocopy				
6. Approved Subdivision/ Consolidation Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberón, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called)	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/ Laarvi Ledesma, Job Order – CAssO
3. Proceed to City Treasurer's Office to	3. Issue Official Receipt	Php 50.00 per	6 Minutes	Local Revenue Collection Officer



pay Service Fees of Real Property Tax		transaction		I – City Treasurer’s Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Windows 10 or 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/ Laarvi Ledesma, Job Order – CAssO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	4.3 Forward to Tax Mapping Division for Pin inscription /verification, plotting and defining of boundaries	None	*Please refer to the Processing Period Table for bulk requests	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax Mapper I/ Draftsmen II/ Job Orders – CAssO



	<p>4.4 Forward to Appraisal Division district assigning and for preparation of Field Appraisal and Assessment Sheet (FAAS)</p>		<p>Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO</p>
	<p>4.5 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard</p>		<p>Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO</p>
	<p>4.6 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval</p>		<p>Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO</p>
	<p>4.7 City Assessor approval</p>		<p>Engr. Jaime G. Adalin, City Assessor – CAssO</p>
	<p>4.8 Printing of Tax Declaration and</p>		<p>Kritzie Anevic Candia/ Vanessa</p>



	Notice of Assessment			Caballes/ Aiko Vinuve, Job Orders – CAssO
5. Proceed to Window 5 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per transaction	Depends on the number of parcels	

PROCESSING PERIOD TABLE FOR BULK REQUEST

NO. OF PARCEL	DAY/ TIME
2-9	5 Days
10-30	15 Days
31-50	1 month and 2 Days
51-70	1 month and 12 Days
71-90	1 month and 18 Days
91-110	2 months and 2 Days
111-130	2 months and 8 Days
131-150	2 months and 13 Days
151-170	2 months and 17 Days
171-190	2 months and 21 Days
191-210	3 months and 1 Day
211-230	3 months and 3 Days



11. Transfer Assessment – Land and Building				
New assessment of building, land, machineries, public land and condominium is the act or process of determining the value of a property, or proportion thereof, subject to tax, including the discovery, listing and appraisal of properties.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		1. CASSO Queuing Counter		
2. Valid ID of property owner, and requestor or authorized representative		Requestor		
3. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
4. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
5. Transfer Certificate of Title – 1 photocopy				
6. Tax Declaration – Land (for Building)		6. City Assessor's Office		
7. Tax Clearance		7. City Treasurer' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number	1. Issue Priority Number and Request Form	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called)	2. Evaluate documents and issue Order of payment	None	3 Minutes per parcel	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO



3. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	3. Issue Official Receipt	Php 50.00 per transaction	6 Minutes	Local Revenue Collection Officer I – City Treasurer's Office
4. Proceed to Windows 6 or 7 for submission of Request Form and requirements (wait for your number to be called) Windows 10 or 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4.1 Check Official receipt, receive documents and issue Claim Stub	None	3 Minutes	Mary Grace Cayetano/Laarvi Ledesma, Job Order – CAssO
	4.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	2 Minutes per parcel	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	4.3 Verification and PIN inscription	None	2 Days and 38 Minutes	Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Candianda/ Michael Edmund Espejo, Acting Division Head/ Tax Mapper I/ Draftsmen II/ Job Orders –



				CASSO
	4.4 Forward to Appraisal Division district assigning and for preparation of Field Appraisal and Assessment Sheet (FAAS)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CASSO
	4.5 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CASSO
	4.6 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CASSO
	4.7 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CASSO
	4.8 Printing of Tax			Kritzie Anevic



	Declaration and Notice of Assessment			Candia/Vanessa Caballes/Aiko Vinuve, Job Orders – CAssO
5. Proceed to Window 5 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	5. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Order – CAssO
TOTAL:		Php 50.00 per transaction	3 Days	



12. Cancellation – Land and Building				
Process of cancelling or dropping from the assessment roll of an existing tax declaration due to demolition, subdivision, consolidation and dispute assessment.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request – 2 original		Requestor		
2. Valid ID of property owner, and requestor or authorized representative				
3. Tax Declaration – 1 photocopy				
4. Colored pictures of building (front view and 1 side) – 2 pieces				
5. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
6. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
7. Demolition Permit – 1 photocopy				
8. Sketch of property				
9. Barangay Certificate (if building) – 1 original				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	2. Issue Official Receipt	Php 50.00 per transaction	6 Minutes	Local Revenue Collection Officer I – City Treasurer's



				Office
3. Proceed to Window 10 for submission of letter request and requirements (wait for your number to be called) Window 10 – Special Lane for Sr. Citizens, PWD & Pregnant Women	3.1 Evaluate documents and receiving of owner's copy of letter request	None	7 Days	Joy Aparague/ Grace Carongay, Bookbinder II/ Job Order – CAssO
	3.2 Forward to Assessment Standard Examination Division for recording and routing			Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	3.3a For Cancellation of Building – Conduct ocular inspection and preparation of Field Inspection and Verification Report (IVR)			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	3.3b For Cancellation of Land – Forward to Tax Mapping Division for verification of PIN and preparation of Inspection Verification Report (IVR)			Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Chersih May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace



				Paradero, Acting Division Head/ Tax Mapper I/ Draftsmen II/ LAOO IV, III and I – CAssO
	3.4 Forward to City Assessor for approval or disapproval and routing to proper concerned personnel for appropriate action			Engr. Jaime G. Adalin, City Assessor – CAssO
	3.5a For approved IVR – prepare Notice of Cancellation			Efren Estores/ Kaiser Nakera/ Myrna Hernandez/ Mario Perodez/ Estela Liwanyag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Dianne Arellano, LAOO IV/ LAOO III/ LAO I/ Assessment Clerk II – CAssO
	3.5b For disapproved IVR-preparation of Letter of Denial			Kaiser Najera, LAOO IV – CAssO
	3.6 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
4. Proceed to Window 10 (wait for your number to be called)	4 Release the document	None	5 Minutes	Joy Aparague/ Grace Carongay, Bookbinder II/ Job Order –



*Window 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women				CAssO
TOTAL:		Php 50.00 per transaction	7 Days and 15 Minutes	



13. Re-Assessment (Re-Classification)				
The assigning of new assessed values to property, particularly real estate, as a result of a general, partial, or individual reappraisal of the property.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request – 2 original		Requestor		
2. Valid ID of property owner, and requestor or authorized representative				
3. Tax Declaration – 1 photocopy				
4. Colored pictures of building (front view and 1 side) – 2 pieces				
5. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
6. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
7. Zoning Certification (Re-Classification)		7. City Planning and Development Office		
8. Tax Clearance – 1 photocopy		8. City Treasurer's Office		
9. Survey Plan signed by Geodetic Engineer (Dispute)		9. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	2. Issue Official Receipt	Php 50.00 per transaction	6 Minutes	Local Revenue Collection Officer I – City Treasurer's



				Office
3. Proceed to Window 10 for submission of letter request and requirements (wait for your number to be called) Window 10 – Special Lane for Sr. Citizens, PWD & Pregnant Women	3.1 Evaluate documents and receiving of owner's copy of letter request	None	3 Minutes	Joy Aparague/ Grace Carongay, Bookbinder II/ Job Order – CAssO
	3.2 Forward to Assessment Standard Examination Division for recording and routing	None	7 Days	Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	3.3 Forward to Tax Mapping Division for verification			Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Chersih May Cruza/ Annalyn Villa/ Marelisa Salcerdo/ Cristeta Larroza/ Grace Paradero, Acting Division Head/ Tax Mapper I/ Draftsmen II/ LAOO IV, III and I– CAssO
	3.4 Conduct ocular inspection and IVR			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa



				Salcedo/ Cristeta Larroza/ Grace Paradero/ Reydel Millan/ Dakila Castillo, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	3.5 Forward to City Assessor for approval or disapproval and routing to proper concerned personnel for appropriate action			Engr. Jaime G. Adalin, City Assessor – CAssO
	3.5a For approved IVR – prepare Notice of Cancellation			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero, LAOO IV/ LAOO III/ LAO I – CAssO
	3.5b For disapproved IVR – prepare Letter of Denial then release documents			Kaiser Najera, LAOO IV – CAssO
	3.6 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job



				Orders – CAssO
	3.7 For approved IVR- Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyronne Golimlim, LAOO IV/ Job Orders – CAssO
	3.8 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	3.9 Printing of Tax Declaration and Notice of Assessment			Kritzie Anevic Candia/ Vanessa Caballes/ Aiko Vinuva, Job Orders – CAssO
4. Proceed to Window 10 (wait for your number to be called) *Window 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	4 Release the document	None	5 Minutes	Joy Aparague/ Grace Carongay, Bookbinder II/ Job Order – CAssO
TOTAL:		Php 50.00 per transaction	7 Days and 17 Minutes	



14. Dispute (Correction of Land Area)				
This process involves the re-assessment of the property to correct land area as per land title presented.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request – 2 original		Requestor		
2. Valid ID of property owner, and requestor or authorized representative				
3. Tax Declaration – 1 photocopy				
4. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
5. Certified True Copy of Land Title				
6. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	2. Issue Official Receipt	Php 50.00 per transaction	6 Minutes	Local Revenue Collection Officer I – City Treasurer's Office
3. Proceed to Window 10 for submission of letter request and requirements (wait	3.1 Check Official receipt, receive documents and issue Claim Stub	None	3 Minutes per parcel	Mary Grace Cayetano/ Laarvi Ledesma, Job Orders –



for your number to be called) Window 10 – Special Lane for Sr. Citizens, PWD & Pregnant Women	3.2 Forward to Tax Mapping Division after recording/ inventory for Property Index Number (PIN) inscription/ verification	None	3 Days	CAssO Aiko Vinuya/ Vanessa Caballers/ Christine Jane Monceda, Job Order – CAssO
	3.3 Verification and PIN inscription and verification			Engr, Sheila Coloma/ Engr. Crescelda Torente/ Alvin Secretaria/ John Cedonio/ Charles Papas/ Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Chersih May Cruza/ Annalyn Villa/ Marelisa Salcerdo/ Cristeta Larroza/ Grace Paradero, Acting Division Head/ Tax Mapper I/ Draftsmen II/ LAOO IV, III and I– CAssO
	3.4 Forward to Appraisal Division district assigning and for preparation of Field Appraisal & Assessment Sheet			Efren Estores/ Mario Perodez/ Estela Liwanag/ Janine Lintapan/ Cherish May Cruza/ Annalyn Villa/ Marelisa Salcedo/ Cristeta Larroza/ Grace Paradero/ Rowena



				Sarucam/ Evangeline Hirang, LAOO IV/ LAOO III/ LAO I/ Job Orders – CAssO
	3.5 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Krizte Anevic Candia/ Aico Vinuya/ Christine Jane Monceda/ Vanessa Caballes, Division Head (LAOO IV)/ Job Orders – CAssO
	3.6 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyronne Golimlim, LAOO IV/ Job Orders – CAssO
	3.7 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	3.8 Printing of Tax Declaration and Notice of Assessment			Kritzie Anevic Candia/Vanessa Caballes/ Aiko Vinuva, Job Orders – CAssO
4. Proceed to Window 5 (wait for your number to be called) *Window 4 – Special	4 Release the document	None	5 Minutes	Joy Aparague/ Grace Carongay, Bookbinder II/ Job Order – CAssO



Lane for Sr. Citizens, PWD & Pregnant Women				
TOTAL:		Php 50.00 per transaction	3 Days and 17 Minutes	



15. Dispute (Wrong Information)				
This process involves the re-assessment of the property to correct land area as per land title presented.				
Office or Division	City Assessor's Office – Appraisal Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request – 2 original		Requestor		
2. Valid ID of property owner, and requestor or authorized representative				
3. Tax Declaration – 1 photocopy				
4. Authorization letter from the owner with photocopy of signatories and authorized representatives – 1 original (if necessary)				
5. Certified True Copy of Land Title				
6. If corporation, Secretary's Certificate with photocopy of signatories and authorized representatives – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Window 10 submission of letter request and requirements (wait for your number to	2.1 Receive documents and issue Claim Stub	None	3 Days	Nary Grace Cayetano/Laarvi Ledesma, Job Orders – CAssO



be called) *Window 10 Special Lane for Sr. Citizens, PWD & Pregnant Women	2.2 Forward to Assessment Records Management Division for correction and approval of Division Head			Adelaida Millan/ Teresa Nuera/ Luiscita Anselo/ Wendel Fuentevilla/ Helen Dumangcas/ Eunald Lidres/ Nerla Nacito, Admin Aide IV/ Tax Mapping Aide/ Job Orders – CAssO
	2.3 Assessment Standard and Examination Division examines the legal supporting documents and implementation of assessment standard			Edgar R. San Miguel/ Kritze Anevic Candia/ Aiko Vinuya/ Christine Jane Monceda/ Vanessa Caballes, LAOO IV/ Job Orders – CAssO
	2.4 Forward to Assessment and Operation Evaluation Division for examination of assessment from inspection to FAAS preparation then forward to City Assessor for approval			Efren G. Estores/ Kenneth Dann Lumapas/ John Tyrone Golimlim, LAOO IV/ Job Orders – CAssO
	2.5 City Assessor approval			Engr. Jaime G. Adalin, City Assessor – CAssO
	2.6 Printing of Tax Declaration and Notice of			Kritzie Anevic Candia/ Vanessa



	Assessment			Caballes/ Aiko Vinuya, Job Orders – CAssO
3. Proceed to Window 10 (wait for your number to be called) Window 11 – Special Lane for Sr. Citizens, PWD & Pregnant Women	3. Release the document	None	5 Minutes	Dianne Parreñas/ Restituto Gonzales III, Job Orders – CAssO
TOTAL:		Php 50.00 per transaction	3 Days and 8 Minutes	



16. Vicinity Map				
Issuance of a map that illustrates the area and surrounding of a property.				
Office or Division	City Assessor's Office – Tax Mapping Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CAssO Queuing Counter		
1. Valid ID of property owner, and requestor or authorized representative		Requestor		
2. Title – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to City Treasurer's Office to pay Service Fees of Real Property Tax	2. Issue Official Receipt	*Please refer to the schedule below	6 Minutes	Local Revenue Collector Officer I – City Treasurer's Office
3. Proceed to Window 1-4 for submission of request form and requirements (wait for your number to be called) *Window 1 Special Lane for Sr. Citizens, PWD & Pregnant Women	3.1 Evaluate documents and Issue Claim Stub	None	2 Hours per parcel	Charles Papas/ Wenelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine



				Malicse/ Alec Hamzar Cadianda, Job Orders – CAssO
	3.2 Forward to assigned personnel for verification and encoding/ printing			Engr. Crescelda Torento/ Alvin Secretaria/ Estelito John Cedonio, Tax Mapper I/ Draftsman I & II – CAssO
	3.3 Forward to the Division Head for signature			Engr. Sheila C. Coloma Actng. Division Head/ Tax Mapper III – CAssO
3. Proceed to Queuing Counter to secure Priority Number then proceed to Window 1-3(wait for your number to be called) *Window 4 –Special Lane for Sr. Citizens, PWD & Pregnant Women	3. Release the document	None	5 Minutes	Dianne Parreñas, Job Order – CAssO
TOTAL:		*Please refer to the schedule below	2 Hours and 14 Minutes	

MAPS FEE:

Bond Paper (Letter and/or Legal Size)	Php 100.00/copy
A3 Book Paper (42cm x 29.7cm)	Php 200.00/copy
Section Map Size	Php 300.00/copy
Barangay Map	Php 500.00/copy



17. Verification of Property Index Number (PIN)				
Transaction that involves request to verify location and ownership of property in the tax map.				
Office or Division	City Assessor's Office – Tax Mapping Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Filled-up request form		CAssO Queuing Counter		
2. Valid ID of property owner, and requestor or authorized representative		Requestor		
3. Title – 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Queuing Counter to secure Priority Number and Order of Payment	1. Issue Priority Number and Request Form with Order of Payment	None	3 Minutes	Ranulfo Ramirez, Jr./ Rogelio Cañalita, Jr./ Pedro Jeffrey Collado/ Cris Rafael Dalagan/ Iraneo Ligad/ Louie Saberon, Reproduction Machine Operator/ Job Orders – CAssO
2. Proceed to Windows 1-3 for submission of Request Form and requirements (wait for your number to be called) *Window 3 – Special Lane for Sr. Citizens, PWD & Pregnant	2.1 Evaluate documents and issue Claim Stub	None	24 Minutes per parcel	Charles Papas/ Wenenito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Cadianda, Job Orders – CAssO



	2.2 Forward to assigned personnel for verification and encoding/ printing			Engr. Crescelda Torente/ Alvin Secretaria/ Estelito John Cedonio, Tax Mapper I/ Draftsman I & II – CAssO
3. Proceed to Queuing Counter to secure Priority Number then proceed to Window 1-3 (wait for your number to be called) *Window 4 – Special Lane for Sr. Citizens, PWD & Pregnant Women	3.1 Release the document	None	3 Minutes	Charles Papas/ Wanelito Montero Jr./ Gilbert Piñon Jr./ Yousriah Mamogkat/ Jessabel Bughao/ Edcelmae Gonzales/ Kim Kirvy Flores/ Jenny Christine Malicse/ Alec Hamzar Cadianda, Job Orders – CAssO
TOTAL:		None	30 Minutes	



CITY BUDGET OFFICE
INTERNAL SERVICES



1. Budget Execution Phase				
Processing of Obligation Request based on the existence of the appropriation.				
Office or Division	City Budget Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	City Offices/ Departments/ NGA's/ NGO's/ GO's			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Signed Obligation Request – 1 original, 3 photocopies		1. Prepared and signed by the Requisitioning Office		
2. Purchase Request – 1 original, 4 photocopies		2. From the Requisitioning Office		
3. Voucher – 3 original		3. From the Requisitioning Office		
a. If Travel (attached Authority to Travel) – 1 original		a. Philippine Statistics Office PSA		
b. If Training: • (attached approved PR) – 1 original copy • (Approved Training Design) – 1 photocopy		b. From the Requisitioning Office		
c. If Salary and Representation Allowance and Transportation allowance (RATA) - attached approved Daily Time Record (DTR) – 1 photocopy		c. Employee/ Office concerned		
d. If Utilities, LTO, Telecoms (attached Billing Statement of Account) – 1 photocopy		d. Service Provider (e.g. Davao Light and Power Company (DLPC)/ Davao City Water District (DCWD)/ Land Transportation Office (LTO)/ Philippine Long Distance Telephone (PLDT)		
e. If Cash Advance - attached Fidelity bond (if new Disbursing. Officer) – 1 original		e. Office concerned/Disbursing Officer		
4. Payroll – 1 original and 2 photocopies		4, From the Requisitioning Office		
a. If Salary for Plantilla - attached Payroll (duly certified)				
b. If Representation Allowance and Transportation Allowance (RATA) - attached duly certified Daily Time Record (DTR)				
c. If Payroll of Job Order (JO's) and Contract of Services (COS) - attached duly certified Daily Time Record (DTR) and Payroll				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Obligation Request (ObR) with	1.1. Stamps "RECEIVED"	None	3 Minutes	Darell S. Espinosa,



Purchase Request (PR), Purchase Order (PO), Voucher or Payrolls from the Requisitioning Office	Obligation Request (ObR), assigns Obligation Request (ObR) number and affix date of receipt			Budget Analyst – City Budget Office
	1.2. Receives Obligation Request (ObR) in the Document Tracking System	None	3 Minutes	Daniel Van B. De Vera, Budget Aide – City Budget Office
	1.3. Encodes relevant data of Obligation Request (ObR) in the OBR Receiving/ Releasing System and forwards to the assigned controller	None	3 Minutes	Dhan Leo D. Quiaeo, Budget – City Budget Office
	1.4. Evaluate documents as to correctness in amount charges, availability of appropriation and allotment. Validate as to correctness in amount through Document Tracking System; Encode pertinent data in the Budget Monitoring System; Forwards to the Reviewing Officer.	None	30 Minutes	Veronica Lassie B. Del Mundo/ Randolph A. Dagupan/ Jarrah May G. Lorenzo/ Clariza M. Sabay/ Katherine S. Gallardo/ Renei Karyll D. Ba-aco/ Izza Noelle S. Aracenas/ Gelyn S. Soria/ Divina Del Mundo, LTOO III/ Budget Officer III/ Budget Officers II/ Budget Assistant/ Budget Analysts – City Budget Office
	1.5 Review correctness of Obligation Request (ObR) entry against the Budget Monitoring System	None	10 Minutes	Catherine S. Buenavista, Administrative Officer V – City Budget Office



	and for further scrutiny; Initial as reviewed and forward to the Approving Officer.			
	1.6 Approved Obligation Request (ObR) as to the existence of available appropriation and forward to the Releasing in Charge	None	5 Minutes	Ermelinda F. Gallego/ Paz T. Ibarra, Budget Officer/ Assistant Budget Officer – City Budget Office
	1.7 Release Obligation Request (ObR) in the Doctract and ObR Receiving/ Releasing System and forward to the Following offices:			
	1.7.1 If Obligation Request (ObR) with payroll/ voucher, forward to the City Accountant's Office		5 Minutes	Mercedita S. Rodin, Operations Assistant – City Budget Office
	1.7.2 If Obligation Request (ObR) with approved Purchase Request (PR) & Purchase Order (PO) forward to the City General Services Office			
TOTAL:		None	59 Minutes	



2. Processing of “Preliminary Reviewed” Barangay Annual Budget	
Preliminary review of the AB/SB of Barangay to ensure compliance with the law.	
Office or Division	City Budget Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	Barangay Officials and Officers
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Approved Barangay Annual Budget - 1 original	1. Barangay
2. Notice of Authority to Debit Account Issued (NADAs) for Barangay IRA - 1 original	2. Department of Budget and Management
3. Statement of Income and Expenditure of Previous Year - 1 original	3. City Accountant's Office
4. Certification of Income derived from Barangay Real Property Tax - 1 original	4. City Treasurer's Office
5. Barangay Council for the Protection of Children (BCPC) Plan - 1 original	5. Prepared by Barangay and approved by the City Social Services & Development Officer
6. Gender and Development Plan - 1 original	6. Prepared by Barangay; reviewed by City Mayor's Office (CMO)-Integrated Gender Division (IGDD) Officer-In-Charge; approved by the Barangay Captain
7. Barangay Disaster Risk Reduction Management Fund Investment Plan with Certification from the Disaster Risk Reduction Management Office - 1 original	7. Barangay Disaster Risk and Reduction Management Office (DRRMO)
8. Program, Project and Activities (PPA's) of 20% Internal Revenue Allotment - 1 original	8. Prepared by Barangay; reviewed by City Planning & Development Coordinator
9. Barangay Annual Procurement Plan - 1 original	9. Barangay
10. Barangay Appropriation Ordinance - 1 original	10. Barangay
11. Barangay Annual Investment Program (BAIP) - 1 original	11. Barangay
12. Accomplishment Report - 1 original	12. Barangay
13. Barangay Development Council - 1 original	13. Barangay
14. Certificate of Review - 1 original	14. CPDO signed by the Local Chief Executive (LCE)/ Authorized Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits proposed Barangay Annual Budget	1.1. Receive proposed Barangay Annual Budget	None	5 Minutes	Angelica L. Palma, Budget Analyst – City Budget Office
	1.2. Evaluates and reviews as to completeness of attached pertinent documents, as to correctness of amount and appropriate charges	None	3 Hours	Jessica M. Fabian/ Deo Genes R. Seares/ Myla Divina A. Angeles, Administrative Assistant IV/ Budgeting Assistant/ Budget Analyst – City Budget Office
	1.3. Validate documents & forwards to Approving officer	None	20 Minutes	Gladys S. Untal, Budget Officer III – City Budget Office
	1.3.1 Prepare Transmittal Letter			
	1.4. Signs proposed Barangay Annual Budget as to "Preliminary Reviewed"	None	20 Minutes	Paz T. Ibarra, Assistant City Budget Officer – City Budget Office
2. Receives the signed as "Preliminary Reviewed" Brgy. Budgets"	2. Releases "Preliminary Reviewed" proposed Barangay Annual Budget in logbook and forwards to the Barangay Captain/ Treasurer for reproduction	None	5 Minutes	F. Francisco D. Young, Budget Analyst – City Budget Office



3. Submits Originally signed Brgy. AB with 10 sets machine copies	3. Receives "Preliminary Reviewed" proposed Barangay Annual Budget in logbook together with other 10 sets (machine copy) from Barangay		5 Minutes	Mercedita S. Rodin, Operations Assistant – City Budget Office
	3.1. Stamps "Preliminary Reviewed" with "Facsimile Signature" of the Dept. Head or Asst. Dept. Head the additional 10 sets of Barangay Budgets and prepare transmittal letter for distribution to the diff. offices: Sangguniang Panlungsod, Commission on Audit, City Accountant's Office, City Treasurer's Office, City Planning and Development Office & Barangay	None	10 Minutes	Deo Gene R. Seares/ F. Francisco D. Young/ Angelica L. Palma, Budgeting Assistant/ Budget Analysts – City Budget Office
	3.2. Prepares Transmittal Letter	None	5 Minutes	Gladys S. Untal, Budget Officer III – City Budget Office
	3.3. Signs Transmittal Letter and forwards to Releasing Clerk	None	5 Minutes	Ermelinda F. Gallego, City Budget Officer – City Budget Office



	<p>3.4. Release 5 sets of preliminary reviewed Barangay Annual Budget including the Original to Sangguniang Panlungsod for declaration and approval of the said Budget</p>	None	20 Minutes	<p>Deo Gene R. Seares/ F. Francisco D. Young, Budgeting Assistant/ Budget Analyst – City Budget Office</p>
	<p>3.5. Releases 1 set of proposed Barangay Annual Budget to each of the ff. offices: Commission on Audit, City Accountant’s Office, Treasurer, CPDO, and Barangay And retain 1 set for file of the City Budget Office</p>	None	10 Minutes	<p>Deo Gene R. Seares/ F. Francisco D. Young, Budgeting Assistant/ Budget Analyst – City Budget Office</p>
TOTAL:		None	4 Hours and 45 Minutes	



3. Budget Preparation Phase				
Consolidation and Provision of Approved Executive Annual Budget				
Office or Division	City Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	City Offices/ Departments/ NGA's/ NGO's/ GO's			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Signed proposals of the Agency, department and offices concerned		1. Prepared and signed by the Requisitioning Office		
2. PPMP signed by the offices concerned		2. From the Requisitioning Office		
3. Proposed Project Design signed by the offices concerned		3. From the Requisitioning Office		
4. LBP Form No. 4, signed by the offices concerned		4. From the Requisitioning Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed budget proposals with attached PPMP, Project Design, and LBP Form No. 4	1.1. Receives Annual Budget proposals of the different Agencies, Departments and Offices, with attached Project Designs, PPMP and LBP Form No. 4	None	5 Minutes	Elsa Estabillo, Records Officer – City Budget Office
	1.2. Evaluate Annual Budget proposals	None	6 Hours	Rubia R. Bernolo/ Sharmaine Diane N. Calva/ Lucille B. Gambong, Budget Officers III/ Budget Analyst – City Budget Office
	1.3. Review Annual Budget proposals	None	5 Hours	Elena M, Pesana, Sup. Admin. Officer – City Budget Office
	1.4. Assist the Conduct of Executive Budget Hearing (Face to Face or Virtual)	None	4 Hours	Elena M. Pesana/ Rubia R. Bernolo/ Sharmaine Diane N. Calva/ Lucille B. Gambong, Sup. Admin Officer/ Budget



	<i>(Note: Series of Executive Budget Hearing conducted by the LFC, chaired by the LCE or her authorized representative)</i>			Officers III/ Budget Analyst – City Budget Office
	1.5. Consolidate LFC's considered AB proposals into a proposed Annual Budget Matrix	None	10 Days	Elena M, Pesana, Sup. Admin. Officer – City Budget Office
	1.6. Prepare the proposed Annual Budget and forwards to the Local Chief Executive for her final scrutiny	None	5 Days	Ermelinda F. Gallego, City Budget Officer – City Budget Office
	1.7. Consolidate the proposed Annual Budget into proposed Executive Annual Budget	None	10 Days	Ermelinda F. Gallego, Head – Local Finance Committee Secretariat
	1.8. The LCE signs the proposed Executive Annual Budget and forwards to the Office of the Secretary to the SP on or before October 16 of the Fiscal Year	None		Local Chief Executive
	1.9 The SP enacts the proposed Executive Annual Budget and issue Appropriation Ordinance, and approve thereof by the Local Chief Executive	None	3 Days	Sangguniang Panlungsod/ Local Finance Committee Secretariat



	<p><i>(Note: the SP reproduce the Executive Annual Budget and distribute to the Departments and Offices concern through the Local Finance Committee)</i></p>			
TOTAL:		None	28 Days, 15 Hours and 5 Minutes	



**CITY CIVIL REGISTRAR'S OFFICE
EXTERNAL SERVICES**



1. Application For Timely Registration of Birth				
Timely registration of birth is applicable to persons born in Davao City from 0 to 30 Days old (within one (1) month from birth).				
Office or Division	City Civil Registrar's Office – Birth Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All person born in Davao City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. For Hospital/Clinic Born:				
1. Filled-up Certificate of Live Birth Form (COLB) – 4 original			1. Hospital/Clinic	
2. Marriage Contract (if parents are married) (1 original copy and 1 photocopy)			2. Parents of the Child	
B. For Home Born:				
1. Barangay Certification (1 original copy)			1. Barangay Hall	
2. Certificate of Live Birth Form signed by the Hilot/ Traditional Midwife – 4 original			2. City Civil Registrar's Office	
3. Marriage Contract – 1 original copy, 1 photocopy)			3. Parents of the Child	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. For Hospital/Clinic Born: Submit prepared Certificate of Live Birth (COLB) form to Receiving Clerk for evaluation (Window 19)	1.1 Review/ Evaluate	None	5 Minutes	Arlene C. Viernes, Admin. Aide IV – City Civil Registrar's Office
B. For Home Born: For Legitimate Child: Submit requirements to Receiving Clerk (Window 17) and wait for processing	1.2 Type and review /let informant sign			
	1.3 Process for signature by concerned authorities	None	12 Minutes	Francita Abi-Abi, Local Reg. Worker – City Civil Registrar's Office



<p>For Illegitimate Child:</p> <p>Father and mother should present valid ID. Mother will sign the AUSF (Affidavit to Use the Surname of the Father) and have it notarized by a lawyer then proceed to Window 7 for registration of the AUSF (Affidavit to Use Surname of the Father and then go back to Window 17 for registration of COLB (Certificate of Live Birth)</p>	<p>1.4 Type AUSF (Affidavit to Use the Surname of the Father)</p>	<p>PHP 300.00</p>	<p>12 Minutes</p>	<p>Anna Fe Valles, Admin. Aide IV – City Civil Registrar's Office</p>
	<p>1.5 Sign and assign registry number (applicable to steps A and B)</p>			
<p>2. Receive registered copy of COLB (Certificate of Live Birth)</p>	<p>2.1 Released registered Certificate of Live Birth (COLB) document</p>	<p>None</p>	<p>2 Minutes</p>	<p>Carmencita Sarino, Auxiliary Service Worker– City Civil Registrar's Office</p>
	<p>2.2 For Hospital/ Clinic Born</p>	<p>None</p>	<p>7 Minutes</p>	<p>Esperanza Baliola, Auxiliary Service Worker – City Civil Registrar's Office</p>
	<p>2.3 For Home Born</p>	<p>None</p>	<p>15 Minutes</p>	<p>Esperanza Baliola, Auxiliary Service Worker – City Civil Registrar's Office</p>



	2.4 Prepare transmittal for submission to PSA every 10 th of the succeeding month	None	5 Minutes	Arlene C. Viernes, Admin. Aide IV – City Civil Registrar's Office
	2.5 Forward to EDP for encoding	None	3 Minutes	Anna Matobato Auxiliary Service Worker-City Civil Registrar's Office
TOTAL:		PHP 300.00	1 Hour and 1 Minute	



2. Application for Delayed Registration of Birth

Delayed Registration of Birth is applicable to persons born in Davao City after one (1) month from the Day the child was born.

Office or Division	City Civil Registrar's Office – Birth Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	All person born in Davao City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
At least 3 or 4 of the following:	
1. Negative Result (for 2 years old and above)	Philippine Statistics Authority
2. Affidavit of two (2) disinterested person who might have witnessed or known the birth of the child (for 1 year old and above) – 1 original	Applicant
3. Any 2 of the following documentary evidences which shows the name of the child, place of birth and the name of parents :	Applicant
a. Baptismal/Dedication Certificate – 1 original, 1 photocopy	Church
b. School Records (Form 137-E or Transcript) – 1 original, 1 photocopy	School
c. Voter's Certificate – 1 original, 1 photocopy	COMELEC
d. Philhealth Members Data Record – 1 original	PhilHealth Office
e. Passport/Postal ID Card – 1 original, 1 photocopy	Department of Foreign Affairs (DFA)/Post Office
f. Service Record (If employed) – 1 original	Employer
g. Social Security System (SSS) Record (E/E-4/RS-1) – 1 original, 1 photocopy	Social Security System
h. Others:	
- Immunization Card – 1 original, 1 photocopy	Health Center
- Barangay Certificate (for 12 years old and below for home deliveries) – 1 original, 1 photocopy	Barangay Hall
- Old cedula – 1 original, 1 photocopy	City Treasurer's Office
3. Marriage Contract (Parents & Applicant if married) or Birth certificate of siblings or birth certificate of son or daughter (eldest) – 1 original, 1 photocopy	Philippine Statistics Authority
4. Community Tax Certificate (cedula) – 1 original	City Treasurer's Office

Note: In claiming a birth certificate, the client must present the following:



<ul style="list-style-type: none"> Valid ID If through a representative, authorization letter or Special Power of Attorney (SPA) with a valid ID of the authorizing person 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out slip at the Front Desk and submit to Window 16 for verification of record	1. Receive and verify request slip and indicate registry number. If there is no record found, indicate NRF on the request slip.	None	3 Minutes	Salustia Rosales, Local Reg. Worker – City Civil Registrar’s Office
2. Submit request slip and required supporting documents for registration at Window 19	2. Receive documents and review. evaluate as to the completeness and authenticity of said documents; interview the informant on the important details regarding birth of child/person	None	5 Minutes	Edwin Cequiña, Personnel Dev. Asst. – City Civil Registrar’s Office
3. Submit approved documents for typing of COLB (Certificate of Live Birth) Form at Window 19	3. Type and let informant check/ review data entered in the COLB (Certificate of Live Birth) form, then let informant sign	None	12 Minutes	Julie Laxamana Auxiliary Service Worker City Civil Registrar’s Office
4. Get claim stub/come back after 10 Day- posting	4. Issue claim stub to client and advise to come back after 10 Day-posting	None	10 Days and 2 Minutes	Anna Fe Valles, Admin. Aide IV – City Civil Registrar’s Office
	5. Prepare transmittal for submission to	None	5 Minutes	Arlene C. Viernes, Admin. Aide IV



	PSA every 10 th of the succeeding month			– City Civil Registrar's Office
	6. Forward to EDP for encoding	None	3 Minutes	Anna Matobato Auxiliary Service Worker- City Civil Registrar's Office
TOTAL:		None	10 Days and 30 Minutes	



3. Application for Out-of-Town Registration of Birth

Out-Of-Town Registration of Birth is applicable to person residing in Davao but born outside Davao City.

Office or Division	City Civil Registrar's Office - Birth Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Client
Who may avail	All person born outside Davao City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
At least 3 or 4 of the following:	
1. Affidavit of Registration to be corroborated by 2 witnesses – 1 original, 3 photocopies	Lawyer's Office
2. Negative result from (PSA) Philippine Statistics Authority – 1 original, 3 photocopies	Philippine Statistics Authority
3. Baptismal certificate (certified) – 1 original, 3 photocopies	Church
4. School records (form 137-E or transcript) – 1 original, 3 photocopies	School
5. Voter's Affidavit for 18 years old and above – 1 original copy, 3 photocopies	COMELEC
6. Marriage Contract of Parents – 1 original, 3 photocopies	Philippine Statistics Authority
7. Marriage Contract of applicant (if female & married) – 1 original copy, 3 photocopies	Philippine Statistics Authority
8. Community Tax Certificate (new) – 1 original, 3 photocopies	Treasurer's Office
9. E1 form (SSS) Social Security System (microfilmed) – 1 original, 3 photocopies	Social Security System
9. NBI (National Bureau of Investigation) clearance (old) / passport – 1 original, 3 photocopies	National Bureau of Investigation
9. Service record (if employed – 1 original, 3 photocopies	Employer
10. Valid ID card – 1 original, 3 photocopies	Applicant
11. Postal Money Order/Peso Pack payable to the Municipality/City Civil – 1 original, 3 photocopies	Post Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Window 19 and submit required supporting documents	1. Receive and review/ evaluate documents and let client fill-up form (Draft for OTRB-	Fees depends on the municipality or city	10 Minutes	Anna Fe Valles, Admin. Aide IV – City Civil Registrar's



	Out of Town registration of Birth) and sign COLB-Certificate of Live Birth	where the applicant was born		Office
2. Fill-up draft and sign Certificate of Live Birth (COLB)	2. Receive and type COLB (Certificate of Live Birth) and other necessary attachment/endorsement and let the City Civil Registrar sign. Advise client to come back after 5 Days	None	15 Minutes	Julie Laxamana, Auxiliary Service Worker – City Civil Registrar's Office
3. Come back after a week (Window 19), get the prepared COLB (Certificate of Live Birth) for mailing at LBC Courier/Peso Pack and give back a photocopy of the receipt/proof of mailing	3. Give the prepared documents to the client and advise to mail at LBC Courier-Peso Pack and pay the necessary payment for OTRB (Out of Town Registration of Birth) for Late Registration	None	15 Minutes	Anna Fe Valles, Admin. Aide IV – City Civil Registrar's Office
4. Receive issued claim stub	4. Issue claim stub to client and advise to come back after 5 Days for mailing	None	5 Days and 2 Minutes	Julie Laxamana, Auxiliary Service Worker – City Civil Registrar's Office
TOTAL:		None	5 Days and 42 Minutes	



4. Application for Marriage License	
Marriage License – a requirement to apply for marriage	
Office or Division	City Civil Registrar's Office - Marriage Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	All Davao City residents or one (1) of them is a Davao City resident
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-Marriage Counseling Certificate (seminar) – for 18-25 years old (1 original)	Health Center / Church
2. Philippine Statistics Authority (PSA) Certificate of No Marriage (CENOMAR) – old and above (1 original)	Philippine Statistics Authority
3. Photocopies of each (at least one (1) of the 4 listed below): Note: Bring original for Verification	
a. Birth certificate – 4 photocopies	City Civil Registrar's Office
b. Baptismal certificate – 4 photocopies	Church
c. Voter's Affidavit – 4 photocopies	COMELEC
d. School Records – 4 photocopies	School
4. If applicant is 18-20 years old, bring father to sign the parental consent form	City Civil Registrar's Office
5. If applicant is 21-25 years old, bring father to sign parental advice form	City Civil Registrar's Office
6. A If annulled:	
a. Judicial decree of annulment and annotated marriage contract – (all documents - 3 certified photocopies each, except for the certificate of authenticity which requires 1 original and 3 certified photocopies)	Applicant
b. Valid identification (ID) card of applicant and parents – 1 photocopy	Applicant
c. Community Tax Certificate (Cedula) – 1 photocopy	City Treasurer's Office
6. B. For Foreign applicants:	
a. Legal Capacity to Marry (from respective Embassy/consulate in the Philippines – 1 original, 5 photocopies	Applicant



b. Passport and page of latest arrival – 2 photocopies		Applicant		
6. C. If divorce in Muslim: (submit 1 photocopy and bring the certified true copy from the original for verification)				
a. Order of Divorce		Applicant		
b. Certificate of finality of order				
c. Certification from the office of Shariah circuit register				
d. Certificate of Authenticity				
e. Certificate of Divorce				
f. Certificate of Conversion to Islam				
g. Annotated Marriage of Contract				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Marriage Division and submit required documents for review/evaluation	1. Receive and review/ evaluate required documents submitted, give Marriage Application Forms to be filled-out by the applicants and advise to pay the Marriage Application (P300) & License Fees (P200). If foreigner, advise to pay P250 Marriage Registration Fee (Legal Capacity)		5 Minutes	Chelo Arapo, Local.Reg. Worker – City Civil Registrar's Office
2. Fill-out the Application form	2. None	None	None	None
3. Pay Fees	3. Receive Payment	For Filipinos: Php 500.00	3 Minutes	Window 15 (cashier) Assigned cashier City Civil Registrar's Office
		For Foreigner: Php 750.00		



4. Submit filled-out application forms and Official Receipt (O.R.) for evaluation and review	4. Receive and review filled-up application forms and issue Notice of Posting with advice to come back after 10 Days of posting for issuance of Marriage License	None	10 Days and 15 Minutes	Mar John Arañez, Loc. Reg. Worker – City Civil Registrar's Office
TOTAL:		For Filipino: PHP 500.00	10 Days and 23 Minutes	
		For Foreigner: PHP 750.00		



5. Application for Timely Registration of Death				
Registration of Death for those person who died in Davao City				
Office or Division	City Civil Registrar's Office - Death Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All deaths occurred within Davao City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. If Death happened in:				
a. Hospital:				
<ul style="list-style-type: none"> Filled-out death certificate – 4 original 			Hospital	
b. Home:				
<ul style="list-style-type: none"> Barangay Certification – 1 original 			Barangay	
2. If Dead on the Spot (DOS):				
<ul style="list-style-type: none"> Police Report (1 original) 			Police Station	
3. If Dead on Arrival (DOA):				
<ul style="list-style-type: none"> Certificate from the hospital – 1 original, 1 photocopy 			Hospital	
Note: As per Memo Circular No. 2008-26, a Death Certificate will not be registered if there is no name of the deceased and the cause of death is not determined.				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Funeral Parlor concerned and submit filled-out Death Certificate for the signature of embalmer		None	None	Funeral Parlor Personnel
2. Proceed to City Health Office for review and approval/signature of the City Health Officer and pay required fee to Treasurer's office		Php 50.00	None	Medico Legal Officer IV – City Health Office
3. Approach Death Division and	3.1 Receive and evaluate	None	10 Minutes	Mark Dharryl Lampitok,



submit documents /requirements for registration	documents for registration and advise to pay Burial permit fee at the City Treasurer's Office			Admin. Aide IV – City Civil Registrar's Office
4. Proceed to the City Treasurer's Office (CTO) and pay Burial permit fee of public and private		Php 100.00	6 Minutes	Revenue Collector I – City Treasurer's Office
5. Return to Death Division and submit O.R. and wait for release of registered death certificate	5.1 Receive Burial Permit Fee Official Receipt (O.R.) and process death certificate for signature by official signatories, release death certificate to waiting client	None	10 Minutes	James Paul Concepcion Loc. Reg. Worker – City Civil Registrar's Office
TOTAL:		PHP 150.00	26 Minutes	



6. Application for Delayed Registration of Death				
Delayed Registration of Death is applicable to person whose death certificate is registered after thirty (30) Days from death				
Office or Division	City Civil Registrar's Office - Death Division			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All persons born in Davao City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Philippine Statistics Authority (PSA) copy of negative result of death certificate – 1 original			Philippine Statistics Authority	
2. Joint affidavit of death (disinterested persons) – 1 original			Applicant	
3. Certification from the Barangay Captain – 1 original			Barangay Captain	
4. Certification from the cemetery keeper – 1 original			Cemetery Keeper	
5. Picture of the Tomb (Lapida) – 1 original			Cemetery	
6. Community Tax Certificate (Cedula) – 1 original			City Treasurer's Office	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Death Division and submit all the requirements	1. Accept and evaluate documents then advise client to pay fees at the City Treasurer's Office (CTO)	None	10 Minutes	Mark Dharryl Lampitok, Admin. Aide IV – City Civil Registrar's Office
2. Proceed to the City Treasurer's Office (CTO) and pay necessary fees		More than 1 month to 6 months = PHP 100 6 months to 1 year = PHP 150 1 year and above = PHP 250	15 Minutes	Revenue Collector I – City Treasurer's Office
3. Return to the City Civil Registrar's	3.1 Release registered Death	None	10 Days and 5 Minutes	James Paul Concpcion,



Office (CCRO) and submit the Official Receipt (O.R.)	Certificate after 10 Days posting			Loc. Reg. Worker – City Civil Registrar's Office
TOTAL:		Fees depends on the age of the dead person	10 Days and 30 Minutes	



7. Application for Registration of Legal Instruments				
For registration of legal instruments concerning civil registration				
Office or Division	City Civil Registrar's Office - Legal Instrument and Court Degrees Division			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All registered illegitimate person born in Davao City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For R.A. 9255 (AUSF)				
1. Certificate of live birth of the child – 1 original			Philippine Statistics Authority	
2. Certificate of live birth of the child – 1 certified true copy			City Civil Registrar's Office	
3. Valid identification cards of both parents – 1 photocopy			Parents	
4. Personal appearance of both parents			Parents	
For Legitimation:				
1. Certificate of live birth of the child – 1 original			Philippine Statistics Authority	
2. Certificate of live birth of the child – 1 certified true copy			City Civil Registrar's Office	
3. Marriage certificate of parents – 1 certified true copy)			City Civil Registrar's Office	
4. Certificate of no marriage (CENOMAR)/Advisory of marriage of both parents – 1 original			Philippine Statistics Authority	
5. Valid identification cards of both parents – 1 photocopy			Parents	
6. Personal appearance of both parents			Parents	
7. Certificate of legal capacity (if father is foreigner) – 1 original, 1 photocopy			Embassy of the father	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ submit Civil Registry records together with supporting documents as required for evaluation	1. Receive/ evaluate submitted documents, then let client fill-out necessary forms and advise to pay required fees at City Civil Registrar's Office (CCRO)	None	15 Minutes	Domingo Mopas Jr., Admin. Aide IV – City Civil Registrar's Office



	Cashier			
2. Fill-out Doc. Track/ Application forms	2. Prepare affidavit of legal instruments	None	2 Minutes	Ma. Teresa Bentilanon, Asst. Reg. Officer – City Civil Registrar’s Office
3. Pay the following at the City Civil Registrar’s Office (CCRO) cashier for R.A. 9255 (AUSF - Affidavit to Use the Surname of the Father & Legitimation)	3. Receive payment	(see the required payments for –the Affidavit to use the Surname of the Father (AUSF) & Legitimation below)	5 Minutes	Window 15 (cashier) Assigned cashier - City Civil Registrar’s Office
4. Submit/ file filled-out application forms with Official Receipt (O.R.) to administrative division for recording: Legitimation/ RA 9858 Affidavit to Use the Surname of the Father (AUSF) Supplemental Report	4. Receive/ review documents submitted for recording and processing, issue claim stub and advise client to come back 20 Days	None	15 Minutes	Ma. Teresa Bentilanon, Asst. Reg. Officer – City Civil Registrar’s Office
5. Receive claim stub with information to come back after 15 Days	5. Release claim stub	None	15 Days	Imelda Acampado, Loc. Reg. Worker – City Civil Registrar’s Office
TOTAL:		Authority to Use the Surname of	15 Days and 37 Minutes	



	<p>the Father (AUSF) & Legitimation:</p> <p>For Filipino: PHP 400.00</p> <p>For Alien: PHP 800.00</p>		
--	--	--	--

Registration fee for Affidavit to Use Surname of Father (AUSF):	
Filipino father	PHP 300.00
Foreigner/ Alien father	PHP 700.00
Certification fee	PHP 100.00
Admission of paternity fee (if applicable)	
Registration fee for Legitimation:	
Filipino father	PHP 300.00
Foreigner/ Alien father	PHP 700.00
Certification Fee	PHP 100.00



8. Application for Petition for Correction of Entry (CCE) and Change of First Name (CFN) Under R.A. 9048 and for Correction of Entry in the Day and/ or Month of the Date of Birth and Sex Under R.A. 10172	
Application for Civil Registry Records who needs Correction	
Office or Division	City Civil Registrar's Office – Legal Instrument and Court Degrees Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may avail	All persons with clerical errors in their birth civil registry records and those with valid reasons to change their first name on the birth certificate
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Correction of Clerical Error and for Change of First Name	
1. Birth/marriage/death record containing the alleged erroneous entries – 1 original, 3 photocopies	Philippine Statistics Authority
2. Birth certificate of father – 1 original, 3 photocopies	Philippine Statistics Authority
3. Birth certificate of mother – 1 original, 3 photocopies	Philippine Statistics Authority
4. Marriage contract of parents – 1 original, 3 photocopies	Philippine Statistics Authority
5. Birth certificate of two (2) siblings – 1 original, 3 photocopies	Philippine Statistics Authority
6. Baptismal certificate – 3 photocopies	Church
7. School records – 3 photocopies	School
8. Voter's registration record – 3 photocopies	COMELEC
For Clearance for Change of First Name:	
1. National Bureau of Investigation (NBI) clearance (name wrongly entered) – 3 photocopies	National Bureau of Investigation
2. Police clearance (name wrongly entered) – 3 photocopies	Davao City Police Office
3. Employer's certification – 3 photocopies	Employer
Note: Please state in the clearance, "No Administrative and Criminal Case pending"	
4. Ombudsman Clearance (if government employee) – 1 original, 3 photocopies	Ombudsman
5. Affidavit of No Employment (if not employed) 1	Lawyer



original and 3 photocopies	
6. Affidavit of Explanation for Change of First Name (1 original and 3 photocopies)	Lawyer
For Correction of Entry in Birthdate and Sex:	
1. Birth record containing the alleged erroneous entries from the Philippine Statistics Authority (PSA) and City Civil Registrar's Office (CCRO) – 1 original, 3 photocopies	Client
2. Earliest school record (elementary – form 137-E) – 3 photocopies	School
3. Baptismal certificate – 3 photocopies	Church
4. Medical records (in case of correction of sex, that the petitioner has not undergone sex change or sex transplant) – 1 original and 3 photocopies	Hospital
5. Certification/Clearance from employer/National Bureau of Investigation (NBI)/Philippine National Police (PNP) that the owner of the document has no pending administrative, civil or criminal case, or no criminal record – 1 original, 3 photocopies	National Bureau of Investigation (NBI)/ Davao City Police Office (DCPO) / Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At legal Instruments Division Section, present civil registry record to be corrected or changed Correction of Clerical Error (CCE) /Change of First Name (CFN) with supporting documents required for evaluation to staff concerned	1. Receive/ evaluate registry records needed for correction with supporting documents submitted and let the client fill-out Doc. Track form and petition form, advice client to pay fees at the City Treasurer's Office (CTO) and proceed to Administrative Division to submit the filled-out petition form	None	15 Minutes	Orlando Alvaira, Comp. Operator III – City Civil Registrar's Office
2. Fill-out Doc Track and Petition form	2. None	None	3 Minutes	Applicant
3. Proceed to the	3. None	Correction	5 Minutes	



<p>City Treasurer's Office and pay the necessary filing and service fees</p>		<p>of Clerical Error (CCE) filing fee P1,000.00</p> <p>Correction of Clerical Error (CCE) with Change of First Name (CFN) P3,000.00</p> <p>Service fee for Migrant CCE P500 Service Fee for Migrant CFN P1,000</p>		
<p>4. File and submit filled-out petition form with corresponding Official Receipt (O.R.) to Administrative Division for recording and posting</p>	<p>4. Receive/ review documents submitted for recording/ processing, issue claim stub and advise client to come back after a month</p>		<p>15 Minutes</p>	<p>Herminia Dano, Loc. Reg. Worker – City Civil Registrar's Office</p>
<p>5. Receive file copy of petition and claim stub</p> <p>Note: For change of first name (CFN)/For correction under RA 10172</p> <p>** Petitioner shall cause publication of Notice of Publication in a newspaper of general circulation for two (2)</p>	<p>5. Send petition to Philippine Statistics Authority Manila</p>	<p>None</p>	<p>14 Days</p>	<p>Jilris Arobo, Cen. Main. Worker – City Civil Registrar's Office</p>



consecutive weeks, then submit newspaper clippings and affidavit of publication to The City Civil Registrar's Office (CCRO)				
6. The decision of the City Civil Registrar (CCR)-Davao is affirmed by Office of the Civil Registrar General-Philippine Statistics Authority (OCRG-PSA)/Philippine Statistics Authority (PSA) Sta. Mesa, Manila, the petitioner shall be advised to pay at City Treasurer's Office (CTO) for Registration fee of the Decision	6. Receive Original Receipt from client	Correction of Clerical Error (CCE) PHP500.00 Correction of Clerical Error (CCE) with Change of First Name (CFN) PHP500	15 Minutes	Jocelyn Gonzales, Auxiliary Service Worker – City Civil Registrar's Office
7. Return to the City Civil Registrar's Office (CCRO) on Day specified in claim stub to receive certificate of registration	7. Release petition copy to the client and endorse the Office of the Civil Registrar General (OCRG) copy to Philippine Statistics Authority	None	10 Minutes	Glen Oliver Adriatico, Loc. Reg. Worker – City Civil Registrar's Office
TOTAL:		CCE P1,500.00 CCE Migrant P2,000.00 CFN P3,500.00 CFN	14 Days, 63 Minutes	



	Migrant P4,500.00		
--	------------------------------	--	--

DESCRIPTION	AMOUNT
Filing fee for correction of clerical error (CCE)	PHP 1,000. 00
Service Fee Correction of Clerical Error (CCE) for migrant petitioner only)	PHP 500.00
Filing fee for Change of first name (CFN) & Correction under RA 10172 (gender, birth date and birth month)	PHP 3,000.00
Service fee (for Change of First Name (CFN) & RA 10172 migrant petitioner only)	PHP 1,000.00
Service fee for certificate of finality	PHP500.00



9. Application for Registration and Annotation of Court Decrees (Annulment of Marriage, Legal Separation, Correction of Entries, Cancellation of Civil Registry Records, Presumptive Death and Adoption)

Civil Registry records who needs Court Decree registration and annotation	
Office or Division	City Civil Registrar's Office - Legal Instruments and Court Decrees Division
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may avail	Clients who have Court decrees for registration and annotation All persons born in Davao City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Regional Trial Court (RTC) – Davao City:	
a. Court Decision/Order – 3 certified true copies	Regional Trial Court (RTC)
b. Certificate of finality – 3 certified true copies	
c. Certificate of Authenticity – 3 certified true copies	
2. For Out-of-Town Court	
a. Court Order/Decision – 2 certified true copies	Court
b. Certificate of Finality – 2 certified true copies	
c. Certificate of Authenticity-issued by the Court and from the City Civil Registrar (CCR) /Local Civil Registrar (LCR) where the Court is functioning – 2 certified true copies	
3. Other related documents, if available:	
a. Decree of adoption/decree of nullity of marriage – 2 certified true copies	Court
b. Entry of judgment – 2 certified true copies	
4. Foreign Decrees (issued to City Civil Registrar-Manila):	
a. Certificate of registration – 2 certified true copies	City Civil Registrar (CCR) Manila
b. Certificate of authenticity – 2 certified true copies	
c. Certificate of divorce – 2 certified true copies	
d. Judicial recognition of foreign judgment – 2 certified true copies	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present court decree and other documents for evaluation at Court	1. Receive/ evaluate documents presented, then let the client fill up Doc	None	20 Minutes	Maribel Batuhan Local Registration Worker –City Civil Registrar's Office



Decree section staff	Track form and advice to pay required at The City Treasurer's Office (CTO), file application at Administrative Division			
2. Fill-out Doc Track and Petition form	2. Receive and encode the petition	None	3 Minutes	Melanie Joy Reyes, Loc. Reg. Worker –City Civil Registrar's Office
3. Proceed to City Civil Registrar's Office (CCRO) cashier and pay the following: Davao City Court Adoption	3. Receive Original receipt from client	PHP 500.00	10 Minutes	Maribel Batuhan Local Registration Worker – City Civil Registrar's Office
TOTAL:		PHP 500.00 (Please see table below)	33 Minutes	

DESCRIPTION	AMOUNT
Annulment of marriage	PHP 2,500.00
Cancellation of civil registry records	PHP 500.00
Change of name in the birth certificate	PHP 500.00
Correction of entry	PHP 500.00
Presumptive death	PHP 500.00
oOut of Town Court	PHP 500.00
Certification fee w/ remarks	PHP 100.00
Certification fee w/o remarks	PHP 75.00
Certification of Court Decrees	PHP 75.00 per page



CITY COOPERATIVE DEVELOPMENT OFFICE
EXTERNAL SERVICES



1. Promotional and Organizational Development Services				
Attendance to Pre-Cooperative Orientation Seminars. General Assembly Meeting, BOD Meeting, Committee Meeting and other promotional meetings.				
Office or Division	City Cooperative Development Office - District Extension Services (DES)			
Classification	Simple			
Type of Transaction	G2B/ G2C – Government to Business/ Government to Citizen			
Who may avail	Constituents of Davao City Specifically the following: Peoples organization (Farmers, Fisherfolks, Women, Indigenous People) Primary Cooperative & Other Cooperative Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request / invitation – 2 original		1. CCDO Office		
2. List of participants with designation – 2 original		2. Cooperative/Client's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of invitation / request 2 weeks before the before the activity.	1.1 District Extension Services (DES) receives letter of invitation/ request.	None	5 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
	1.2 District Head confirms attendance to the invitation/ request if available; If not, District Head requests for a favorable date/time agreeable to both parties	None	15 Minutes	
2. Client prepares the venue and other logistics for meeting	2. District Extension Services (DES) attends the meeting and conducts the following services as requested: - Pre-Cooperative Orientation - General Assembly - BOD Meeting - Committee Meeting - Other Promotional	None	1 Day	



	Meetings			
TOTAL:		None	1 Day and 20 Minutes	



2. Membership Education Seminar				
Conduct continuing education and information dissemination to existing cooperatives				
Office or Division	City Cooperative Development Office - District Extension Services (DES)			
Classification	Simple			
Type of Transaction	G2B/ G2C - Government to Business/ Government to Citizen			
Who may avail	Constituents of Davao City Specifically the following: Peoples organization (Farmers, Fisher folks, Women, Indigenous People) Primary Cooperative & Other Cooperative Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of invitation / and request letter by client – 2 original			1. CCDO Office	
2. List of participants and designation – 2 original			2. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of invitation / request 2 weeks before the before the seminar.	1.1 CCDO District Extension (DES) receives letter of invitation/request	None	5 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
	1.2 District Head confirms the attendance to the invitation/ request if available; if not reschedules it to agreed date favorable to both parties	None	15 Minutes	
2. Prepare schedule of activities, venue and assembles participants to the Seminar.	2. District Extension Services (DES) conducts the Membership Education Seminar on scheduled date and time Topics may include the ff. - Duties and responsibilities of officers/members; - Computation of Dividends & Patronage refund; Values Re-	None	1 Day	



	orientation			
TOTAL:		None	1 Day and 20 Minutes	



3. CDA Registration Assistance				
Assistance to preparation of documentary requirements for CDA Registration (New Amendments)				
Office or Division	City Cooperative Development Office - District Extension Services (DES)			
Classification	Simple			
Type of Transaction	G2B/G2C - Government to Business / Government to Citizen			
Who may avail	Constituents of Davao City Specifically the following: Peoples organization (Farmers, Fisherfolks, Women, Indigenous People) Primary Cooperative & Other Cooperative Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request/ invitation – 2 original		1. CCDO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit documents to DES District Office	1. District Officer receives and review complete set of documents for Cooperative Development Authority (CDA) registration	None	30 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Mirafior Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
2. Clients receive feedback from DES thru Coop visit or phone call from the District Officer/ Technical Assistant/ Cooperative Extension Officer (CEO)/ Cooperative Development Coordinator (CDC)	2.1 District Officer evaluates the completeness, veracity of the documents. If complete, District Officer will endorse documents to main office. If incomplete, documents will be returned pre-cooperative	None	2 Days	
	2.2 City Cooperative Development Office (CCDO) main office receives and reviews documents submitted by the District Officer	None	1 Hour	



	2.3 If completed, Main office will endorse it to CDA-Davao City Field Office-XI	None	1 Hour	
TOTAL:		None	2 Days, 2 Hours and 30 Minutes	



4. LGU Accreditation Assistance				
Assistance to preparation of documentary requirements for CDA Registration (New Amendments)				
Office or Division	City Cooperative Development Office - District Extension Services (DES)			
Classification	Simple			
Type of Transaction	G2B/ G2C- Government to Business/ Government to Citizen			
Who may avail	Constituents of Davao City Specifically the following: Peoples organization (Farmers, Fisher folks, Women, Indigenous People) Primary Cooperative & Other Cooperative Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request/invitation – 2 original		1. CCDO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit documents to DES District Office	1. District Officer receives and review complete set of documents for Cooperative Development Authority (CDA) registration	None	30 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato)
2. Client receive feedback thru Coop visit or phone call from the District Officer/Technical Assistant (TA)/ Cooperative Extension Officer (CEO)/ Cooperative Development Coordinator (CDC)	2.1 District officer evaluates the completeness, veracity of the documents; If complete District Officer will endorse documents to main office; If incomplete documents will be returned to the pre-cooperative / cooperative	None	2 Days	Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
	2.2 Main office (CDMD) receives and reviews document submitted by District Office	None	1 Hour	Aurelia M. Bangkas, CDMD Head Designate –



				City Cooperative Development Office
	2.3 Main office will endorse it to SP thru the, Chairperson on Community Peoples Organization & Cooperatives	None	15 Minutes	Luzminda C. Eblamo, Officer-In-Charge – City Cooperative Development Office
TOTAL:		None	2 Days, 1 Hour and 45 Minutes	



5. Enhanced Livelihood and Enterprise Assistance Program (ELEAP) – Cooperative Financial Assistance Program (CFAP)	
A financial assistance program for cooperatives with a minimum loanable amount of Php100,000.00 and a maximum of Php300,000.00 payable in three (3) years at zero (0%) interest.	
Office or Division	City Cooperative Development Office
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may avail	Primary Cooperatives belonging to the MSME category and operating in Davao City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent to avail of the program backed with Board Resolution – 1 original, 2 photocopies	File copy of the proponent
2. Certificate of LGU Accreditation – 3 photocopies	
3. Certificate of Registration – 3 photocopies	
4. Certificate of Compliance – 3 photocopies	
5. Articles of Cooperation and By-Laws – 3 photocopies	
6. Organizational Profile – 1 original, 2 photocopies	Template available at CCDO Main Office/Respective District Offices
7. List of Officers & Members – 1 original, 2 photocopies	File copy of the proponent
8. List of Beneficiaries – 1 original, 2 photocopies	
9. Latest Audited Financial Statements – 3 photocopies	
10. Board Resolution of authorized person to represent the Cooperative – 1 original, 2 photocopies	
11. Board Resolution on the allocation of 25% equity based on total project cost (– 1 original, 2 photocopies	
12. Bank Certification of Savings and Current Account – 1 original, 2 photocopies	Depository bank of the proponent
13. Barangay Certification as to the existence/operation of the Cooperative – 1 original, 2 photocopies	Barangay Hall where the proponent is located
14. Official Receipt of the Cooperative – 1 original	File copy of the proponent



Note: All requirements are to be submitted in 3 sets.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (LOI) addressed to the City Mayor thru CCDO	1.1 Receive and issue memorandum to concerned District Officer to facilitate the compliance of documentary requirements	None	3 Days	Aurelia M. Bangkas, CDMD Head Designate – City Cooperative Development Office
	1.2 District Officer facilitates the compliance of documentary requirements	None	3 Days	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
2. Submit documentary requirements to District Officer	2.1 District Officer evaluates completeness/ validity of requirement, prepares preliminary evaluation report and endorses to Main Office	None	3 Days	Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
	2.2 City Cooperative Development Office (CCDO-CDMD) prepares final evaluation and endorses the application to City Administrator's Office (CADO) thru City Budget Office (CBO)	None	3 Days	Luzminda C. Eblamo/ Aurelia M. Bangkas, Officer-In-Charge/ CDMD Head Designate – City Cooperative Development Office
	2.3 CBO checks the availability of funds	None	3 Days	Budget Officer - City Budget Office



	and endorses the application to CADO			
	2.4 City Mayor's Office (CMO) approves the application and endorses to CCDO	None	3 Days	Administrative Officer – City Administrator's Office
	2.5 CCDO-CDMD prepares Loan Agreement and endorses to CADO	None	3 Days	Aurelia M. Bangkas, CDMD Head Designate – City Cooperative Development Office
	2.6 CADO reviews the Loan Agreement and endorses to City Legal Office (CLO) for Legal Opinion	None	3 Days	Administrative Officer – City Administrator's Office
	2.7 City Legal Office (CLO) issues Legal Opinion and endorses to CMO thru CAdO	None	7 Days	City Legal Officer - City Legal Office
	2.8 CMO thru CAdO endorses Loan Agreement to SP	None	3 Days	Administrative Officer – City Administrator's Office
	2.9 SP passes resolution and ordinance authorizing the City Mayor to sign Loan Agreement in behalf of the City Government Note: RA 7160, Section 455 provides that "The City Mayor shall represent the City in all its business transactions and	None	45 Days	City Council - Sangguniang Panlungsod



	signed in its behalf all bonds, contracts and obligations and such other documents upon authority of the Sangguniang Panlungsod or pursuant to law or ordinance.			
	2.10 SP endorses ordinance to CMO for approval and Loan Agreement for signature	None	3 Days	City Council - Sangguniang Panlungsod
	2.11 CMO endorses ordinance to CLO for Legal Opinion	None	3 Days	Administrative Officer – City Mayor’s Office
	2.12 CLO issues Legal Opinion and endorses to CMO	None	7 Days	City Legal Officer - City Legal Office
	2.13 City Mayor approves ordinance and signs Loan Agreement	None	10 Days	City Mayor - City Mayor’s Office
	2.14 CMO endorses signed Loan Agreement to CLO for acknowledgement	None	3 Days	Staff - City Mayor’s Office
	2.15 CLO acknowledges the signed Loan Agreement and endorses to CMO	None	3 Days	City Legal Officer - City Legal Office
	2.16 CMO endorses approved ordinance and signed Loan Agreement to SP for distribution of copies to concerned parties	None	3 Days	Staff - City Mayor’s Office



	2.17 SP endorses copy of approved ordinance and signed Loan Agreement to CCDO	None	3 Days	SP Admin – Sangguniang Panlungsod
	2.18 CCDO prepares disbursement voucher and obligation request with supporting documents and submits to CBO	None	3 Days	Administrative Officer -CCDO
	2.19 CBO submits disbursement voucher to CAO for evaluation and pre-audit	None	3 Days	Budget Officer - City Budget Office
	2.20 City Accountant's Office (CAO) evaluates/ pre- audits disbursement voucher and supporting documents, and transmits disbursement voucher to CTO for issuance of check	None	3 Days	Staff – City Accountant's Office
	2.21 City Treasurer's Office (CTO) issues check	None	1 Day	Disbursing Officer - City Treasurer's Office
	2.22 CCDO-CDMD conducts loan release orientation	None	4 Hours	Aurelia M. Bangkas, CDMD Head Designate – City Cooperative Development Office
3. Prepare post-dated checks to cover loan repayment and submit to CCDO	3. CCDO-CDMD receives and checks the completeness of post- dated checks	None	30 Minutes	



4. Present BOD Resolution authorizing to claim the check, issue Official Receipt, and claim the check	4.1 CTO checks BOD Resolution	None	3 Minutes	Disbursing Officer - City Treasurer's Office
	4.2 CTO checks the Official Receipt		3 Minutes	
	4.3 CTO releases the check		3 Minutes	
TOTAL:		None	5 Months, 14 Days, 4 Hour and 40 Minutes	



6. Skills and Capability-Building Training (Funded of In-House)				
The provision of technical instructional services that will enhance the knowledge, skills and attitudes of cooperative members who desire to gain better livelihood opportunities or further engage in practical entrepreneurship.				
Office or Division	City Cooperative Development Office			
Classification	Complex			
Type of Transaction	G2B/G2C - Government to Business/ Government to Citizen			
Who may avail	Residents of Davao City, at least 18 years old and of good moral character, specifically; Members of Registered Primary Cooperatives under the Micro Category b.) Members of formal organizations and Informal Sector c.) Other disadvantaged Individual			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Funded (In-House) Skills Trainings:				
1. Request letter from District Cooperatives to avail of the Skills Training either Funded or Invitational – 1 original, 2 photocopies			1. Primary Cooperative/Client	
2. Endorsement from District Cooperative Development Specialists (CDS) to Cooperative Livelihood and Training Center (CLTC) – 2 original			2. CCDO District Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit District Office and inquire on the approved Calendar of Skills/Technology Trainings	1. District Office informs client of the approved list of funded skills/ technology trainings available either funded or invitational	None	15 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin)
2. Signify intent to avail of Skill/ Technology trainings and write request letter addressed to the Department Head through the concerned District Office.	2. District Office receives letter with the list of participants and endorses it to CLTC for proper arrangements.	None	15 Minutes	Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Mirafior Trocio (Toril & Marilog)
3. Coordinate with CLTC regarding the training	3.1 CLTC agrees and finalizes arrangement for the	None	15 Minutes	Razyl Manglicmot



requirements, materials, venue, participants, office supplies and food (if necessary)	skills training			(Calinan & Baguio) – City Cooperative Development Office
	3.2 Approved or denies intent subject to the availability of slots. If denied, waitlist client in the in the succeeding schedules, if applicable.	None	15 Minutes	
4. Attend the Training on scheduled time	4. Conduct the Skill/ technology trainings on scheduled time.	None	1-2 Days Depending on training course	Ma. Edna V. Haspe, CLTC Head Designate – City Cooperative Development Office
5. Evaluate the trainings attended	5. Distribute and retrieves training evaluation forms	None	15 Minutes	
6. Receive Certificates of training	6. CLTC prepares & awards the Certificates of the training to participants within two working Days after the conduct of training	None	2 Days	
TOTAL:		None	4 Days, 1 Hour and 15 Minutes	



7. Cooperative Livelihood Development Program Start-up Capital Assistance (CLDP-SUCA)	
The program intends to enhance the income-generating capacity of individual micro-entrepreneurs, associations, cooperatives and other marginalized groups through financial support.	
Office or Division	City Cooperative Development Office
Classification	Highly Technical
Type of Transaction	G2B/ G2C - Government to Business / Government to Citizen
Who may avail	Individual member of Registered Primary Cooperatives under the Micro Category and member of Formal Organizations & Informal Sector, specifically; attended the skills training conducted by the CLTC personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent to avail of the program – 1 original, 1 photocopy	1. Client
2. Certificate of completion of Skills Training attended – 1 original, 1 photocopy	2. File copy of client
3. Duly accomplished CLDP SUCA form – 1 original, 1 photocopy	3. Template available at CCDO Office/Respective District Officer
4. Certification from the barangay where the individual is a resident, certifying to its credibility – 1 original, 1 photocopy	File copy of client
5. 2x2 ID picture – 2 pcs	
6. Community Tax – 1 photocopy	
7. Any valid Government issued ID – 2 photocopies with 3 signatures affixed	
8. Members in good standing certification from the cooperative chairperson – 1 original, 1 photocopy	
9. Sketch of the residence – 1 original, 1 photocopy	
10. Loan Agreement – 2 original	10. Template available at CCDO Office
11. Promissory Note – 2 original	11. Template available at CCDO Office
12. Feasible Business Plan or Cash Flow – 1 original	12. Client
13. Endorsement from District Cooperative Development Specialist (CDS) to Cooperative Livelihood and Training center (CLTC) – 1 original	13. CCDO District Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (LOI) to avail of the CLDP SUCA loan together with the other documentary requirements to CCDO District Offices	1.1 Accept and records the receipt loan application documents	None	30 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin)
2. Facilitate the compliance of documentary requirements, evaluate the completeness/validity of documents and endorse the application documents to CLTC	2.1 Assist client in compliance of documentary requirements	None	15 Minutes	Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo)
	2.2 Evaluate and verify the validity and completeness of the loan application documents based on checklist	None	30 Minutes	Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog)
	2.3 Check the Feasible Business plan / Cash Flow	None	1 Day	Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
	2.4 Endorse loan application documents to CLTC	None	1 Day	
3. Conduct Site Visitation and Validation of the applicants proposed livelihood project	3.1 Prepare Final Evaluation Report	None	1 Day	Ma. Edna V. Haspe, CLTC Head Designate – City Cooperative Development Office
	3.2 Prepare Recommendation	None	1 Day	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin)



				Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Mirafior Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
4. Prepare documents for notarization	4.1. Prepare loan agreement and promissory note for notarization to Public Attorney.	Php 100.00/ document – Notarization	5 Days	Ma. Edna V. Haspe, CLTC Head Designate – City Cooperative Development Office
	4.2 Endorse loan application documents to Department Head		30 Minutes	
5. Endorse loan application to CAdO thru CBO	5.1. Prepare endorsement letter	None	30 Minutes	Stephanie P. Felizco Administrative Officer Designate – City Cooperative Development Office
	5.2. Submit endorsement letter to Department Head for signature		30 Minutes	
	5.3 Submit endorsement letter together with the loan application to CBO		1 Hour	
	5.4 Certify availability of funds and endorse to CAdO		5 Days	CBO Department Head
	5.5 Approve loan application and endorse to CCDO		20 Days	Atty. Zuleika T. Lopez, City Administrator –



				City Administrator's Office
6. Prepare payroll and obligation request then endorse to CBO	6.1. CCDO Admin prepare payroll and obligation request	None	5 Days	Stephanie P. Felizco Administrative Officer Designate – City Cooperative Development Office
	6.2 Submit disbursement voucher and obligation request to CBO		1 Hour	
	6.3. Approve Obligation Request and endorse to CAO		3 Days	CBO Department
	6.4. Evaluate and pre-audits the payroll and supporting documents and endorse payroll and obligation request to CTO		10 Days	CAO Personnel
7. Conduct Pre-loan Release Orientation	7.1 Inform the recipient on the schedule of Pre loan Release Orientation	None	1 Day	Ma. Edna V. Haspe, CLTC Head Designate – City Cooperative Development Office
8. Claim loan proceeds	8.1. Release loan to applicants/ beneficiaries	None	1 Day	CTO personnel
9. Pay Loan Due	9.1 Issue notice of loan repayment before due date	None	Every Quarter	Ma. Edna V. Haspe, CLTC Head Designate – City Cooperative Development Office
	9.2. Beneficiary pay loan amount due to CTO			
	9.3 Issue Official Receipt for loan repayment			CTO Collection Officer



TOTAL:	Php 100.00/ document - Notarization	2 Months, 2 Weeks, 4 Hours and 45 Minutes	
---------------	--	--	--



8. CCDO In-House Training for Cooperatives

These trainings are given to primary cooperatives duly Registered with CDA in Davao City to provide technical support and other forms of assistance to enhance their viability as an economic enterprise and social organization. It aimed towards our primary cooperative officers of the much needed skills training in order to effectively manage their respective cooperatives.

Office or Division	City Cooperative Development Office - Information Education Training Division			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	Primary Cooperatives under Micro Category duly Registered with CDA in Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Calendar of Training for the year – 1 original		1. CDS II/Acting Head Information Education Training Division (IETD)		
2. List of participants with duly accomplished Participants Profile Form (5 Days before the schedule training – 2 original		2. Cooperative		
3. Letter of Endorsement from District CDS in Charge (If request is done in the district level) – 1 original		3. District Offices/District CDS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit CCDO District Office and inquire on the approved trainings which their cooperative can avail	1. District office inform and provide the client with the list of available funded technical trainings for the year	None	5 Minutes	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao)
2. Signify intent to avail/participate in the schedule's trainings	2.1 If slots are available, district CDS confirm clients request and require to submit list of participants for the funded training (minimum of 2pax per cooperative)	None	1 Hour	Prialyn Carpio (Buhangin)
	2.2 If slots are unavailable upon inquiry, district CDS waitlist the			Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog)



	cooperative for the next training schedule if applicable			Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
3. Submit List of participants with duly accomplished Participants Profile forms to District Office (Minimum of 2 participants per Cooperative)	3.1 District CDS submit to the IETD the letter of Endorsement and names of the participants with attached duly Participants Profile Form at least five (5) Days prior to the date of scheduled training duly filled	None	1 Hour	
	3.2 IETD countercheck and validate submitted list of participants against the training participants database to avoid repetition of attendees.	None	1 Hour	Cornelita A. Escamis, IETD Head Designate – City Cooperative Development Office
	3.3 If valid, IETD notify District CDS that the nominated participants are eligible to attend the training. Otherwise, District CDS inform Cooperatives to send alternate participant/s.	None	1 Day	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog)



				Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
4. Attend the training on scheduled date and time at a specified venue	4. IETD conduct the training on scheduled date and time at a specified venue	None	1-3 Days depending on the training course	Cornelita A. Escamis, IETD Head Designate – City Cooperative Development Office
5. Receive Training Certificate, Manuals and Flyers	5. Release the training certificates, Manuals and Flyers to those participants who completed the required training	None	2 Days depending on the training course	
TOTAL:		None	1 Week, 1 Day, 3 Hours and 5 Minutes	



9. CCDO Invitational Training for Cooperatives

These trainings are given to primary cooperatives duly Registered with CDA in Davao City to provide technical support and other forms of assistance to existing cooperatives to enhance their viability as an economic enterprise and social organization. It aimed towards our primary cooperative officers of the much needed skills training in order to effectively manage their respective cooperatives.

Office or Division	City Cooperative Development Office - Information Education Training Division
Classification	Complex
Type of Transaction	G2B- Government to Business
Who may avail	Primary Cooperatives under Micro Category duly Registered with CDA in Davao City

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Calendar of training for the year – 1 original	1. CCDO-IETD
2. List of Participants with duly accomplished Profile Form (5 Days before the schedule training) – 2 original	2. Cooperative
3. Letter of Endorsement from District CDS in Charge (If request is done in the district level) – 1 original	3. District Offices/District CDS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent (LOI)/Request to Avail Cooperative training to the Main/and or District Office (one (1) month prior to the proposed date of training)	1.1 Receiving at the Main/and or District Office route it to the Department Head for action	None	5 Minutes	Stephanie P. Felizco, Administrative Officer Designate – City Cooperative Development Office
	1.2 Department Head receive and review the request and if found in order route the letter to the IETD for proper arrangements	None	10 Minutes	Luzminda C. Eblamo, Officer-In-Charge – City Cooperative Development Office
	1.3 IETD inquire from with District CDS concerned	None	30 Minutes	Cornelita A. Escamis,



	through phone call regarding category of the cooperative and other details relevant to the requested training.			IETD Head Designate – City Cooperative Development Office
	1.4 IETD will calendar the requested date of training and confirm the CDS concern thru phone call	None	1 Hour	Cornelita A. Escamis, IETD Head Designate – City Cooperative Development Office
	1.5 District CDS relays information to client regarding the approval of training request and ask client to submit list of participants	None	1 Hour	District CDS II/ Head Norma Vosotros (Poblacion) Rosemilda Garcia (Agdao) Prialyn Carpio (Buhangin) Alvert Austria (Bunawan /Paquibato) Visminda Jabonero (Talomo) Alfredo Barbon (Tugbok) Miraflor Trocio (Toril & Marilog) Razyl Manglicmot (Calinan & Baguio) – City Cooperative Development Office
2. Submit List of participants with duly accomplished Participants Profile to District Office (Minimum of 15 participants)	2. District CDS submit required number of participants with attached Participants Profile Form duly filled up	None	1 Day	
3. Attend Training on the scheduled date and time at the specified venue	3. IETD Conducts the training on scheduled date and time at the specified venue by the client	None	1-3 Days depends on the training course	Cornelita A. Escamis, IETD Head Designate – City Cooperative



4. Receive Training Certificate, Manuals and Flyers	4. IETD release the training certificates, Manuals and Flyers to those participants who completed the required training	None	2 Days after the conducting the training	Development Office
TOTAL:		None	1 Week, 1 Day, 2 Hours and 45 Minutes	



**CITY DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE
EXTERNAL SERVICES**



1. Provision of Disaster Response Services				
Provision of immediate assistance by promptly mobilizing resources according to the needs of the affected communities is expected. It covers from the gathering of information and data, rapid assessment, mobilizing response resources and incident monitoring.				
Office or Division	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government / G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Anyone who is in distress or in between life and death situation			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to City Disaster Risk Reduction and Management Office Operation Center or Call 911 for immediate Emergency Response	1.1 Receive the call, gather and log the necessary information and data. Process, verify, and validate the received information	None	5 Minutes	Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod, DMO I/ TRO – Integrated and Gender Development Division
	1.2 Deployment of RDANA personnel	None	5 Minutes	Rodrigo C. Bustillo, LDRRMO III - CDRRMO
	1.3 Deploy the resources to address the needs of the caller	None	5 Minutes	
2. Follow up on the progress of the reported incident	2.1 Monitor the status and action taken by the responders of the incident	None	1 Hour	Marites L. Predilla, Administrative Aide VI (Communications Equipment Operator II) – CDRRMO
TOTAL:		None	1 Hour and 15 Minutes	



2. Provision of Certification to Different Barangays for the Utilization of their Five Percent (5%) Local Disaster Risk Reduction and Management Fund

Technical assistance in the preparation of the Barangay's Local DRRM Plan and LDRRMF Investment Plan for disaster risk reduction and management programs in every barangay to ensure proper utilization of the LDRRMF and that it aligns with the Local DRRM Plan of the City Government of Davao.				
Office or Division	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Barangay Officials, Barangay DRRM Committee, Officer and members			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. 3-year BDRRM Plan - 2 photocopies		Respective Barangay		
2. Resolutions:				
2.1 BDRRMC Resolution Programming of the 5% BDRRMF – 5 photocopies				
2.2 BDC Resolution adopting and approving the Programming of the 5% BDRRMF – 5 photocopies				
2.3 Barangay Council Resolution for the appropriation of the 5% Local DRRM Fund – 5 photocopies		City Accountant's Office		
3. Certification for Special Trust Fund – 5 photocopies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1. Receiving of the required Documents	None	5 Minutes	Johanna Rizza P. Ladres, LDRRMO I - CDRRMO
2. Document evaluation/ review	2.1 Evaluation and validation of the submitted Documents (BDRRMP Investment Plan)	None	1 Day 45 Minutes	Johanna Rizza P. Ladres, LDRRMO I - CDRRMO



	2.2 Final Review of the Documents (BDRRMP Investment Plan)	None	4 Hours and 5 Minutes	Maria Cristina S. Villegas, LDRRMO II - CDRRMO
	2.3 Prepare CDRRMO Certification for BDRRMF Investment Plan (current year)	None	30 Minutes	Johanna Rizza P. Ladres, LDRRMO I - CDRRMO
	2.4 Final Review and Initial of CDRRMO Certification	None	5 Minutes	Maria Cristina S. Villegas, LDRRMO II - CDRRMO
	2.5 Approval of the Certification	None	5 Minutes	Alfredo D. Baloran, LDRRMO IV - CDRRMO
3. Receive the Certification	3.1 Release/ Issuance of the Certification	None	2 Minutes	Johanna Rizza P. Ladres, LDRRMO I - CDRRMO
TOTAL:		None	1 Day, 5 Hours and 37 Minutes	



3. Provision of Capacity Building Activities for Emergencies and Disasters				
CDRRMO is mandated to capacitate the communities, establishment, and raise public awareness in disaster risk reduction and management through the conduct of training, drills, seminars, and workshops facilitated by its technical personnel.				
Office or Division	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request letter addressed to the CDRRM Officer – 1 original			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request (Walk-in, email, etc.)	1.1 Receive the letter and forward it to the DRRM Officer for approval	None	3 Minutes	Joyslea L. Ortizo, LDRRMO I - CDRRMO
	1.2 Approve the request and route to the Administration and Training Section		10 Minutes	Alfredo D. Baloran, LDRRMO IV - CDRRMO
	1.3 Assign the technical personnel to facilitate and coordinate with the requesting party		3 Minutes	Lyndon Leovic C. Ancajas, LDRRMO III - CDRRMO
2. Follow up or update the request status, if no communication was received from CDRRMO)	2. Coordinate with the requesting party	None	10 Minutes	Joyslea L. Ortizo, LDRRMO I - CDRRMO
3. Participation of the Activity	3. Conduct of the Activity	None	4 Hours	Lyndon Leovic C. Ancajas, LDRRMO III - CDRRMO
4. Evaluation of the Activity	4. After-Activity Evaluation	None	4 Minutes	Joyslea L. Ortizo, LDRRMO I - CDRRMO
TOTAL:		None	4 Hours and 30 Minutes	



4. Provision of Early Warning Updates and Advisories				
To provide early warning updates and advisories to the communities to prevent and mitigate the negative impact of a disaster and to ensure zero casualties during impending disasters and emergencies.				
Office or Division	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen			
Who may avail	All			
A. ALERT LEVEL 1 – IMPENDING RAIN FORECAST				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
PAG-ASA Climate Outlook and Advisories		DOST – PAG-ASA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the Weather Status	1. Monitoring of Rain volume (PAG-ASA system) and Water Level using River Monitoring System and Standard Water Level Gauge established in different River System	None	1 Hour	Randy G. Emnacin Jr. LDRRMA - CDRRMO
2. Issuance of Weather Updates and Advisories	2. Issue’s public advisories and updates based on PAG-ASA warnings and information coming from different BDRRMC Operations Center	None	5 Minutes	Randy G. Emnacin Jr. LDRRMA – CDRRMO
TOTAL:		None	1 Hour and 5 Minutes	
B. ALERT LEVEL 2 – SEVERE WEATHER CONDITION APPROACHING				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
PAG-ASA Climate Outlook and Advisories		DOST – PAG-ASA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recall of Personnel	1. Recall 50% of personnel to man the CDRRMO- Operations Center	None	10 Minutes	Alfredo D. Baloran, LDRRMO IV - CDRRMO



2. Monitor the Weather Status	2. Monitoring of Rain volume (PAG-ASA system) and Water Level using River Monitoring System and Standard Water Level Gauge established in different River System	None	30 Minutes	Randy G. Emnacin Jr. LDRRMA – CDRRMO
3. Issuance of Weather Updates and Advisories	3. Issue's public advisories and updates based on PAG-ASA warnings and information coming from different BDRRMC Operations Center	None	5 minutes	Randy G. Emnacin Jr. LDRRMA – CDRRMO
4. Trigger the Barangay Alert System	4. When heavy rain continues for 2 to 3 hours in the upland areas of the different river system and water level marker approaching Code Orange or Warning Level, CDRRMO-Operation Center will advise all flood-prone BDRRMC to trigger the Barangay Siren to alert the communities living along with the river and flood-prone areas	None	3 Minutes	Rodrigo C. Bustillo LDRRMO III – CDRRMO



5.Triggering of the City-Wide Siren	5. When water level marker approaching Code and continuous rain in the upland area. CDRRMO Operations Center will trigger the City-Wide Siren.	None	3 Minutes	Rodrigo C. Bustillo LDRRMO III – CDRRMO
TOTAL:		None	51 Minutes	
C. DURING IMPENDING TSUNAMI				
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Earthquake Information Bulletin		DOST-PHILVOCS		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Earthquake Data Information Gathering	1. Coordinate with the Alerting Agencies	None	3 Minutes	Randy G. Emnacin Jr. LDRRMA – CDRRMO
2.Triggering of the City-wide Siren	2.1 After a strong earthquake that affects Davao Region, City-wide Siren will be triggered upon notification of DOST-PHIVOLCS for Tsunami threat that affects Davao City	None	3 Minutes	Rodrigo C. Bustillo LDRRMO III – CDRRMO
	2.2 City-Wide Siren can also be triggered based on actual observation thru our Coastal Monitoring Camera any sign of possible Tsunami threat such as the abrupt recession of coastal water and exposure some marine resources	None	3 Minutes	Rodrigo C. Bustillo LDRRMO III – CDRRMO
	2.3 Issuance of public advisories and updates upon receipt	None	3 Minutes	Rodrigo C. Bustillo LDRRMO III –



	of the DOST- PHILVOCS Earthquake Information Bulletin and or based on actual observation thru our Coastal Monitoring Camera any sign of possible Tsunami threat.			CDRRMO
TOTAL:		None	12 Minutes	



**CITY ECONOMIC ENTERPRISE
(Operation of Davao City Recreation Center/
Almendras Gym)
EXTERNAL SERVICE**



1. Booking Services of Davao City Recreation Center (Almendras Gym)				
It is a service provided to all requesting party requesting for permission and approval for the use of Davao City Recreation Center (Almendras Gym) for various events and activities.				
Office or Division	City Economic Enterprise – Almendras Gym			
Classification	Simple			
Type of Transaction	G2G/G2B/ G2C – Government to Government/ Government to Business/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Original receipt of payment to use the gym – 1 original			1. City Treasurer’s Office	
2. Tax Order of Payment Form – 1original			2. Almendras Gym	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter-request addressed to the City Mayor or City Administrator seeking permission and approval for the use of the gym with specific time and purpose. Verbal request is also accepted.	1. Check schedule being requested if available. If available, issue order of payment slip to client.	None	15 Minutes	Dina Fe Lacorda, Officer-In-Charge – DCRC
2. Show Tax Order of payment form to City Treasurer’s Office (CTO) and pay the corresponding amount for services specified below.	2. CTO receives payment and issue receipt	*Please refer to the Table 1 for fees	15 Minutes	Revenue Collector – City Treasurer's Office
3. Present the official receipt to DCRC booking in-charge	3. Finalize booking of activity	None	15 Minutes	Dina Fe Lacorda, Officer-In-Charge – DCRC
4. For free use of the gym, client writes letter request addressed to the City Mayor or the City Administrator through the City Economic Enterprise Manager.	4. The City Mayor’s Office, through her Chief of Staff, approves or disapproves the request. The City Administrator may also approve the request. If approved	None	1 Hour	Dina Fe Lacorda, Officer-In-Charge – DCRC



	or disapproved, the DCRC head is informed of the result. If approved, activity pushes through on requested schedule			
TOTAL:		*Please refer to the Table 1 for fees	1 Hour and 45 Minutes	

TABLE 1:

a. Boxing Promotions	a. Php 20,000.00/day (non-aircon)
b. Stage	b. Php 20,000.00/day (non-aircon)
c. Basketball	c.1 Basketball League – Php 20,000.00/ day (non- aircon) c.2 Basketball Practice – Php 800.00/ hour (non- aircon)
d. Functions	d. Php 20,000.00/day (non-aircon)
e. Aircon	e. Php 250.00/hour/unit
f. Game Clock	f. Php 200.00/game
g. Plastic Chairs	g. Php 5.00/each/game
h. Sound System	h. Php 5,000.00/day



**CITY ECONOMIC ENTERPRISE
(Operations of City-Owned Public Markets)
EXTERNAL SERVICES**



1. Leasing of Market Stalls to the Public through Raffling				
A service offered to the qualified applicants / market vendors who are entitled for a raffle draw to engage in business.				
Office or Division	City Economic Enterprise – Operation of Markets			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Residents of Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notarized application letter (prescribed form) – 1 original		1. Market Supervisor		
2. Birth Certificate - 1 original, 1 photocopy		2. Philippine Statistics Authority or Local Civil Registrar		
3. Official Receipt of payment of Application Fee (non-refundable) - 1 original		3. City Treasurer's Office – District Offices		
4. Bank Certificate as proof of financial capacity – 1 original		4. Concerned bank		
5. Recent 2 x 2 ID picture- 2 pieces		5. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get information about vacancy of stall or booth in specific market.	1. Post Notice of Vacancy of stall or booth for at least 10 days in City Hall bulletin board, on vacant stall and in conspicuous place in public market concerned	None	None	Edison Iñigo (Agdao)/ Ma. Socorro Fe F. Jison (Bankerohan)/ Geraldine P. Cadungog (Calinan)/ Vanessa Grace C. Garcia (Mintal)/ Leandreirose B. Presoris (Toril)/ Ms. April Love Nuqui (Tibungco, Bunawan, Lasang), Market Supervisors – City Economic Enterprise Office
2. Submit application letter and requirements to pre-qualify for raffling.	2. Review and process application	Application Fee – Php 400.00	15 Minutes	
3. None	3. Forward documents of qualified bidders for validation to Market Committee	None	1 Hour	Engr. Jonathan F. Kintanar (Secretariat)/



	(in bulk) validate names of bidders; revalidate/review names; finalize list; post names of qualified bidders			Mariannie D. Lopez/ Anita Calacar/ Danilo Arellano (Evaluators), Market Committee Board Secretariat and Evaluators – City Economic Enterprise Office
4. Be present during raffling of stalls	4. Conduct raffling of vacant stall/ space	None	1 Hour	Atty. Zuleika T. Lopez (CADO) represented by Atty. Janis Louis H. Esparcia (CADO Operations) Market Committee Board – City Economic Enterprise Office
5. Get results of raffling	5. Announce winning bidders, award contract	None	30 Minutes	Atty. Zuleika T. Lopez (CADO) represented by Atty. Janis Louis H. Esparcia (CADO Operations) Market Committee Board – City Economic Enterprise Office
6. Sign Contract	6. Facilitate contract signing	None	30 Minutes	Atty. Zuleika T. Lopez (CADO) represented by Atty. Janis Louis H. Esparcia (CADO Operations) Market Committee Board – City Economic Enterprise Office
7. Pay occupancy fee (Amount depends on Market Classification and Market Section, e.g. Class A-Meat Section, Class D-Rice Section)	7. Facilitate collection of Occupancy Fee by issuing Tax Order of payment	*Please refer to Table 2 for fees	10 Minutes	Edison Iñigo (Agdao)/ Ma. Socorro Fe F. Jison (Bankerohan)/ Geraldine P. Cadungog (Calinan)/ Vanessa Grace C. Garcia (Mintal)/ Leandreirose B. Presoris (Toril)/ Ms. April Love Nuqui (Tibungco, Bunawan, Lasang), Market Supervisors – City Economic Enterprise Office
8. Occupancy of stall/ space	8. Facilitate client's occupation of awarded stall	None	30 Minutes	Edison Iñigo (Agdao)/ Ma. Socorro Fe F. Jison (Bankerohan)/ Geraldine P. Cadungog (Calinan)/ Vanessa Grace C. Garcia (Mintal)/ Leandreirose B. Presoris (Toril)/ Ms. April Love Nuqui (Tibungco, Bunawan, Lasang), Market Supervisors – City Economic Enterprise Office



TOTAL:	*Please refer to Table 2 for fees	3 Hours and 55 Minutes	
---------------	--	-------------------------------	--

TABLE 2:

OCCUPANCY FEE PER STALL/BOOTH DEPENDING ON MARKET CLASSIFICATION				
	Class A	Class B	Class C	Class D
Meat Section	Php 4,000.00	Php 2,900.00	Php 1,700.00	Php 1,400.00
Dressed Chicken	Php 4,000.00	Php 2,900.00	Php 1,700.00	Php 1,400.00
Fish Section	Php 3,200.00	Php 2,300.00	Php 1,360.00	Php 1,100.00
Fruits and Vegetables	Php 2,800.00	Php 2,000.00	Php 960.00	Php 960.00
Rice and Corn	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00
Variety or Groceries	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00
Food Court/Eatery	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00
Dry Goods	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00
Cold Storage	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00
Miscellaneous	Php 2,800.00	Php 2,000.00	Php 1,200.00	Php 960.00



2. Leasing of Stalls/Space of Pasalubong Center				
A service offered to the qualified applicants / market vendors who are entitled for a raffle draw to engage in business.				
Office or Division	City Economic Enterprise – Pasalubong Center			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notarized application letter (prescribed form) – 1 original		1. Market Supervisor		
2. Birth Certificate - 1 original, 1 photocopy		2. Philippine Statistics Authority or Local Civil Registrar		
3. Official Receipt of payment of Application Fee (non-refundable) - 1 original		3. City Treasurer’s Office – District Offices		
4. Bank Certificate as proof of financial capacity – 1 original		4. Concerned bank		
5. Recent 2 x 2 ID picture - 2 pieces		5. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get information about vacancy of stall/booth or spaces in the Pasalubong Center.	1. Post Notice of Vacancy of stalls/booth or spaces for at least 10 days in City Hall bulletin board, on stalls/booth or spaces at the Pasalubong Center.	None	None	Joanne B. Esperancilla, Officer-In- Charge - Pasalubong Center
2. Submit application letter and requirements to pre-qualify for raffling.	2. Review and process application	Application Fee – Php 400.00	15 Minutes	Neil Andrew Zambrano, Pasalubong Center Board Secretariat - CEE
3. None	3. Validate names of applicants; revalidate/review names; finalize list; post names of qualified applicants	None	1 Hour	
4. Be present during raffling of stalls/booth or spaces	4. Conduct raffling of vacant stalls/ booth or spaces	None	1 Hour	Atty. Zuleika T. Lopez (CADO); represented by Atty. Janis Louis



5. Get results of raffling	5. Announce winning bidders, award contract	None	30 Minutes	H. Esparcia (CADO Oper.), Pasalubong Center Board - CEE
6. Sign Contract	6. Facilitate contract signing	None	30 Minutes	
7. Secure tax order of payment slip	7. Issue tax order of payment	None	5 Minutes	Joanne B. Esperancilla, Officer-In- Charge - Pasalubong Center
8. Show order of payment slip to CTO office and pay corresponding fees	8. Accept payment and issue receipts	Air-condition Php 25.00/sq.m. per day; Non-Aircon - Php 16.50/sq. per day	5 Minutes	Revenue Collector - City Treasurer's Office
9. Occupy stall/ booth or spaces	9. Facilitate client's occupation of awarded stall/booth or spaces	None	30 Minutes	Joanne B. Esperancilla, Officer-In- Charge - Pasalubong Center
TOTAL:		Air-condition – Php 425.00 Non-Aircon – Php 416.50	3 Hours and 55 Minutes	



**CITY ECONOMIC ENTERPRISE
(Operations of Public Cemeteries)
EXTERNAL SERVICES**



1. Accommodation for Pauper's Burial				
It is a burial assistance extended to indigent residents of Davao City requesting pauper's burial.				
Office or Division	City Economic Enterprise - Cemetery			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Death Certificate duly certified by the Social Security System as a non-member- 1 photocopy		1. Local Civil Registrar and stamped by the Social Security System as a non-member		
2. Barangay Certificate of Indigency - 1 original, 1 photocopy		2. Barangay where the deceased or his/her family resides		
3. Certificate of Low Income-1 original, 1 photocopy		3. City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accommodate request upon presentation of the required documents	None	None	Social Worker – CSWDO
2. Get assistance from funeral parlor in interment of body; present documents for pauper's burial to cemetery caretaker at Maa Cemetery	2. Examine documents presented	None	20 Minutes	*Please refer to Table 3 for Cemetery Caretakers
3. Interment/ Burial at the Maa Public Cemetery	3. Facilitate the Schedule of interment/ burial	None	15 Minutes	
4. Funeral parlor process documents for city government to pay pauper's burial	4. CSWDO prepares the payment	None	1 Hour	City Social Services Development Office Staff- CSWDO and Revenue Collector - City Treasurer's Office
TOTAL:		None	1 Hour and 35 Minutes	



TABLE 3:

CEMETERY CARETAKERS	AREA
Mindalie Ortiga	Tugbok
Lilian Blanco	Panacan
Ireza Baluran	Mintal
Melchor Velez	Bunawan
Herminio Abellanos/ Flora Gatela	Lubugan, Toril
Romeo Janabon/ Elen Ferno	Calinan
Vincent Caloo	Tibungco
Jaypee Lamban	Tagakpan
Mary Ann Alojado/ Glenda Zerna	Wireless Cemetery
Von Ryan de Leon/ Mary Ann Nacilla	Ma-a



2. Application for Lease of Grave Lots				
It is a notarized contract issued to all who are applying for a grave lot for a decent and affordable burial.				
Office or Division	City Economic Enterprise - Cemetery			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notarized application letter and Contract to Lease (prescribed form) - 2 copies		1. Cemetery Operations - City Economic Enterprise Office (City Hall)		
2. Death Certificate - 1 photocopy		2. Local Civil Registrar		
3. Tax Order of Payment payable to the City Treasurer's Office- 1 original		3. Cemetery Operations at the City Economic Enterprise Office (City Hall)		
4. Official Receipt of Payment- 1 original		4. City Treasurer's Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for permit to lease of grave lot	1. Advise client to process permit; provide application form and contract of lease form	None	15 Minutes	*Please refer to Table 1 for Cemetery Caretakers
2. Receive Tax Order of Payment Form payable to the City Treasurer's Office	2. Cemetery Operations issue tax order of payment form	None	5 Minutes	
3. Pay at the City Treasurer's Central Office	3. Accept payment and issue Official Receipt	Grave Lots Adult – Php 2,200.00; Child - Php 1,100.00	10 Minutes	Revenue Collector – City Treasurer's Central Office
4. Have contract of lease notarized	4. None	Fees is dependent to the Lawyer	15 Minutes	Notary Public or City Legal Office
5. Have contract of lease approved	5. Cemetery Operations personnel reviews the document for signature by the City Economic Enterprise Manager	None	15 Minutes	*Please refer to Table 1 for Cemetery Caretakers
6. Receive approved	6. Return documents	None	10 Minutes	



lease contract and show receipt and approved contract to cemetery caretaker	to the client to be presented to the respective Cemetery Caretakers to facilitate the schedule of burial			
TOTAL:		Grave Lots Adult – Php 2,200.00; Child - Php 1,100.00	1 Hour and 10 Minutes	



3. Lease Application of Compartmentalized Niches and Ossuaries				
A service rendered to all who are applying for a grave lot in compartmentalized niches and ossuaries for a decent and affordable burial at Wireless Public Cemetery.				
Office or Division	City Economic Enterprise - Cemetery			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notarized application letter and Contract to Lease (prescribed form) – 2 original		1. Cemetery Operations - City Economic Enterprise Office (City Hall)		
2. Death Certificate - 1 photocopy		2. Local Civil Registrar		
3. Tax Order of Payment payable to the City Treasurer's Office- 1 original		3. Cemetery Operations at the City Economic Enterprise Office (City Hall)		
4. Official Receipt of Payment- 1 original		4. City Treasurer's Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for permit to lease of grave lot	1. Advise client to process permit; provide application form and contract of lease form	None	15 Minutes	*Please refer to Table 3 for Cemetery Caretakers
2. Receive Tax Order of Payment Form	2. Cemetery Operations issue tax order of payment form	None	5 Minutes	
3. Pay at the City Treasurer's Central Office	3. Accept payment and issue Official Receipt	Compartmentalized Niches: 1st Level - 7,040.00; 2nd Level - 8,800.00; 3rd Level - 7,920.00; 4th Level - 6,160.00; Ossuaries - 220.00 per year	10 Minutes	Revenue Collector – City Treasurer's Central Office
4. Have contract of lease notarized	4. None	Fees is dependent to the Lawyer	15 Minutes	Notary Public or City Legal Office
5. Have contract of lease approved	5. Cemetery Operations personnel reviews	None	15 Minutes	*Please refer to Table 3 for Cemetery



	the document for signature by the City Economic Enterprise Manager			Caretakers
6. Receive approved lease contract and show receipt and approved contract to cemetery caretaker	6. Return documents to the client to be presented to the Officer-In-Charge of the Operation of Cemeteries at the Wireless Public Cemetery to facilitate the schedule of burial	None	10 Minutes	Joanne B. Esperancilla, Officer-In- Charge of the Operation of Cemeteries - City Economic Enterprise
TOTAL:		Compartmentalized Niches: 1st Level – Php 7,040.00; 2nd Level – Php 8,800.00; 3rd Level – Php 7,920.00; 4th Level – Php 6,160.00; Ossuaries -Php 220.00 per year	1 Hour and 10 Minutes	



**CITY ECONOMIC ENTERPRISE
(Operation of Slaughterhouse)
EXTERNAL SERVICE**



1. Slaughtering of Animals at Slaughterhouses				
It is a service provided to all who intend to slaughter livestock animals at the slaughterhouse in order to ensure that meat is fitted for human consumption. This is in partnership between the City Government of Davao and private sector.				
Office or Division	City Economic Enterprise – Operation of Slaughterhouse			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official Receipt- 1 original		1. City Treasurer's Office in Slaughterhouses		
2. Ante mortem (Tax Order of Payment Form) – 1 original		2. City Veterinarian's Office in Slaughterhouses		
3. Post mortem (Tax Order of payment Form) - 1 original		3. City Veterinarian's Office in Slaughterhouses		
4. Permit to slaughter (Permit to Slaughter Form) - 1 original		Slaughterhouse Office		
5. Slaughter fee (Tax Order of Payment Form) 1- original				
6. Coral Fee (Tax Order of Payment Form)- 1 original				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the animals at stockyard	1. Record number of heads entered/ dropped	None	15 Minutes	Bankerohan Livestock Multi-Purpose Cooperative, Lairager – City Economic Enterprise
2. Secure tax order of payment form (1 copy)	2. Ante Mortem: Inspect/examine livestock if animals are healthy and fit for slaughtering and City veterinarian then advises slaughterhouse laborer to issue order of payment slip to owner or his representative	Ante Mortem/ Per Head; Hog - 15.00; Cattle – Php - 25.00; Goat - Php - 5.00; Chicken – Php - 1.00	20 Minutes	City Veterinarian's Office and Slaughterhouse Personnel - City Economic Enterprise



<p>3. Show order of payment slip to CTO office and pay corresponding fees</p>	<p>3. Accept payment and issue receipts</p>	<p>Coral Fee/Per Head: Cattle - 50.00; Hog - 20.00; Goat - 5.00; Chicken - 1.00</p> <p>Permit to Slaughter/Per Head: Cattle - 100.00; Hog - 50.00; Goat - 20.00; Chicken - 1.00</p> <p>Slaughter Fees/Per Head: Cattle - 300.00; Hog - 200.00; Goat - 100.00; Chicken - 5.00</p>	<p>10 Minutes</p>	<p>Revenue Collector – City Treasurer’s Central Office</p>
<p>4. Wait for slaughtering to finish</p>	<p>4. For hog/ goat- stunning, bleeding, de- hairing, entrails removal and cleaning. For large cattle - stunning, bleeding, brisket opening, quartering, hosting and entrails cleaning.</p>	<p>None</p>	<p>1 Hour</p>	<p>Butchers staff from Bankerohan Livestock Multi-Purpose Cooperative, Slaughterhouse Butchers Staff - City Economic Enterprise</p>



5. Receive meat inspection certificate	5. Post Mortem: Examine carcass if meat is fit for human consumption. Mark blue ink to signify that carcass has been examined and deemed fit for human consumption. Issue Meat Inspection Certificate to the owners as basis for Market Inspectors that animal is legally slaughtered.	Post Mortem/ Per Head: Hog – Php 50.00; Cattle – Php 70.00; Goat – Php 20.00; Chicken – Php 1.00	30 Minutes- simultaneously up to issuance of Inspection Certificate	Meat Inspector - City Veterinarian's Office
6. Load carcass in van	6. Dispatch/Record: Re- check all carcasses if all animals slaughtered have been paid. Record meat to be dispatched.	None	30 Minutes (Simultaneous)	Clarence Magandam (Ma-a)/ Marlou John T. Tolero (Ma-a), Slaughterhouse Dispatcher and Recorder – City Economic Enterprise
7. Leave Slaughterhouse	7. Record van that has left the slaughterhouse premises	None	5 Minutes	Civil Security Unit assigned guards, Security Guard - Economic Enterprise
TOTAL:		1. Ante Mortem/ Per Head; Hog – Php 15.00; Cattle – Php 25.00; Goat – Php 5.00; Chicken – Php 1.00 2. Corral Fee/	2 Hours and 50 Minutes	



	<p>Per Head: Cattle – Php 50.00; Hog – Php 20.00; Goat – Php 5.00; Chicken – Php 1.00</p> <p>3. Permit to Slaughter/ Per Head: Cattle – Php 100.00; Hog – Php 50.00; Goat – Php 20.00; Chicken – Php 1.00</p> <p>4. Slaughter Fees/ Per Head: Cattle – Php 300.00; Hog – Php 200.00; Goat – Php 100.00; Chicken – Php 5.00</p> <p>5. Post Mortem/ Per Head: Hog – Php 50.00; Cattle – Php 70.00; Goat – Php 20.00; Chicken – Php 1.00</p>		
--	---	--	--



**CITY ECONOMIC ENTERPRISE
(Operations of Sta. Ana Port)
EXTERNAL SERVICES**



1. Leasing of Tensile Tents and Beverages Kiosks				
A service rendered to all qualified applicants /vendors applying for tensile tents and beverage kiosks who are entitled for a raffle draw and offering safe and clean food to passengers at the at Sta. Ana Wharf.				
Office or Division	City Economic Enterprise – Sta. Ana Port			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notarized Application letter (prescribed form) – 3 copies		1. Port-In-Charge, Sta. Ana Wharf		
2. Birth or Marriage Certificate – 1 photocopy		2. Philippine Statistics Authority or Local Civil Registrar		
3. Official Receipt of payment of Application Fee (non-refundable) - 1 original		3. City Treasurer's Office at Sta. Ana Port		
4. Bank Certificate as proof of financial capacity - 1 original		4. Concerned bank		
5. 2 x 2 ID picture- 2 pieces		5. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get information about vacancy of tents or kiosks at the port	1. Post Notice of Vacancy of tents or kiosks for at least 10 days in City Hall bulletin board, on vacant tents or kiosks and in conspicuous place in the port.	None	None	Dionisio Victor D. Hidalgo, Jr, Officer In- Charge – Sta. Ana Wharf
2. Submit application letter and requirements to pre-qualify for raffling	2. Review and process application	Application Fee - 400.00	15 Minutes	
3. Evaluation of documents of qualified applicants for raffling	3. Validate names of applicants; revalidate/ review names; finalize list; post names of qualified applicants	None	1 Hour	
4. Be present during raffling of tents or kiosks	4. Conduct raffling of vacant tents or kiosks	None	1 Hour	
5. Get results of raffling	5. Announce winning bidders, award	None	30 Minutes	



	contract			
6. Sign Contract	6. Facilitate contract signing	None	30 Minutes	Dionisio Victor D. Hidalgo, Jr, Officer In- Charge – Sta. Ana Wharf
7. Secure tax order of payment slip	7. Issue tax order of payment	None	5 Minutes	Revenue Collector of the City Treasurer's Office
8. Show order of payment slip to CTO office and pay corresponding fees	8. Accept payment and issue receipts	10.00/sq.m. per day	5 Minutes	Dionisio Victor D. Hidalgo, Jr, Officer In- Charge – Sta. Ana Wharf
9. Occupancy of stall/space	9. Facilitate client's occupation of awarded stall	None	30 Minutes	
TOTAL:		Php 410.00	3 Hours and 55 Minutes	



2. Parking Place for Vehicles and <i>Trisikads</i> Entering at Sta. Ana Port				
It is a service provided to all drivers of private vehicles and trisikads entering the area of Sta. Ana Wharf and seeking for a parking area.				
Office or Division	City Economic Enterprise – Sta. Ana Port			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Payment of arcabala		1. City Treasurer’s Office at Sta. Ana Port		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drivers of private vehicles and trisikads enter port	1. Advise driver to pay for entry or parking fees	None	1-2 Minutes	Victor T. Jagdon/ Jojo N. Lupitan/ Emmanuel D. Echavez Sr./ Ferdinand I. Cabonce/ Edward G. Nataya/ Glenn Marl P. Alimasag/ Carlos M. Sicat Jr./ Alonso P. Castolo Sr., Port Security Guards – City Economic Enterprise
2. Pay for entry or parking	2. Accept payment and issue receipt; check receipt/cash ticket	Vehicle - 10.00/entry Trisikad - 5.00/entry Parking (Daytime) - 20.00 Parking (Overnight) - 30.00	2 Minutes	
3. Enter port and park vehicle	3. Allow entry and facilitate parking	None	30 Minutes	
TOTAL:		Vehicle – Php 10.00/entry Trisikad – Php 5.00/entry Parking (Daytime) – Php 20.00 Parking (Overnight) - Php 30.00	34 Minutes	



3. Docking and Unloading of Passengers at Sta. Ana Port				
It is a service provided to all passengers who are entitled for docking and unloading at Sta. Ana Wharf from Samal and vice versa.				
Office or Division	City Economic Enterprise – Sta. Ana Port			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Clear book		1. Ship Captain and Coast Guard		
2. Provide information on the number of personnel		2. Ship Captain		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Captain reports to port operation office	1. Have ship captain fill up logbook and enter number of passengers and time of arrival	None	10 Minutes	Dionisio Victor D. Hidalgo, Jr., Port- In-Charge - City Economic Enterprise
2. Captain fill up form	2. Provide form	None	10 Minutes	
3. Pay regular port due	3. Accept payment and issue receipt	Php 82.00 per dock	5 Minutes	City Treasurer's Office at Sta. Ana Port. City Economic Enterprise
4. Present clear book to operation in-charge	4. Stamp clear book "CLEARED"	None	1 Minute	Dionisio Victor D. Hidalgo, Jr., Port- In-Charge - City Economic Enterprise
5. Present clear book to coast guard	5. Let coast guard okay departure	None	5 Minutes	Coast Guard Personnel
TOTAL:		Php 82.00	31 Minutes	



**CITY ENGINEER'S OFFICE
EXTERNAL SERVICES**



1. Engineering Services				
The City Engineer's Office accommodates request, inquiry and complaints pertaining to various engineering matters e.g. request for inspection of roads, inquiry or complaints on drainage problems, etc.				
Office or Division	City Engineer's Office			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Client			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request, letter complaint, letter inquiry – 2 original, 1 photocopy			Requesting Party	
2. Sketch plan (as applicable) – 1 original or 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter (with supporting documents, if any)	1.1. Examine, evaluate and receive the documents	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	1.2. Encode the subject matter to the document tracking system	None	30 Minutes	
	1.3. Forward the documents to the Department Head	None	30 Minutes	
	1.4. Evaluate the documents and determine the necessary course of action	None	1 Hour	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	1.5. Record the recommendation and forward the document to the concerned division/section	None	1 Hour	Mr. Ramil Tario Records Officer City Engineer's Office
	1.6. Concerned Divisions/Sections make appropriate actions	None	15 days	Engr. Manuel A. Cellona Asst. City Engineer for Operations Ms. Cecelia D. Tano



				Head - Administrative Division Engr. Chona C. Arocha Head - Material Testing and Quality Control Div. Engr. Minerva C. Taculin Head - Water Resources Division Engr. Arjean V. Jumamoy Head - Programming and Design Engr. Flordeluna J. Juyo Head - Programming and Design- BDF Engr. Allen A. Tibus Head - Maintenance Division Engr. Gerald G. Yana Head - Construction Division Engr. Redgie B. Aque Head - Motorpool Division Engr. Agnes H. Bonjoc Head – Demolition Section
--	--	--	--	---



				City Engineer's Office
	TOTAL:	None	15 days, 3 Hours and 30 Minutes	



2. Issuance of Certified Copies of Documents				
The City Engineer's Office issues certified copies of documents e.g. certified copy of POWs, Plans and Cost Estimates, disbursement vouchers etc.				
Office or Division	City Engineers Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 3 copies of letter-request – 2 original, 1 photocopy			Requesting Party	
2. If acts only as a representative, authorization from the owner or concerned client – 1 original, 2 photocopies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter- request with complete attachments	1.1. Examine, evaluate, and receive the documents	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	1.2. Encode the subject matter of the letter- request to the document tracking system	None	15 Minutes	
	1.3. Forward the request to the Officer-in- Charge or to the Admin. Officer	None	15 Minutes	
	1.4. Evaluate and approve the request and forward the same to Records Officer	None	30 Minutes	Atty. Joseph Dominic S. Felizarta – OIC or; Ms. Cecelia Tano-Admin. Officer
	1.5. Retrieve the Documents	None	1 Hour to 2 days and 4 Hours	Mr. Ramil Tario Records Officer City Engineer's Office



2. Secure Order of Payment	2.1 Assess fees and issue Order of Payment	Certified True Copy ₱50 /page and ₱20 for the succeeding pages	30 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
3. Pay at the City Treasurer's Office	3.1 Receive payment	None	1 Hour	Cashier - (City Treasurers Office)
4. Present Official Receipt and get the documents	4.1 Certify the requested documents	None	15 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
	4.2 Release the certified documents	None	15 Minutes	
TOTAL:		Certified True Copy ₱50 /page and ₱20 for the succeeding pages	2 Days, 6 Hours and 30 Minutes	



3. Issuance of Drainage Clearance	
The City Engineer's Office issues Drainage Clearance to owners of structures, contractors and developers as a regulatory procedure in land development and construction.	
Office or Division	City Engineers Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail	All (Owners of Structures, Private Contractors, Developers)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Residential:	
1. 3 copies of application letter with contact number duly signed by the applicant or his/her representative with an ensuing authorization letter – 2 original/certified, 1 photocopy	Requesting Party
2. Certified True Copy of Transfer Certificate of Title by the Registry of Deeds – 2 original/certified, 1 photocopy	
3. Notarized Deed of Sale / Lease of Contract – 1 original/certified, 1 photocopy	
4. Sketch Plan and Vicinity Map with Landmark Duly signed and sealed by Geodetic Engineer – 1 original/certified, 1 photocopy	
5. Topographic Plan and/or Site Grading Plan duly signed and sealed by Geodetic Engineer – 1 original/certified, 1 photocopy	
6. Drainage Plan with Site Development Plan prepared and duly signed and sealed by licensed Sanitary Engineer/Master Plumber/Civil Engineer – 1 original/certified, 1 photocopy	
7. Hydraulic Computation prepared and duly signed by a licensed Sanitary Engineer/Master Plumber/Civil Engineer – 1 original/certified, 1 photocopy	
2. For Subdivision:	
1. 3 copies of application letter with contact number duly signed by the applicant or his/her representative with an ensuing authorization letter – 2 original/certified, 1 photocopy	Requesting Party



<p>2. Certified True Copy of Transfer Certificate of Title by the Registry of Deeds – 1 original/certified, 1 photocopy</p>	
<p>3. Notarized Deed of Sale/Lease Contract (on occasions that the applicant is not the certified owner of the development area as stated on the TCT) – 1 original/certified, 1 photocopy</p>	
<p>4. Notarized Deed of Sale/Lease Contract (on occasions that the applicant is not the certified owner of the development area as stated on the TCT) – 1 original/certified, 1 photocopy</p> <p>5. Sketch Plan and Vicinity Map with Landmark Duly signed and sealed by Geodetic Engineer – 1 original/certified, 1 photocopy</p>	
<p>6. Topographic Plan and/or Site Grading Plan duly signed and sealed by the Geodetic Engineer – 1 original/certified, 1 photocopy</p>	
<p>7. Drainage Plan with Site Development Plan prepared and duly signed and sealed by licensed Sanitary Engineer/Master Plumber/Civil Engineer – 1 original/certified, 1 photocopy</p>	
<p>8. Hydraulic Computation prepared and duly signed by a licensed Sanitary Engineer/Master Plumber/Civil Engineer (note for applications 5,000 sq. m. and above, application must have a retarding pond) – 1 original/certified, 1 photocopy</p>	
<p>3. For Commercial:</p>	
<p>1. 3 copies of application letter with contact number duly signed by the applicant or his/her representative with an ensuing Special Power of Attorney (SPA) or Photocopy of Secretary's Certificate – 2 original/certified, 1 photocopy</p>	<p>Requesting Party</p>
<p>2. Certified True Copy of Transfer Certificate of Title by the Registry of Deeds – 1 original/certified, 1 photocopy</p>	
<p>3. Notarized Deed of Sale/Lease Contract (on occasions that the applicant is not the certified owner of the development</p>	



area as stated on the TCT) – 1 original/certified, 1 photocopy				
4. Sketch Plan and Vicinity Map with Landmark Duly signed and sealed by Geodetic Engineer – 1 original/certified, 1 photocopy				
5. Topographic Plan and/or Site Grading Plan duly signed and sealed by the Geodetic Engineer (for applications 10,000 sq. m and above) – 1 original/certified, 1 photocopy				
6. Drainage Plan with Site Development Plan prepared and duly signed and sealed by licensed Sanitary Engineer/Master Plumber/Civil Engineer – 1 original/certified, 1 photocopy				
7. Hydraulic Computation prepared and duly signed by a licensed Sanitary Engineer/Master Plumber/Civil Engineer (note for applications 5,000 sq. m. and above, application must have a retarding pond) – 1 original/certified, 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter request with complete attachments for pre-evaluation	1. Pre-evaluate the submitted documents	None	30 Minutes	Engr. Ildefonso Coronica/ Engr. Allen Tibus, Engineering Assistant/ Engineer III – City Engineer’s Office
2. Submit pre-evaluated documents (3 copies of letter request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Officer-in-Charge	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer’s Office
	2.2. Evaluate and approve the request and forward the	None	1 Hour	Atty. Joseph Dominic S. Felizarta



	same to the Records Section.			OIC City Engineer's Office
	2.3 Record the recommendation and route the document to the Maintenance Division	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.4. Evaluate documents submitted;	None	1 Hour	Engr. Ildefonso Coronica, Engineering Assistant City Engineer's Office
	2.5. Technical personnel will conduct ocular inspection;	None	5 days	
	2.6. Contact client for the assessment of the regulatory fees	None	30 Minutes	Engr. Allen Tibus Engineer III City Engineer's Office
3. Secure Order of Payment	3.1. Assess all regulatory fees	PHP 2,000 - Subdivision Res. Building; PHP 1,500- Institutional/ Commercial Building	30 Minutes	Engr. Ildefonso Coronica Engineering Assistant City Engineer's Office
4. Pay at City Treasurer's Office	4. Receive payment	None	1 Hour	Cashier – City Treasurer's Office
5. Submit Official Receipt	5.1. Conduct final technical review of the application	None	1 Hour	Engr. Ildefonso Coronica Engineering Assistant City Engineer's Office
	5.2. Check and recommend for approval;	None	30 Minutes	Engr. Allen Tibus Engineer III City Engineer's Office
	5.3. Approve Drainage Clearance	None	30 Minutes	Atty. Joseph Dominic S. Felizarta



				OIC City Engineer's Office
6. Claim approved drainage clearance	6.1. Record and release Drainage Clearance	None	30 Minutes	Engr. Allen Tibus Engineer III City Engineer's Office
TOTAL:		PHP 2,000 - Subdivision Res. Building PHP1,500- Institutional/ Commercial Building	6 Days and 30 Minutes	



4. Issuance of Excavation Permits	
The City Engineer's Office issues Excavation Permits to every person or entity that shall make or cause to be made any excavation on public and private streets within this city.	
Office or Division	City Engineer's Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may avail	All (Owners of Structures, Private Contractors, Developers)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 3 copies of letter-request addressed to the City Engineer/Officer-In-Charge – 2 original, 1 photocopy	Requesting party
2. Site Development Plan with vicinity map, signed and sealed by the appropriate professional – 1 original, 1 photocopy	
3. Detailed Development Plans and estimates of the proposed project signed & sealed by a licensed Civil Engineer – 1 original, 1 photocopy Note: Must include details of the road/curb and gutter/existing manhole/drainage)	
4. Affidavit of Undertaking stating to restore excavated areas into its original state after completion of the project – 1 original/certified, 1 photocopy	
5. Construction Drawings/Construction Schedule & S Curve/Bill of Quantities – 1 original/certified, 1 photocopy	
6. Sample pictures of proposed site to be excavated – 1 original, 1 photocopy	
7. Special Power of Attorney/ Secretaries Certificate for Authorized Representative – 1 original/certified, 1 photocopy	
8. Complete address and contact number of the requesting party (2 copies)	
For awarded projects:	
a. Notice of Award / Notice to Proceed – 1 certified, 1 photocopy	
b. Proof of identity (ex. Valid id's) and authority of the project in-charge / contact person of the proposed project, with complete address and contact numbers – 1 original/certified, 1 photocopy	
For projects affecting private properties:	



<p>a. Certified copy of TCT / title of the land proposed to be excavated – 1 original/certified, 1 photocopy</p>				
<p>b. Notarized Deed of Sale / Lease of Contract for non-owners of land to be excavated – 1 original/certified, 1 photocopy</p>				
<p>c. Latest copy of the approved subdivision plan of the land to be developed from the Lands Management Services (Bureau of Lands XI) – 1 original/certified, 1 photocopy</p>				
<p>d. Letter / Certification from Homeowners Association or Barangay area concerned – 1 original/certified, 1 photocopy</p> <p>Note: Must state approval of the proposed project / no objection</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter request with complete attachments for pre-evaluation	1. Pre-evaluate the submitted documents.	None	30 Minutes	Engr. Ildefonso Coronica/ Engr. Allen Tibus, Engineering Asst./ Engineer III - City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Officer-in-Charge;	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Evaluate and approve the request and forward the same to the Records Section.	None	1 Hour	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office



	2.3 Record the recommendation and forward the documents to the Maintenance Division	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.4. Evaluate documents submitted	None	1 Hour	Engr. Ildefonso Coronica Engineering Asst. City Engineer's Office
	2.5. Conduct ocular inspection	None	5 Days	
	2.6. Contact client for the assessment of regulatory fees if no irregularities are found	None	30 Minutes	
3. Secure Order of Payment	3. Prepare assessment and print Order of Payment for excavation fees	None	30 Minutes	
4. Pay at City Treasurer's Office	4.1. Receive payment	See attached schedule	1 Hour	Cashier – City Treasurer's Office
5. Submit Official Receipt issued for Excavation Fees paid	5.1. Receive the Official Receipt and attach the same to the set of documents previously submitted by the client	None	1 Hour	Engr. Ildefonso Coronica Engineering Asst. City Engineer's Office
	5.2. Prepare endorsement to the City Mayor	None	30 Minutes	
	5.3. Check and Recommend for approval	None	1 Hour	Engr. Allen Tibus Engineer III City Engineer's Office
	5.4. Make final recommendation for approval	None	1 Hour	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	5.5. Endorse the application to the City	None	1 Hour	Engr. Ildefonso Coronica



	Mayor's Office			Engineering Asst. City Engineer's Office
	5.6. Examine and approve the Excavation Permit	None	3 days	City Mayor /Authorized Representative – City Mayor's Office
	5.7. Documents are returned to the City Engineer's Office	None	1 day & 4 Hours	Staff – City Mayor's Office
	5.8. Prepare endorsement to the applicant	None	30 Minutes	Engr. Ildefonso Coronica Engineering Asst. City Engineer's Office
	5.9. Sign the endorsement and approve the release of the permit	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
6. Claim the approved Excavation Permit	6.1. Record and release the approved permit	None	30 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
TOTAL:		Fees vary depending on the length and type of road	11 Days	



Permit Fee for Excavation	Amount of Fee
1. Processing Fee:	
a) Poles and house connections	PHP1,000.00
b) All other Excavations	PHP1,200.00
2. Excavation Fee:	
a) For lineal meter or less	PHP1,000.00
b) Over 50 lineal meters	PHP20.00/l.m.
c) Concrete curbs, for every lineal meter of a fraction thereof	PHP1,200.00
d) For installations of wooden/concrete poles	PHP100.00/pole
3. Deposit for restoration and maintenance work/sq.m. or fraction thereof:	
a) Concrete paved streets	
a-1 9" thick	PHP2,300.00
a-2 8" thick	PHP2,100.00
a-3 7" thick	PHP2,000.00
a-4 6" thick	PHP1,800.00
a-5 5" thick	PHP1,700.00
b) Asphalt-paved streets	PHP1,800.00
c) Macadam-surfaced streets	PHP1,200.00
d) Concrete sidewalk	PHP1,200.00



5. Preparation for Program of Works – Barangay Development Fund	
The City Engineer's Office prepares program of works with plans and cost estimates for the proposed infrastructure projects funded under Barangay Development Fund.	
Office or Division	City Engineers Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	Barangay Councils
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-request signed by the Barangay Captain – 3 original	Barangay Council
2. Barangay Annual Investment Plan (BAIP) – 2 photocopies	Barangay Council
3. Proof of Ownership:	
I. For Roads and Drainage Projects:	
i. If the area is owned by the Government:	
a.) Land Title – 2 photocopies, or	Register of Deeds
b.) Tax Declaration – 2 photocopies, or	City Treasurers Office
c.) Barangay Resolution and Barangay Certification that the Site/Location of the Project is a public road or public land and is being used by the public since time immemorial – 1 original, 1 photocopy	Barangay Council
ii. If the land title is not yet registered in the name of the government:	
a.) Land Title and Deed of Donation – 2 photocopies, or	Register of Deeds, Barangay Council
b.) Land Title and Deed of Sale – 2 photocopies, or	Register of Deeds, Barangay Council
c.) Land Title and Deed of Usufruct – 2 photocopies, or	Register of Deeds, Barangay Council
d.) Land Title and Road-Right-of-Way Agreement – 2 photocopies	Register of Deeds, Barangay Council
II. For Vertical Projects (Buildings, Fence, etc.)	
i. If the area is owned by the Government:	
a.) Land Title – 2 photocopies, or	Register of Deeds, Barangay Council



b.) Tax Declaration – 2 photocopies, or		City Treasurers Office		
ii. If the land title is not yet registered in the name of the government:				
a.) Land Title and Deed of Donation – 2 photocopies, or		Registry of Deeds, Barangay Council		
b.) Land Title and Deed of Sale – 2 photocopies, or		Registry of Deeds, Barangay Council		
c.) Land Title and Deed of Usufruct – 2 photocopies, or		Registry of Deeds, Barangay Council		
d.) Memorandum of Agreement – 2 photocopies		Barangay Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter request with complete attachments for pre-evaluation	1.1 Pre-evaluate the submitted documents	None	30 Minutes	Engr. Flor Juyo Engineer II; Engr. Marloue Castillo Engineer II City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter request with complete attachments)	2.1. Examine, evaluate and receive the documents	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Encode the subject matter of the letter- request to the document tracking system	None	15 Minutes	
	2.3. Forward the request to the Officer-in-Charge	None	15 Minutes	
	2.4. Evaluate and approve the request and forward the same to the Records Section.	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	2.5 Record the recommendation and forward the documents to the BDF Section	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office



	2.5. Assign technical staff for inspection and preparation of program of works, plans and cost estimates	None	15 Minutes	Engr. Flor Juyo Engineer II; Engr. Marloue Castillo Engineer II City Engineer's Office
	2.6. Inspect and survey the location then prepare program of works, cost estimates and plans.	None	14 days horizontal 22 days vertical	
	2.7. Evaluate the program of works, plans and cost Estimates and recommend for approval.	None	1 Hour	
	2.8. Approve the program of works, cost estimates and plans and endorse the same to Records Section for releasing.	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
3. Claim the approved program of works, plans and cost estimates.	3.1. Release the documents	None	15 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
TOTAL:		None	14 days, 4 Hours and 30 Minutes (Horizontal) 22 days, 4 Hours and 30 Minutes (Vertical)	



6. Request for Quarry Certification

The City Engineer's Office issues Certificate of Compliance of documentary and works requirements for the approval and/or renewal of Commercial Sand and Gravel/Earth fill Permit as required by the Davao City Mining Regulatory Board.

Office or Division	City Engineer's Office			
Classification	Complex			
Type of Transaction	G2B/ G2C - Government to Business/ Government to Client			
Who may avail	Quarry Permit Applicants / Quarry Concessioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 sets of the following with 2 folders:				
1. Letter of Intent – 2 original		Requesting Party		
2. Previous CEO Certification (if renewal) – 2 photocopies		City Engineer's Office		
3. Barangay Resolutions (renewed resolution, if renewal) – 2 photocopies		Barangay Council		
4. Current road-right-of-way agreement/Copy of the land title (if owner to adjacent lot) – 2 photocopies		Land Title- Registry of Deeds		
5. Sketch Plan – 2 photocopies		Requesting Party		
6. Zoning Certification – 2 photocopies		City Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter request with complete attachments for pre-evaluation	1.1. Pre-evaluate the submitted documents and issuing pending note for lacking documents;	None	30 Minutes	Engr. Ildefonso Coronica/ Engr. Allen Tibus, Engineering Asst., Engineer III – City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments in separate folder)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Officer-in-Charge;	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office



	2.2. Evaluate and approve the request and forward the same the Records Section	None	1 Hour	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	2.3 Record the recommendation and forward the documents to the Maintenance Division	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.4. Check and evaluate the documents and assign technical staff for site inspection	None	30 Minutes	Engr. Allen Tibus Engineer III City Engineer's Office
	2.5. Inspect and survey the location then prepare report and certification	None	5 days	Engr. Ildefonso Coronica Engineering Asst. City Engineer's Office
	2.6. Endorse the certification to the Head of the Maintenance Division for initial signature.	None	30 Minutes	Engr. Ildefonso Coronica Engineering Asst. City Engineer's Office
	2.7. Approve the Certification and endorse the same to the Records Section for releasing	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
3. Secure Order of Payment	3. Assess fees and Issue Order of Payment	₱100.00 certification fee; ₱1,000.00 inspection fee	30 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office



4. Pay at the City Treasurer's Office	4. Receive payment	None	1 Hour	Cashier - City Treasurer's Office
5. Present/submit the official receipt and claim the approved certification.	5.1. Record and release the documents	None	30 Minutes	Mr. Ramil Tario, Records Officer – City Engineer's Office
TOTAL:		₱100.00 certification fee; ₱1,000.00 inspection fee	5 Days, 6 Hours and 30 Minutes	



7. Request for Road-Right-Of-Way Certification				
The City Engineer's Office issues Road-Right-of-Way Certification to individuals or entities who wish to avail the benefits of the social housing program.				
Office	City Engineer's Office			
Classification	Complex			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request with complete address and contact number of the requesting party – 1 original, 2 photocopies			Requesting party	
2. Land Title – 1 Certified True Copy			Requesting party	
3. Sketch Plan/Map (If possible, approved subdivision plan for each land title) – 1 photocopy			Requesting party	
4. Certification of Barangay Roads – 1 original or certified true copy			From concerned Barangay Office	
5. Deed of Donation – if roads are donated – 1 original or certified true copy			Requesting party	
6. Intent to sell – intended for relocation site donated – 1 original or certified true copy			Requesting party	
7. Intent to buy – intended for relocation site donated – 1 original or certified true copy			Requesting party	
8. Subdivision Scheme -intended for relocation site – 1 original or certified true copy			Requesting party	
9. Special Power of Attorney or written authorization for authorized representatives – 1 original, 1 photocopy			Special Power of Attorney will be secured from any lawyer while the authorization will be secured from the requesting party.	
10. Resolution/Memorandum of Agreement (if using another subdivision as their access road) – 1 original or certified true copy			Requesting party	
11. Tax Mapping (if there's any, for verification) – 1 photocopy			City Assessor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter-request with complete attachments for pre-evaluation	1. Pre-evaluate the submitted documents	None	30 Minutes	Engr. Agnes H. Bonjoc Engineer II City Engineer's Office



2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments)	2. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Officer-in-Charge	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Evaluate and approve the request and forward the same Records Section.	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	2.3 Record the recommendation and forward the documents to the Demolition Section	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.4. Assess the documents and schedule for ocular inspection.	None	15 Minutes	Engr. Agnes H. Bonjoc Engineer II City Engineer's Office
	2.5. Inspect and survey the location then prepare report and certification.	None	3 days	
	2.6. Endorse the certification to the Head of the Demolition Section for counter signature.	None	30 Minutes	
	2.7. Approve the Certification and endorse the same to the Demolition Section for releasing.	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
3. Secure Order of Payment	3.1. Assess fees and issue Order of Payment.	₱ 1000- certification fee	30 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office



4. Pay at the City Treasurer's Office	4.1. Receive payment	None	1 Hour	Cashier - City Treasurer's Office
5. Present/submit the official receipt and claim the approved certification.	5.1. Release the documents	None	15 Minutes	Engr. Agnes H. Bonjoc Engineer II City Engineer's Office
TOTAL:		₱ 1000- certification fee	3 Days, 5 Hours and 30 Minutes	



8. Request for Project Monitoring for the Barangay Funded Projects

The Barangay requests the City Engineer's Office for project monitoring of infrastructure projects funded under Barangay Development Fund and other Barangay Funded Projects.

Office	City Engineer's Office
Classification	Simple
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the Barangay captain with date indicated in the request – 1 original, 2 photocopies	Barangay
2. Notice to Proceed with date indicated and date received by the winning bidder (contractor) – 1 photocopy	
3. Notice of Award with date indicated and date received by the winning bidder (contractor) – 1 photocopy	
4. Contract Agreement – 1 photocopy	
5. Construction Schedule and S-Curve – 1 photocopy	
6. Set of Design Plans and Program of Works – 1 photocopy	
7. Detailed Estimate prepared and signed by the contractor based on the approved contract – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 copies of letter-request with complete attachments for pre-evaluation	1.1 Pre-evaluate the submitted documents	None	30 Minutes	Engr. Gerald G. Yana Engineer II Engr. Chona C. Arocha Engineer III City Engineer's Office
2. Submit pre-evaluated documents (2 copies of letter-request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office



	submitted to the Officer-in-Charge			
	2.2. Evaluate and approve the request and forward the same to the Records Section.	None	1 day	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	2.3. Record the recommendation and forward the documents to the Construction Division/Material Testing and Quality Control Division (MTQC)	None	30 Minutes	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.4. Assess the documents and schedule for ocular inspection/sampling of materials (inspection is done within the duration of project implementation)	None	1 Hour	Engr. Gerald G. Yana Engineer II Engr. Chona C. Arocha Engineer III II City Engineer's Office
	TOTAL:	None	1 Day and 3 Hours	



9. Request to Claim Partial and/or Final Payment of the Project for City Projects Under Barangay Development Fund

The Contractor/Barangay writes letter to City Engineer's Office requesting for payment of infrastructure projects.

Office	City Engineer's Office
Classification	Complex and Highly Technical
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business
Who may avail	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 copies of request letter from the contractor – 1 original, 2 photocopies		Contractor		
2. For final payment, attached Certified True Copy of Partial payment vouchers – 1 photocopy				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter-request with complete attachments for pre-evaluation	1.1 Pre-evaluate the submitted documents	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Construction Division for appropriate action.	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Assess/ Evaluate documents and schedule for ocular inspection based on the dated specified in the letter-request.	None	30 Minutes	Engr. Gerald G. Yana Engineer II Engr. Chona C. Arocha Engineer III City Engineer's Office



	2.3. Inspect and monitor the project. For final billing, the post-completion report must be signed by the end user which signifies that the end-user certifies that the project is completed in accordance with the approved plans and specifications.	None	5 days	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.4. Prepare billing documents and forward the same to the Material Testing and Quality Control Division (MTQC).	None	4 Hours	
	2.5. Attach MTQC inspection report and return the same to the Construction Division for signature.	None	2 Hours	Engr. Chona C. Arocha Engineer III City Engineer's Office
	2.6. Evaluate the documents and sign the same for approval and forward the documents to the Admin. Division for evaluation.	None	2 Hours	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.7. Record/ control/ evaluate/ segregate and attach pertinent documents and forward the same to the Officer-in-	None	3 Hours	Cecelia D. Tano Supervising Admin. Officer City Engineer's Office



	Charge for signature/ approval			
	2.8. Sign documents and forward the same to the Admin. Division	None	30 Minutes	Atty. Joseph Dominic S. Felizarta OIC City Engineer's Office
	2.9. Assess/evaluate documents, encode data entries in the document tracking system (except for BDF Projects), prepare/ generate disbursement voucher (except for BDF Projects) and prepare checklist of requirements.	None	30 Minutes	Cecelia D. Tano Supervising Admin. Officer City Engineer's Office
2.10 up to 2.12 – exclusive for final billing of City Funded-projects, projects funded by Trust Fund and other fund sources except for BDF- funded projects				
	2.10 For final billing (except for BDF projects), return to Construction Division and forward the same to the Office of the Assistant City Administrator (for Administration) for evaluation	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.11 Evaluate documents and conduct verification/ investigation and	None	3 days	Atty. Tristan Dwight P. Domingo



	return the same to the Construction Division.			Assistant City Administrator (for Administration) City Engineer's Office
	2.12 Record documents and forward the same to the Administrative Division.	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.13. Forward documents to the City Accountant's Office For projects under Barangay Development Fund, the original copy of the billing documents will be returned to the Barangay for the processing of the payment.	None	30 Minutes	Cecelia D. Tano Supervising Admin. Officer City Engineer's Office
	TOTAL:	None	6 Days, 6 Hours and 30 Minutes (for partial billing of all projects and final billing of BDF projects) 9 Days, 7 Hours and 30 Minutes (for final billing of City-funded projects and other fund)	



		sources except for BDF-funded projects)	
--	--	--	--



10. Request for Processing of Retention Money for City Funded Projects				
If the project is satisfactorily done, at a minimum of three months after the project completed, the contractor will request to claim their retention money.				
Office	City Engineer's Office			
Classification	Complex			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from the contractor/Barangay – 1 original, 2 photocopies			Contractor/Barangay	
2. Disbursement Voucher/s (1 st , 2 nd , 3 rd , ...) – 1 Certified True copy				
3. Set of Surety Bond signed by witnesses – 1 original, 1 Certified True copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter-request with complete attachments for pre-evaluation	1.1 Pre-evaluate the submitted documents	None	30 Minutes	Engr. Galden G. Yana Engineer II City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Construction Division.	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Assess the documents and schedule for ocular inspection.	None	30 Minutes	Engr. Galden G. Yana Engineer II Engr. Chona G. Arocha Engineer III City Engineer's Office
	2.3 Conduct ocular inspection.	None	5 days	



	2.4. Prepare Inspection report and Disbursement Voucher and forward documents to the MTQC Division for signature	None	2 Hours	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.5. Evaluate/sign documents and return documents to the Construction Division.	None	2 Hours	Engr. Chona C. Arocha Engineer III City Engineer's Office
	2.6. Update record and forward documents to the Admin. Division.	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
3. Secure Order of Payment	3.1. Assess fees and issue Order of Payment	Certified True Copy ₱50 /page and ₱20 for the succeeding pages	30 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
4. Pay at the City Treasurer's Office	4. Receive payment	None	1 Hour	Cashier - City Treasurers Office)
5. Present Official Receipt and get the documents	5.1 Certify the Post Completion Report Document.	None	10 Minutes	Mr. Ramil Tario Records Officer City Engineer's Office
	5.2. Update records and forward disbursement voucher and supporting documents to the City Accountant's Office	None	30 Minutes	Ms. Cecelia D. Tano. Supervising Admin. Officer City Engineer's Office



TOTAL:	None	6 Days and 40 Minutes	
---------------	-------------	----------------------------------	--



11. Request for Processing of Retention Money of the Barangay – Funded Projects

If the project is satisfactorily done, at a minimum of three months after the date the project was completed, the contractor will request to claim their retention money.

Office	City Engineer's Office
Classification	Complex
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the contractor/Barangay – 1 original, 2 photocopies	Barangay
2. Copy/s of Disbursement Voucher/s (1 st , 2 nd , 3 rd ,) by the contractor – 1 Certified True copy	
3. Set of Surety Bond signed by witnesses – 1 original, 1 Certified True copy	
4. Disbursement voucher for retention – 2 original	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of letter-request with complete attachments for pre-evaluation	1. Pre-evaluate the submitted documents	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
2. Submit pre-evaluated documents (3 copies of letter-request with complete attachments)	2.1. Receive, record, enter the subject matter in the document tracking system and route documents submitted to the Construction Division.	None	1 Hour	Ms. Sylvia Cloribel Clerk IV City Engineer's Office
	2.2. Assess the documents and schedule for ocular inspection.	None	30 Minutes	Engr. Gerald G. Yana Engineer II Engr. Chona G. Arocha
	2.3 Conduct ocular inspection.	None	5 days	Engineer III – City Engineer's Office



	2.4. Prepare Inspection report and Disbursement Voucher (corrected) and forward documents to the MTQC Division for signature	None	2 Hours	Engr. Gerald G. Yana Engineer II
	2.5. Evaluate/sign documents and return documents to the Construction Division.	None	2 Hours	Engr. Chona C. Arocha Engineer III City Engineer's Office
	2.6. Update record and forward documents Officer-in-Charge for approval	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
	2.7. Release documents	None	30 Minutes	Engr. Gerald G. Yana Engineer II City Engineer's Office
TOTAL:		None	5 Days and 2 Hours	



**CITY ENVIRONMENT AND NATURAL
RESOURCES OFFICE
EXTERNAL SERVICES**



1. Quarry Permit (Sand and Gravel, Earthfill, Volcanic Tuff and Other Quarry Materials) – New/ Renewal

Issued to any qualified person applying for a quarry permit on privately-owned lands and/or public lands for building and construction materials such as marble, basalt, andesite, conglomerate, tuff, adobe, granite, gabbro, serpentine, inset filling materials, clay for ceramic tiles and building bricks, pumice, perlite and other similar materials that extracted by quarrying from the ground and have complied with all the requirements as prescribed by the rules and regulations stipulated on RA 7942 Chapter VIII Section 43.

Office or Division	CENRO/Natural Resources Operations Division
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may avail	All Quarry Permit Applicants

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. List of monthly expenses of children; and/or	1.
a. Application Letter address to the City Mining Regulatory Board Chairperson.	a. Applicant
b. Sketch Plan (Deputized Private Geodetic Engineers)	b. Applicant's Private Engineer
c. City Planning Certification	c. City Planning and Development Office
d. Barangay Resolution (Recommending No Objection of the application of Quarry Permit)	d. Barangay Hall Office
e. Photocopy of Land Title or Deed of Sale (Certified true copy from the Registry of Deeds) – For earthfill and Quarry Application	e. Registry of Deeds
f. Financial capability of (P 100,000.00)	f. Applicant
g. Certificate of No Encumbrance (Certifying the Title Land not being in mortgage)	g. Registry of Deeds
h. Agreement between the lot owner (if in case, the applicant is not the lot owner of the applied site; and should include in the agreement the rehabilitation and protection measures after the operation) with notarization.	h. Applicant's Legal Counsel
i. Special Power of Attorney for the Representative of the Individual applicant / Board Resolution for the Corporation / Association, Partnership or Cooperative	i. Applicant
j. Two (2) valid IDs (SSS, Professional License, TIN / Philhealth ID with picture, & other valid IDs)	j. Applicant
k. Latest Bill (water, electric, telephone)	k. Applicant
l. Three (3) long folders with fasteners	l. Applicant



<p>m. Official Receipt from the City Treasurer's Office for:</p> <p>a. Area Verification - Php 150.00</p> <p>b. Filing and Processing Fee – Php 50.00 Php 200.00</p>	m. City Treasure's Office
<p>Note: All documents to be submitted in three (3) copies each page. For more information, please contact CENRO/CMRB Staff at 225-0744/227-2655.</p>	
2.City Council Resolution and Ordinance on Granting the request for additional allowable use for the application of sand & gravel, earthfill, and quarry permit	2. Sangguniang Panglungsod
3. Application form duly accomplished and notarized (2 sets of original copies)	3. Applicant
4. Inter-Agency Task Group conducts inspection to the applied area and make Field Verification Report (3 sets of original copies)	4. IATG / CENRO
5. Sketch Plan (1 original)	5. Mines and Geo-Sciences Bureau-Deputized Geodetic Engineer
6. Area clearance from the concerned government agencies that may affect by application:	6.
a. City Planning Certification (1 original)	a. City Planning and Development Office
b. City Engineer Certification (1 original)	b. City Engineer's Office
c. DPWH Certification (1 original)	c. DPWH
d. National Irrigation Administration (1 original)	d. NIA
e. Department of Agriculture Certification (Earthfill and Quarry) (1 original)	e. Department of Agriculture
f. National Commission of Indigenous People Certification (SAG only) (1 original)	f. NCIP
7.Certification that posting has been complied with concerned offices (1 original and 1 photocopy each document)	7.
a. MGB Certification	a. Mines and Geo-Sciences Bureau
b. CENRO - LGU Certification	b. CENRO
c. Barangay Certification	c. Barangay Hall Office
8. Work Program duly prepared, signed and sealed (2 original hard copies signed and sealed)	8. Licensed Mining Engineer/ Geologist
9. Personal Data Sheet (1 original and 1 photocopy)	9. Applicant
10. Area Status (Clearance) (1 original and 1 photocopy)	10.Mines and Geosciences Bureau



11. Environmental Compliance Certificate (ECC) (2 original copies and 2 photocopies)	11. Environmental Management Bureau (DENR XI)			
12. Order of payment for area verification (2 original copies)	12. CENRO			
13. Surety bond in the amount of Php 20,000.00 to answer for and guarantee payment for whatever damage that maybe incurred during operations (1 original and 1 photocopy)	13. Any Insurance Company (for Quarry)			
14. Barangay Resolution (favorably recommending no objection of the application (1 original and 1 photocopy)	14. Barangay concerned			
15. Letter consent or written permission if area is with in private property (Earthfill and Quarry) (1 original and 1 photocopy)	15. Owner of private property			
16. Resource Sustainability and Geohazard Assessment prepared, signed and sealed (2 original copies)	16. Licensed Mining Engineer/ Geologist (Private)			
17. Advance Extraction Fee of _____ per cubic. (Applicable only for sand & gravel application)	17. City Treasure's Office			
18. Quarry Permit (3 sets of original copies)	18. CENRO Office			
19. Additional Requirements (for Renewal only):	19.			
a. Excise Tax	a. Bureau of Internal Revenue			
b. Social Development Management Project	b. Davao City Quarry Master Association (payable to Asia United Bank)			
c. Comprehensive Technical Report	c. Private Mining Engineer			
d. Audited Financial Report	d. Certified Public Accountant			
e. Affidavit of no operation (to be executed only to the area that has no operation)	e. Applicant's Legal Counsel			
CLIENT STEPS (New Application)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall submit request for pre-plotting	1. Receive Sketch Plan	None	5 Minutes	Lee Jessica B. Salve/ Engr. Melody S. Dapusala, Environmental Management Specialist I/ Acting Section Chief - MGS – CENRO
	1.2 Plot the map and prepare pre-plotting report and copy furnish the applicant	Php 750.00 per hectare (Pay to City Treasurer's Office)	20 Minutes	
	1.3 Advise to secure Zoning Certification from CPDO & blue-print of the map		5 Minutes	



2. Submits Zoning Certification and blue-print of the map	2.1 Receive Certification and the blue-print of the map.	None	5 Minutes	Lee Jessica B. Salve/ Ramir B. Sumagang/ Girlie Mae V. Domaoan/ Engr. Melody S. Dapusala, Environmental Management Specialists I/ Community Development Assistant I/ Acting Section Chief- MGS – CENRO
	2. 2 IATG conducts inspection, preparation and deliberation of report	None	1 Week	
3. Claim the copy of the IATG Inspection Report	3.1 Furnish copy of Inspection Report with recommendation	None	10 Minutes	Girlie Mae V. Domaoan Environmental Management Specialist I
	3.2 Advise applicant to proceed for Quarry permit application.		5 Minutes	
4. Applicant shall comply and submit Preliminary Requirements	4.1 Prepare Order of Payment	Php 200.00	5 Minutes	Jose Maria P. Cruz Community Development Assistant I – CENRO
	4.2 Prepare letter for area clearance signed by the CMRB Chairperson		1 Day	
5. Submit approved/ certified sketch plan to CENRO	5.1 Receive the approved sketch plan	None	5 Minutes	Lee Jessica B. Salve Environmental Management Specialist I – CENRO
	5.2 Prepare letter of posting address to Barangay, MGB & CENRO for area clearance if it is free from any conflict and mining claims		1 Day	



	5.3 Advise to secure additional allowable use thru Local Zoning Board Adjustment and Appeal to CPDO for favorable indorsement to Sangguniang Panlungsod for approval		4 Hours (Depends on the City Planning and Development Office)	
6. Submit all necessary requirements for the permit application.	6.1 Verify the complete requirements	None	3 Hours	Girlie Mae V. Domaoan Environmental Management Specialist I – CENRO
7. Submit complete documents to CMRB Secretariat-CENRO	7.1 City Mining Regulatory Board deliberation for approval	None	1 Day	Engr. Melody S. Dapusala Acting Section Chief-MGS – CENRO
	7.2 Indorse to CMO for the approval of the permit		4 Hours	Engr. Marivic L. Reyes Acting Department Head - CENRO
	7.3 Inform the applicant through phone call once the application of the permit is approved		10 Minutes	Lee Jessica B. Salve Environmental Management Specialist I – CENRO
8. Applicant shall proceed to CENRO for the Order of Payment	8.1 Prepare Order of Payment	None	10 Minutes	Jose Maria P. Cruz Community Development Assistant I – CENRO
	8.2 Advise to pay extraction fee to City Treasurer's Office	Php 25,000.00 Initial payment/ per month	15 Minutes	



9. Applicant claims the approved permit for notarization and photocopying	9. Prepare acknowledgement and mines request slip for quarry ticket	None	15 Minutes	Jose Maria P. Cruz Community Development Assistant I
10. Submission of payment Official Receipt (OR) and notarized permit	10. Conduct orientation of the terms and conditions stipulated in the approved quarry permit and releasing	None	1 Hour	Engr. Melody S. Dapusala Acting Section Chief-MGS – CENRO
TOTAL:		Php 25,950.00	1 Week, 4 Days, 5 Hours and 50 Minutes	

CLIENT STEPS (Renewal)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Renewal Form (fill out)	1.1 Receive the request for renewal form.	Php 200.00	4 Minutes	Lee Jessica B. Salve Environmental Management Specialist I
	1.2 Prepare acknowledgment letter and order of payment for area verification and processing		30 Minutes	
2. Proceed to CENRO for the Letter of acknowledgement with the date of inspection	2. IATG conducts inspection, preparation and deliberation of report	None	1 Week	Ramir B. Sumagang Community Development Assistant I Lee Jessica B. Salve Environmental Management Specialist I Girlye Mae V. Domaoan Environmental



				Management Specialist I Engr. Melody S. Dapusala Acting Section Chief-MGS
3. Receive Inspection Report	3.1 Advise to comply all mandatory requirements	None	30 Minutes	Lee Jessica B. Salve Environmental Management Specialist I
4. Applicant shall comply/submit Mandatory Requirements	4.1 Receive and verify the submitted requirements	None	3 Hours	Girlie Mae V. Domaoan Environmental Management Specialist I
	4.2 City Mining Regulatory Board deliberation for approval			Engr. Melody S. Dapusala Acting Section Chief-MGS
	4.2.1 Indorse to CMO for the approval of the renewal of permit		1 Day	Engr. Marivic L. Reyes Acting Department Head
	4.2.2 Inform the applicant through phone call once the application of the renewal of permit is approved		30 Minutes	Lee Jessica B. Salve Environmental Management Specialist I
5. Applicant shall proceed to CENRO for the Order of Payment	5.1 Prepare Order of Payment	None	10 Minutes	Jose Maria P. Cruz Community Development Assistant I
	5.2 Advise to pay extraction fee to City Treasurer's Office	Php 25,000.00 Initial payment/ per month	5 Minutes	



6. Applicant claims the approved permit for notarization and photocopying	6. Prepare acknowledgement and mines request slip for quarry ticket	None	10 Minutes	Jose Maria P. Cruz Community Development Assistant I
7. Submit Official Receipt (OR) and notarized permit	7. Receive the official receipt and release the quarry permit	None	15 Minutes	Engr. Melody S. Dapusala Acting Section Chief-MGS
TOTAL:		Php 25,200.00	1 Week, 1 Day, 5 Hours and 14 Minutes	



2. Issuance of Order of Payment for Special Garbage Collection and Tipping Fees				
Issued to generators of solid wastes and private solid waste haulers providing services for establishments in the city with a quantity of residual and special waste exceeding the volume of more than three (3) cubic meters from any source except for public markets as provided in Article VIII Section 21 and Article X Section 32 of Davao City Ecological Solid Waste Management Ordinance No. 0361-10 Series of 2010. A corresponding service charge will be collected for garbage collection as mandated under Article III, Section/s 289/290, Revised Revenue Code of Davao City.				
Office or Division	CENRO – Environmental Waste Management Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All Private Haulers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Submit request letter for Special Garbage Collection addressed to Head of CENRO (1 original and 1 photocopy)		1. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SPECIAL COLLECTION 1. Submit letter request for Special Garbage Collection addressed to the Department Head, subject for inspection, assessment and approval.	1. Receive letter request	None	10 Minutes	Engr. Marivic L. Reyes/ Engr. Lakandiwa R. Orcullo. Acting Department Head/ EWMD-Acting Division Chief – CENRO
2. Accommodate and guide the inspector/s to their waste storage area during inspection.	2. Conduct inspection and assess the type of garbage as well as the volume to have a basis for the issuance of the Order of Payment and Schedule of Collection. Issues corresponding Order of Payment upon approval.	None	1 Day	Engr. Lakandiwa R. Orcullo EWMD-Acting Division Chief – CENRO



3. Pays the prescribed special collection fee (upon approval) and present Official Receipt to CENRO	3.1 Collects the solid waste	Php 5,000.00 for the first fifteen (15) kilometers and an additional amount of Php 150.00 for every succeeding kilometer per truckload or a fraction thereof	2 Days (depending on schedule)	Engr. Lakandiwa R. Orcullo EWMD-Acting Division Chief – CENRO
TOTAL:		Depends on No. of truckloads and distance	3 Days and 10 Minutes	
TIPPING FEE 1. In case client decides to directly dispose to SLF using own vehicle, client shall pay the corresponding tipping fee for the disposal of their residual and special wastes in the Landfill.	1. Assess the volume of garbage using differential weights of the vehicle at the weighbridge before and after dumping and issue Order of Payment for the corresponding Tipping Fee.	Php 3.00 per kilo	30 Minutes	Engr. Felinee D. Cabrera In-charge of SLF Operations – CENRO
TOTAL:		Depends on the truckload per disposal	30 Minutes	



3. Issuance of Solid Waste Management Certificate (New - Low Risk)				
Issued to all establishment owners in compliance with the directive of City Ordinance 0361-10 to annually secure a Solid Waste Management Certificate. Said certificate forms part of the requirement in acquiring business permit.				
Office or Division	CENRO – Environmental Waste Management Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All Business Permit Applicants			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished Business Permit Application - 1 photocopy		1. Business Bureau		
2. Attendance to Solid Waste Management (SWM) Orientation		2. CENRO		
3. Accomplished SWM Plans, Programs and Practices of client (checklist form)		3. CENRO (To be filled out by client)		
4. Payment of Certificate Fee (Official Receipt)		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New applicant must submit copy of duly accomplished business permit application form to CENRO – EWMD.	1. Receive form. Advises client to attend seminar/ orientation on Solid Waste Management	None	5 Minutes	Mary Grace C. Estillore, Environmental Management Specialist I – CENRO
2. Attend orientation on proper solid waste management.	2. Orient clients on Proper Solid Waste Mgt. (City Ord. 0361-10) and issues attendance slip.	None	40 Minutes	
3. Accomplish and submit solid waste management plans, programs and practices (checklist form)	3. Checks and evaluates duly filled Checklist and prepares SWM certificate	None	10 Minutes	Engr. Crisil E. Guyot/ Engr. Marivic L. Reyes, Environmental Management Specialist II/ Acting Department Head – CENRO
4. Pay prescribed certificate fee	4. Releases Solid Waste Management Certificate	Php 500 certification fee	5 Minutes	Engr. Lakandiwa R. Orcullo EWMD-Acting



				Division Chief – CENRO
TOTAL:		Php 500.00	1 Hour	



4. Issuance of Solid Waste Management Certificate (New - High Risk and PALC Applications)

Issued to all establishment owners and Project Developers expected to generate voluminous amounts of garbage and in compliance with the directive of City Ordinance 0361-10 to annually secure a Solid Waste Management Certificate. Said certificate forms part of the requirement in acquiring business permit as well as PALC (Preliminary Approval of Locational Clearance) applications of the City Planning and Development Office.

Office or Division	CENRO – Environmental Waste Management Division
Classification	Complex
Type of Transaction	G2B – Government to Business
Who may avail	All Business Permit Applicants

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Accomplished Business Permit Application (1 photocopy) for new business.		1. Business Bureau		
2. Letter request for issuance of Solid Waste Management (SWM) Certificate addressed to CENRO Department Head		2. Applicant		
3. Attendance to Solid Waste Management (SWM) Orientation		3. CENRO		
4. Project/Establishment's SWM Plans, Programs and Practices		4. Applicant		
5. Payment of Certificate Fee (Official Receipt)		5. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New applicant must submit copy of duly accomplished business permit application form to CENRO – EWMD. *PALC Applications must submit letter request for SWM certificate.	1. Receive form or request letter. Advises client to attend seminar/ orientation on Solid Waste Management	None	5 Minutes	Engr. Crisil E. Guyot, Environmental Management Specialist II – CENRO
2. Attend orientation on proper solid waste management.	2. Orient clients on Proper Solid Waste Mgt. (City Ord. 0361-10) and issues attendance slip.	None	40 Minutes	CENRO-EWMD (Information Education Campaign Personnel)



3. Prepare and submit solid waste management plans, programs and practices of proposed project or business undertaking.	3. Checks and evaluates duly prepared SWM plan and informs client of the schedule of inspection.	None	1 Day	Engr. Crisil E. Guyot CENRO Environmental Management Specialist II
4. Accommodate and guide the inspector/s to Project Site/ Business Establishment during inspection.	4.1 Releases Solid Waste Management Certificate	None	2 Days	Engr. Crisil E. Guyot, Environmental Management Specialist II – CENRO
	4.2 Prepares report and recommendations. Issues Order of payment.			
5. Pay prescribed certificate fee	5. Prepares and releases Solid Waste Management Certificate	Php 500.00 certification fee	5 Minutes	Engr. Lakandiwa R. Orcullo/ Engr. Marivic L. Reyes, EWMD-Acting Division Chief/ Acting Department Head - CENRO
TOTAL:		Php 500.00	3 Days and 50 Minutes	



5. Issuance of Solid Waste Management Certificate for Renewal for Low Risk and High Risk				
Issued to all establishment owners whose Solid Waste Management Certificate shall be renewed annually as prescribed in Article XII Section 38 of Davao City Ecological Solid Waste Management Ordinance No. 0361- 10 Series of 2010.				
Office or Division	CENRO – Environmental Waste Management Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All Business Permit Applicants			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Previous Solid Waste Management Certificate (original or photocopy)		1. Applicant.		
2. Accomplished Business Permit Application (1 photocopy)		2. Business Bureau		
3. Attendance to Solid Waste Management (SWM) Orientation		3. CENRO		
4. Payment of Certificate Fee (Official Receipt)		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Solid Waste Management Certificate of the preceding year to CENRO-EWMD personnel along with copy of Business Permit Application.	1.1 Receive and validate SWM certificate. *For not renewed SWM certificate, Citation Ticket/ Order of Payment is issued.	None	15 Minutes	Engr. Crisil E. Guyot CENRO Environmental Management Specialist II
2. Attend orientation on proper solid waste management.	2. Orient clients on Proper Solid Waste Mgt. (City Ord. 0361-10) and issues attendance slip.	None	40 Minutes	Engr. Lakandiwa R. Orcullo EWMD-Acting Division Chief – CENRO
3. Pays prescribed certificate fee and fine for not renewed certificate.	3. Prepares records and releases the Solid Waste Management Certificate.	Certificate fee Php 500.00 Non-renewal: 1st time Offender =	15 Minutes	Engr. Lakandiwa R. Orcullo/ Engr. Marivic L. Reyes, EWMD-Acting Division Chief/ Acting Department Head – CENRO



		Php 500.00 Repeat Offenders = Php 1,000.00		
TOTAL:		Certificate fee Php 500.00 Non- renewal: 1st time Offender = Php 500.00 Repeat Offenders = Php 1,000.00	1 Hour and 10 Minutes	



6. Issuance of Emission Discharge Ticket (EDT) – Anti-Smoke Belching Unit (ASBU)				
Issued to all motor vehicle owners or operators found operating motor vehicle in excess of the allowable Emission Standard shall be liable to pay an administrative fine as stated in Rule XII Section 8 and 14 of Smoke Belching Ordinance No. 02-80-06 Series of 2006.				
Office or Division	CENRO – Environmental Waste Management Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Violators/ Offenders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Notice of Testing Forms		1. CENRO/ Environmental Waste Management Division / Anti-Smoke Belching Unit Office		
2. Emission Discharged Ticket		2. None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Public and private vehicles plying within the jurisdiction of Davao City that violates the Anti-Smoke Belching Ordinance No. 02-80-06 Series of 2006	1.1 Conduct random roadside inspection of smoke belcher vehicles.	None	1 Minute	Engr. Ardeo E. Armentano CENRO-EWMD ASBU Enforcer – CENRO
	1.2 Flag down the vehicle that emits black smoke visually		2 Minutes	
	1.3 Borrow the Official Receipt / Car Registration of the vehicle and Driver's License for record purposes.			
	1.4 Issue a notice of testing and locational map of the testing center to the driver of the vehicle.			
2. The driver/ owner/ operator goes to CENRO Test Center for smoke emission test and present the notice of testing	2.1 Verify and check the notice of testing	None	15 Minutes	Engr. Ardeo E. Armentano CENRO-EWMD ASBU Enforcer – CENRO
	2.2 Conduct emission test.		15 Minutes	
• If the result shows that passed	2.3.1 Issue emission test result and ASBU passed sticker (valid			



	for 6 months)			
<ul style="list-style-type: none"> If the result shows that the vehicle failed the test 	2.3.2 Issue the emission test result and emission discharge ticket (EDT) for the administrative fine of the violation and advise to pay to the City Treasurer's Office	Php 1,000.00	15 Minutes	Engr. Ardeo E. Armentano CENRO-EWMD ASBU Enforcer – CENRO
3. Pay to City Treasurer's Office	3. None		3 Minutes	
4. Present the official receipt to ASBU Smoke Test Center.	4.1 Receive and verify the official receipt	None	5 Minutes	Engr. Ardeo E. Armentano ASBU Enforcer
	4.2 Advise the driver that the vehicle should undergo repairs & within 7Days for the re-emission of the vehicle		5 Minutes	
5. The driver/ owner brings back the vehicle to the ASBU Smoke Test Center	5. Conducts re-test at the CENRO Test Center for free.	None	15 Minutes	Engr. Ardeo E. Armentano ASBU Enforcer
<ul style="list-style-type: none"> If the result shows that the vehicle passed the test. 		None	5 Minutes	
OPTIONAL: Owners or Operators of a fleet of cars, trucks and buses shall request for voluntary conduct of garage/ terminal emission test		Light Vehicle- Php 100.00 per unit Heavy Vehicle – Php 150.00 per unit		
TOTAL:		Request for voluntary conduct of garage/	Emission test passed:	
			1 Hour and 16 Minutes	



	terminal emission test: Light Vehicle- Php 100.00 per unit Heavy Vehicle – Php 150.00 per unit * If emission test failed – Php 1,000.00	Emission test failed: 1 Hour and 26 Minutes	
--	--	--	--



7. Issuance of Citation Ticket as Penalty on Prohibited Acts and Omissions of “Davao City Ecological Solid Waste Management Ordinance of 2009”				
Littering, scattering, throwing and dumping of waste in public places such as roads, sidewalks, canals, esteros, gutters, manholes, parks, public playground, public school campuses, public buildings, establishments, riverbanks, coastlines, rivers, lakes, creeks and seas, or causing or permitting the same;				
Office or Division	CENRO – Environmental Waste Management Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Violators / Offenders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Original copy of Citation Ticket issued to the Violator/Offender		1. Environmental Waste Management Division – Pollution & Industrial Waste Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Violator of Anti-Littering Ordinance	1.1 Anti-littering enforcer apprehends and issues Citation Ticket	None	3 Minutes	Engr. Lakandiwa R. Orcullo/ SPO3 Olmido T. Sobrecarey, (RET) EWMD-Acting Division Chief/ Garbage Collection and Personnel In-Charge – CENRO
	1.2 Advise to attend Orientation / Seminar on Ecological Solid Waste Management Ordinance of Davao City			
2. Proceeds to CENRO Main Office at Maa Motorpool Compound to attend the mandatory Seminar/Orientation on Ecological Solid Waste Management Ordinance of Davao City	2.1 Conduct Seminar/Orientation on Ecological Solid Waste Management Ordinance of Davao City	None	45 Minutes	Engr. Lakandiwa R. Orcullo EWMD-Acting Division Chief - CENRO
	2.2 Advise to pay the penalty to City Treasurer’s Office		15 Minutes	



<p>3. Pay the penalty to the City Treasurer's Office</p> <ul style="list-style-type: none"> In case of voluntary community service, violators shall report to barangay to render the service. 	<p>3. None</p>	<p>1st Offense Php 500.00/ Four (4) working Hours of community service.</p> <p>2nd Offense Php 1,000.00 / Four (8) working Hours of community service.</p> <p>Major Offense Php 5,000.00 for every violation of Sec. 44, Par. (10), (11), (13), (14) and (15).</p> <p>Failure to pay the penalty or render the community service, the case shall be filed for Prosecution in Court.</p>		<p>Engr. Lakandiwa R. Orcullo EWMD-Acting Division Chief - CENRO</p>
<p>4. Submit a copy of the official receipt of payment to CENRO</p>	<p>4.1 Receive the official receipt of payment or certificate of</p>	<p>None</p>	<p>3 Minutes</p>	<p>Engr. Lakandiwa R. Orcullo EWMD-Acting</p>



Main Office or a copy of Certificate of Completion of the rendered community service duly signed by the Authorized Officer.	completion			Division Chief - CENRO
	4.2 Record the submitted copy of official receipt of payment or Certificate of Completion of the rendered community service which shall consider the case closed.			
TOTAL:		Depending on the offense committed	1 Hour and 6 Minutes	



CITY GENERAL SERVICES OFFICE
EXTERNAL SERVICES



1. Request for Sound System, Tent or Chairs				
Provide Sound System with Operators and lends tent or chairs				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G/G2C – Government to Government/ Government to Citizen			
Who may avail	Barangay Council, Schools, NGO/ GO			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request with contact Number		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby.	1. Give the Log Book to the client.	None	3 Minutes	Officer of the Day
2. Submit Letter Request	2.1 Receive Letter Request then to OIC for notation.	None	3 Minutes	Violeta Maglunsod, Administrative Aide III – GSO
	2.2 Check if items requested is available or free of prior commitment, then calendar the activity,	None	10 Minutes	Eliver A. Fediles, Administrative Aide III – GSO
	2.3 Inform client if denied or approved.	None	5 Minutes	Violeta Maglunsod/ Priscilla C. Liquit, Administrative Aide III/ Bookbinder III – GSO
TOTAL:		None	21 Minutes	



2. Request for Order of Payment – Public Bidding				
Order of payment to be presented at the City Treasurer’s Office for the Bid Documents, Performance Bond, Bidder’s Bond and Auction.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All suppliers or bidders			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Bid Documents (Bid Number and Category)			1. PHILGEPS Website or at www.davaocityportal ,com	
2. Performance of Bond (Notice of Award)			BAC Secretariat Support Staff	
3. Bidder’s Bond (Invitation to Bid)				
4. Auction (Invitation to bid)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Log Book at the Public Assistance Counter (PAC)	1. Assist the client in filling in the Log Book	None	1-2 Minutes	Kathy D. Togle, Admin. Aide III – GSO
2. Approach the Bids and Awards Committee (BAC) Secretariat - Support Staff	2. Refer the client to the BAC Secretariat - Support Staff	None	1 Minutes	
3. Inquire for the fees to be paid at the City Treasurer’s Office (CTO).	3. Inform the client of the standard rates corresponding to The ABC range.	None	2 Minutes	
4. Submit requirements (if with any) and request for Order of Payment	4. Receive the necessary requirements and fill in the Order of Payment form.	None	3 Minutes	Hanna Loi Mae R. Laroa, Admin. Assistant III – GSO
5. Secure the Order of Payment to be presented at the CTO.	5. Issue the Order of Payment to the client duly signed by the BAC Secretariat or BAC – Technical Working Group (TWG). Instruct the client to pay at the CTO and present the original and 1	None	1 Minute	Kathy D. Togle, Admin. Aide III – GSO



	photocopy of the Official Receipt (OR) to the BAC Secretariat-Support Staff			
City Treasurer's Office				
6. Present the original and photocopy of the OR to the BAC Secretariat Support - Staff	6. Verify the Official Receipt and receive the photocopy for file copy. ***If the client paid for Bid Documents, issue the Bid Form and Checklist for Eligibility and Technical Documents	None	1 Minute	Hanna Loi Mae R. Laroa, Admin. Assistant III – GSO
TOTAL:		None	10 Minutes	



3. Request for Pre-Inspection Report – Repair Vehicle/ Equipment				
Inspection of vehicle conducted in order to check the validity of the repair. This document will be attached to Purchase Request as supporting documents.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Vehicle Ledger Card (for vehicle only) – 1 photocopy		1. GSO Inventory Division		
2. Pre/ Post Inspection Report		2. Office Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Pre- Repair Inspection Report showing the details of the vehicle, spare parts due for replacement and the scope of work of the repair.	1. None	None	None	
2. Submit the required documents to Inspection Receiving counter.	2.1. Receive the required documents and check for completeness, stamp date and assign control number then forward to Inspector for actual inspection.	None	5 Minutes	
	2.2. Conduct actual inspection of vehicle or equipment due for repair and affix signature then forward to Receiving Clerk for release.	None	5-30 Minutes per inspection	
	2.3. Release the signed Pre-Repair inspection report to requisitioner.	None	3 Minutes	
TOTAL:		None	38 Minutes	



4. Request for Electrician				
Conduct cost estimate for minor repair and installations of electrical connections.				
Office or Division	City General Services Office – Building Maintenance Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Building and Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request with contact number			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook	1. Give the logbook form to the client	None	3 Minutes	Nelia Tanchoco, Admin. Aide III – GSO
2. Submit the request form	2.1 Receive the request letter forward directly to Head Division.	None	1 Minute	
	2.2 Conduct actual inspection	None	5 Minutes	
	2.3 Conduct cost estimate	None	30 Minutes	Engr. Julius Paunon, In-Charge – GSO
TOTAL:		None	38 Minutes	



5. Request for Aircon Technician				
Conduct cost estimate for materials for repair of aircon units and cleaning.				
Office or Division	City General Services Office – Building Maintenance Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Building and Institutions			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request with contact number		1. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook	1. Give the logbook form to the client	None	3 Minutes	Nelia Tanchoco, Admin. Aide III – GSO
2. Submit the request form	2.1 Receive the request letter forward directly to Head Division.	None	1 Minute	
	2.3 Conduct inspection for cleaning and/or repair cost estimate	None	30 Minutes	Gaudiocio Dela Corta – Technician – GSO
TOTAL:		None	34 Minutes	



6. Request for Plumbing				
Provide plumber who will install and repair pipes and fittings for water supply and sanitation				
Office or Division	City General Services Office – Building Maintenance Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Building and Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request with contact number			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook	1. Give the logbook form to the client	None	3 Minutes	Nelia Tanchoco, Admin. Aide III – GSO
2. Submit the request form	2.1 Receive the request letter forward directly to Head Division.	None	1 Minute	
	2.2 Conduct inspection for cleaning and/or repair cost estimate	None	30 Minutes	Nick Rosales, Plumber – GSO
TOTAL:		None	34 Minutes	



7. Request for Carpentry, Masonry, and Painting				
Provide the carpentry, repair and installation of construction materials				
Office or Division	City General Services Office – Building Maintenance Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Local Government Building and Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request with contact number			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook	1. Give the logbook form to the client	None	3 Minutes	Nelia Tanchoco, Admin. Aide III – GSO
2. Submit the request form	2.1 Receive the request letter forward directly to Head Division.	None	1 Minute	
	2.2 Conduct inspection for cost estimation	None	30 Minutes	Cristito Aresgado, BMD-Carpenter – GSO
	2.3 Schedule for work	None	1 Minute	
TOTAL:		None	35 Minutes	



**GENERAL SERVICES OFFICE
INTERNAL SERVICES**



1. Request for Accountability Clearance				
GSO clearance is issued to employee that he/she has no plant property & equipment accountability with the City Government of Davao				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Employee Accountability List		1. GSO Inventory Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Office lobby	1. Assist the client in filling in the Log Book	None	2 Minutes	Jeany Fe Niñal, Administrative Aide III – GSO
2. If with accountability, prepare new ARE/ICS to be signed by the new end user and submit to GSO Inventory.	2. Inventory Staff stamped cancelled ARE/ICS and stamped received for the new ARE/ ICS and update in the Inventory Tracking System.	None	10 Minutes per ARE/ ICS	Felicitas L. Cinco, Administrative Aide III – GSO
3. When property is unserviceable prepare PRS/WMR then submit waste material to GSO Bodega	3.1 Inspection Division inspect the returned property.	None	20-30 Minutes per transaction	John Vernel Biongan, Inspector – GSO
	3.2. GSO Bodega receives unserviceable property/ waste material and assigns PRS Control Number then forward documents to the Officer In charge for signature.	None	10 Minutes	Romeo Takiawan, Admin. Aide III – GSO
	3.3. Inventory Division cancels ARE/ ICS and updates Inventory Tracking System (ITS) Secretariat or BAC – Technical Working Group (TWG).	None	10 Minutes	Felicitas L. Cinco, Administrative Aide III – GSO



	Instruct the client to pay at the CTO and present the original and 1 photocopy of the Official Receipt (OR) to the BAC Secretariat-Support Staff			
	3.4 (For Local Employee) When employee is already cleared, sign and certify the accountability clearance. (For National Offices) Prepare Certification that the employee is already cleared from accountability.	None	15 Minutes	Carmelita S. Bangayan/ Felicitas Cinco, Department Head/ Administrative Aide III – GSO
4. When property is lost or damaged by fire or by fortuitous event the employee prepares notice to COA then letter to the GSO Officer requesting for relief from accountability with supporting documents required by COA Circular 92- 386.	4.1 GSO Inventory Division prepare endorsement letters to Accounting for the issuance of book value and depreciation value of the property, if any	None	30 Minutes	Augustus Camado, Admin. Assistant III – GSO
	4.2 Forward the documents to the City Administrator for the comment and recommendation of the Local Chief Executive regarding the case.	None		
	4.3 Forward to COA if documents relative to the relief of accountability are complete for recommendation.	None		
	4.4 GSO Inventory will wait for the	None		



	recommendation of COA.			
TOTAL:		None	1 Hour and 47 Minutes	



2. Renewal of Government LTO Vehicle Registration				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Original Copy of Official Receipt (OR)		1. GSO Inventory Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Office lobby	1. Assist the client in filling in the Log Book	None	3 Minutes	Officer of the Day
2. Secure GSIS Insurance billing, prepare OBR	2.1 GSO Inventory staff will Consolidate the ending numbers with attached documents	None	1 Hour per batch of 10	Sammy Gelvis, Admin. Aide III – GSO
	2.2 Prepare Voucher and OBR for GSIS Insurance and forward documents to City Budget, City Accounting and City Treasurer's Office for processing.	None	10 Minutes per batch	
	2.3 Approved Disbursement Voucher and approved Cheque will be forwarded to GSIS for issuance of Certificate of Cover and Policy.	None	2 Hours per batch	
	2.4 GSO Inventory staff will claim the Certificate of Cover (COC) and GSIS Policy.	None	30 Minutes per batch	
3. Secure Billing for Emission test, prepare OBR	3.1 GSO Inventory will Consolidate the ending numbers with attached documents	None	1 Hour per batch of 30	Felicitas L. Cinco, Administrative Aide III – GSO



	3.2 Prepare Voucher and OBR for payment to Emission Center; forward the documents to City Budget, Accounting and City Treasurer's Office.	None	10 Minutes per batch	
	3.3 Approve Disbursement Voucher with approved Cheque will be forwarded to Emission Center.	None	2 Hours per batch of 30	
4. Vehicle schedule for emission with stencil	4. GSO Inventory staff will claim the Emission Result from Emission Center	None	15 Minutes per vehicle	Felicitas L. Cinco, Administrative Aide III – GSO
5. Secure computation of billing from LTO	5. GSO Inventory Consolidate the LTO computation	None	2 Hours per batch of 10	Felicitas L. Cinco, Administrative Aide III – GSO
6. Prepare OBR for LTO payments with attached emission result and stencil.	6.1 GSO Inventory will Consolidate the ending numbers with attached Emission Result, Stencil and GSIS COC.	None	2 Hours per batch of 10	Felicitas L. Cinco, Administrative Aide III – GSO
	6.2 Prepare Voucher and OBR for payment to LTO, forward the documents to City Budget, Accounting and City Treasurer's Office.	None	10 Minutes per batch of 10	
	6.3 Forward documents to LTO for inspection (MVIS), attached with Emission Result, GSIS Certificate of Cover	None	1 Hour per batch of 10	



	6.4 Approved Voucher and approved Cheque will be forwarded to LTO - Main Office for processing of registration.	None	4 Hours per batch of 10	Felicitas L. Cinco, Administrative Aide III – GSO
	6.5 GSO staff claim the OR of the newly registered vehicle and the corresponding sticker.	None	30 Minutes per batch of 10	
	6.6 GSO staff forward photocopy of OR and original Voucher of GSIS, Emission Receipt and LTO OR for liquidation to the City Treasurer's Office.	None	1 Hour per batch of 10	
	6.7 GSO staff will kept the original OR and CR, for filing and prepare photocopy of the same, for end user copy.	None	1 Hour per batch of 10	
TOTAL:	None	2 Days, 2 Hours and 48 Minutes		



3. Request for Pre-Inspection Report – Repair Vehicle/ Equipment				
Inspection of vehicle conducted in order to check the validity of the repair. This document will be attached to Purchase Request as supporting documents.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
2. Vehicle Ledger Card (for vehicle only) – 1 photocopy			1. GSO Inventory Division	
3. Pre/ Post Inspection Report			3. Office Concern	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Pre- Repair Inspection Report showing the details of the vehicle, spare parts due for replacement and the scope of work of the repair.	1. None	None	None	End-User (Requisitioning Office)
2. Submit the required documents to Inspection Receiving counter.	2.1. Receive the required documents and check for completeness, stamp date and assign control number then forward to Inspector for actual inspection.	None	5 Minutes	Violeta Maglunsod, Admin. Aide III
	2.2. Conduct actual inspection of vehicle or equipment due for repair and affix signature then forward to Receiving Clerk for release.	None	5-30 Minutes per inspection	Kris Jude Macapundag Admin. Assistant III – GSO
	2.3. Release the signed Pre-Repair inspection report to requisitioner.	None	3 Minutes	Violeta Maglunsod, Admin. Aide III
TOTAL:		None	38 Minutes	



4. Annual Procurement Plan				
Consolidation of final Project Procurement Management Plan (PPMP) of the departments and other offices concern, for the ensuing year.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. PPMP Final – 2 copies			1. www.davaocityportal.com	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare two (2) copies of final PPMP for the ensuing year, signed by the Department Head and submit to GSO thru CBO.	1. None	None	None	End-User (Requisitioning Office)
2. City Budget Office transmit the reviewed/ corrected PPMP to GSO.	2.1. Receive final PPMP and stamp date, time and affix initial of person responsible and forward to Procurement Division for consolidation.	None	1 Minute per copy	Priscilla Liquit, Admin. Aide III – GSO
	2.2. Consolidate PPMP of all Departments and offices concern into Annual Procurement Plan for approval of City Mayor or her/ his authorized representative.	None	1 Hour per page	Owen John R. Cacho/ Albery Niño V. Lugo Admin. Aides III – GSO
	2.3. Endorse the Annual Procurement Plan to the City Mayor for approval.	None	10 Minutes	Priscilla Liquit, Admin. Aide III – GSO
	2.4. Provide 1 copy of the approved APP to COA, 1 copy for file and to another agency requiring	None	1 Day	



	submission of the same.			
TOTAL:		None	1 Day, 1 Hour and 11 Minutes	



5. Submission of Purchase Request (Stage I)				
Processing approval of Purchase request.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Purchase Request		www.davaocityportal.com		
2. OBR Green copy (with earmark from City Budget Office)				
3. Request for quotation (for Alternative Mode of Procurement)				
4. Other supporting documents		*see attached "Supporting Documents Attached to Purchase Request"		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare quarterly requests indicating the Category Name, complete Specification of items, Terms and Conditions, Warranty and Estimated Amount, signed by Department Head and submit to CBO for earmarking of OBR green copy.	1. None	None	None	End-User (Requisitioning Office)
2. City Budget Office transmit the PR and OBR (earmarked) together with other supporting documents to GSO, for processing.	2.1. Receive PR and other supporting documents from CBO, Provide Control Number, Date and encode all pertinent information in the computer then forward to Validator for review.	None	5 Minutes per PR	Irish Tejero, Admin. Aide III – GSO
	2.2. Validate if items in PR are included in PPMP submitted.	None	35 Minutes per full page	Melody Obenque, Admin. Aide III – GSO



	2.3 Check signatures, specification, limitation, categories terms and conditions, amount and affix initial	None		Melody Obenque, Admin. Aide III – GSO
	2.4 Prepare Transmittal of validated PRs for cash availability of City Treasurer's Office.	None	10 Minutes per full page	Junard Quintero, Admin. Aide III – GSO
City Treasurer's Office				
City Administrator's Office				
3. City Administrator's Office transmits the approved PR and OBR (earmarked) together with other supporting documents to GSO.	3.1 Prepare list of Approved PR received within the week in preparation for next BAC meeting, for Mode of Procurement determination.	None	1 Minute per PR (weekly preparation)	Cherry Mae De Guzman, Admin. Assistant III – GSO
Bids and Awards Committee				
	3.2 Approved Purchase Request Stamp Mode of Procurement and BAC Resolution Number.	None	2 Minutes per document	Chona Ando, Computer Operator III – GSO
	3.3 Segregate and record Purchase Requests:		ITB Preparation - 30 Minutes per category	Cherry Mae De Guzman, Admin. Assistant III – GSO
	3.4.1 For Public Bidding, GSO personnel will prepare Invitation to Bid (ITB), Post in PhilGEPS and Agency Website; and		Posting in PhilGEPS and LGU Website- 45 Minutes per ITB	
	3.4.2 For Alternative Mode of Procurement, advise		Posting in 3 conspicuous places – 4	



	requisitioning department of office to prepare and submit minimum of 3 Requests for Quotation Forms to GSO.		Hours	
4. Requisitioner submits minimum of 3 sets of Request for Quotation Form, duly signed by the Department Head or Head of Office and submit to GSO.	4. Check and segregate TFQ forms by category prepare Acknowledgement Receipt for each form and distribute to accredited suppliers; and forward filled up RFQ to Requisitioning Office for the preparation of Abstract of Bids.	None	30 Minutes-1 Hour per set of documents	Albert Camarillo, Supply Office II
5. Prepare draft Abstract of Bids/ Canvass and submit to GSO.	5.1 Forward to BAC Secretariat for Bids and Awards Committee to determine Winning Bidder.	None	*BAC Meeting – Weekly (every Tuesday)	Elda Garcia, Admin Aide III – GSO
	5.2.1 Furnish concerned departments with the Result of Public Bidding (RPB)and	None	30 Minutes per set of documents	Arlene Esmeralda, Computer Operator II – GSO
	5.2.2 for Alternative Mode; return signed Abstract of Bids/ Canvass together with the RFQ; for preparation of Purchase Order.			
TOTAL:		None	7 Hours and 38 Minutes	



Supporting Documents Attached to Purchase Request

1. For repair and maintenance:

a. Office Building (By Administration)

- Program of Works (POW)
- Plan (Building)/ Illustration or Floor Plan
- Bill of Materials (for minor repair)

b. Vehicle (Heavy and Light/ Motorcycle)

- Pre-Repair Inspection Report
- Acknowledgement Receipt for Equipment (ARE)–photocopy
- LTO Registration (applicable to Dump truck, Light and Motorcycle)– photocopy
- Vehicle Ledger Card – photocopy
- Certificate of Wear and Tear (if applicable)

c. Office Equipment

- Pre-Repair Inspection Report
- Acknowledgement Receipt for Equipment (ARE) – photocopy

Note: Additional requirement if the repair is done under exclusive Service Center for both Vehicle and Office Equipment:

- Job Estimate/ Price Quotation
- Certificate of Exclusive Distributorship

2. Meals and Snacks (Catering Services with or without venue)

- **Project/ Training/ Activity Design**
- Agenda (for meetings)

3. Printing Services

- Sample of Forms
- Illustration Design (for tarpaulin and streamer)

4. Sports Attire/ Uniform

- Illustration/ Design
- Swatches

5. Fabrication

- Illustration/ Design/ Dimension
- Bill of Materials

6. IT Equipment

- CITC Recommendation as to specification

7. Gasoline

- Vehicle Information and Fuel Distribution Summary



6. Submission of Purchase Request (Stage II)				
Processing and approval of Purchase Order and serving to Suppliers.				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G/ G2B - Government to Government/ Government to Business			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Purchase Order		1. www.davaocityportal.com		
2. Approved Purchase Request		2. General Services Office		
3. OBR Green copy (with earmark from City Budget Office)		3. Attached to the PR		
4. Other supporting documents		4. Attached to the PR (*see attached)		
5. Result of Public Bidding (if Competitive Bidding)		5. BAC Secretarial Support Staff		
6. Approved Abstract of Bids/ Canvass & RFQ (if Alternative Mode of Procurement)		6. BAC Secretarial Support Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Order duly certified by Department Head and complete set of OBR to GSO.	1.1 Receive Purchase Order, provide Control Number, Date and encode all pertinent information then forward to Validator for review.	None	20 Minutes	Josef Benitez, Admin. Aide III – GSO
	1.2 Validate Purchase Order; Check each item from list of RPB, as to Supplier, correct Specification, Brand and Model, Terms and Conditions, Amount, Date, Place of Delivery, after Sales Service, Warranty, stamped resolutions of mode & award and affix initial.	None	40 Minutes	Buenafe Lopez, Admin. Aide III – GSO
	1.3 Forward to GS Officer for recommendation and signature.	None	5 Minutes	Junard Quintero, Admin. Aide III – GSO



	1.4 Prepare transmittal and forward to City Mayor or Her authorized representative	None	10 Minutes per full page	Junard Quintero, Admin. Aide III – GSO
City Mayor's Office/ City Administrator's Office				
2. City Administrator's Office transmit the approved PO to GSO.	2.1 Receive the approved PO then endorsed to Canvasser.	None	5 Minutes	Albert Camarillo, Supply Officer II – GSO
	2.2 Serve the approved PO to Supplier for acceptance and delivery of items.	None	1-2 Days	
	2.3.1 Prepare transmittal of Perfected PO and other supporting document to City Budget Office, OBR processing;	None	5-15 Minutes per full page transmittal list	Joser Benitez, Admin. Aide III – GSO
	2.3.2 Prepare transmittal List and attached yellow copies of Perfected PO to Commission on Audit within 5 days after perfection.			
TOTAL:		None	2 Days, 1 Hour and 35 Minutes	



7. Delivery, Acceptance and Inspection (Stage III)				
Inspection of items delivered based on PO, recording and tagging of sticker (if required).				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Disbursement Voucher		1. www.davaocityportal.com		
2. Perfected Purchase Order (PO)		2. General Services Office		
3. Statement of Accounts/ Delivery Receipt/ Sales/ Charge Invoice		3. Attached to the PR		
4. Other supporting documents originated in PR and PO		4. Attached to the PR (*see attached)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept items based on PO and advised GSO Inspector of delivery; prepare Acceptance and Inspection Report (AIR), Disbursement Voucher (DV), submit all appropriate documents to GSO as basis of inspection and processing of payment.	1.1 Receive DV and AIR and all appropriate documents; encode pertinent information and forward document to the Head of Inspection Division.	None	3 Minutes	Jeany Fe Niñal, Admin. Aide III – GSO
	1.2 Assign document for inspection to Inspector.	None	20-30 Minutes	Jessica Macapundag, Division Head – GSO
	1.3 Inspect delivered items as to Purchase Order specifications; inspect waste materials and affix signature in WMR (for repair of vehicle and equipment) Post Repair Report for all repair.	None	3-30 Minutes depending on the volume of delivery or technical specification of the item	John Vernel Biogan/ Irwin Lee Baluran/ Jan Adrian Tesoro, Inspectors – GSO
	1.4 Prepare transmittal letter of inspected Purchase Order to Commission on Audit (COA)	None	5-15 Minutes per full page transmittal list	



	1.5.1 Encode document duly inspected and Forward to City accountant's Office (if without PIS, ARE, ICS, RIS or SSMI)	None	10 Minutes per full page	Jeany Fe Niñal, Admin. Aide III – GSO
	1.5.2 (if with PIS, ARE, ICS, RIS or SSMI) forward to Inventory Division.			
	1.6 Receive and Encode document to portal.	None	2 Minutes per document	
	1.7 Validate PIS, ICS, ARE, RIS and SSMI then forward to GS Officer for signature.	None	20-30 Minutes per document for PIS, ICS ARE 5-10 Minutes per document for RIS, SSMI	Evelyn Gabatanga, Admin. Aide III – GSO
	1.8 Encode released to portal and forward acted document to City Accountant Office.	None	20 Minutes	Jeany Fe Niñal, Admin. Aide III – GSO
	TOTAL:	None	2 Hours and 20 Minutes (PIS, ICS, and ARE) 2 Hours (RIS and SSMI)	



8. Inventory and Tagging (Stage IV)				
Validates appropriate document, recording in the Inventory Tracking System (ITS) and tagging of sticker to equipment (if required).				
Office or Division	City General Services Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Departments and Offices concerned			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Property Issue Slip (PIS)		End-User (Requisitioning Office)		
2. Acknowledgement Receipt for Equipment - ARE (for equipment)				
3. Inventory Custodian Slip - ICS (for semi expendable supplies)				
4. Requisition and Issue Slip (RIS) and Summary of Supplies and Materials Issued (SSMI) (for expendable supplies)				
5. Statement of Accounts/ Delivery Receipt/ Sales/ Charge Invoice		5. Supplier		
6. Other supporting documents originated in PR and PO		6. Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspection Division forward document to Inventory	1. Receive document from Inspection Division and forward to the Validator for review	None	5 Minutes	Jeany Fe Niñal, Admin. Aide III – GSO
2. None	2.1 Validate Requisition and Issue Slip (RIS) and Summary of Supplies and Materials Issued (SSMI).	None	5-15 Minutes per document	Evelyn Gabatanga/ Felicitas Cinco, Admin. Aide III – GSO
	2.2 Validate Property Issue Slip (PIS), Acknowledgement Receipt for Equipment (ARE) and Inventory Custodian Slip (ICS) and assign property control number and assign property		30 Minutes-1 Hour per document	



	sticker and forward to GS Officer for signature.			
3. None	3. GS Officer sign the document	None	2 Minutes per document	Carmelita Bangayan, Officer-In-Charge – GSO
4. None	4. Segregate PIS/ ARE/ ICS then encode in the Inventory Tracking System (ITS) and tagging of property sticker.	None	2-4 Hours per transaction depending on the volume of transaction	Evelyn Gabatanga, Admin. Aide III – GSO
5. None	5. Prepare transmittal list of all transactions and forward to City Accountant's Office for processing of payment.	None	5-15 Minutes per full page transmittal list	Jeany Fe Niñal, Admin. Aide III – GSO
6. None	6. Provide copies of validated/ signed PIS/ ARE/ ICS to concern offices.	None	5 Minutes per office	
TOTAL:		None	5 Hours and 27 Minutes (PIS, ARE and ICS) 4 Hours and 42 Minutes (RIS and SSMI)	



CITY HEALTH OFFICE

EXTERNAL SERVICES



1. Management/Treatment of Animal Bite Cases				
Providing anti-rabies vaccines that are accessible and affordable to all residents of Davao City.				
Office or Division		City Health Office - Animal Bite Treatment Center		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Health Record – 1 original		CHO-Animal Bite Treatment Center		
2. Order of Payment – 1 original		CHO-Animal Bite Treatment Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Table 1 to establish patients' record	1.1 Interview patient regarding medical information and accepting referrals	None	2 Minutes	Evelyn L. Papa, RN Nurse III – CHO
				Leah Flor R. Suelan, RN Nurse III – CHO
2. Proceed to Room 2 for Medical Consultation	2.1 Check-up and Assessment	None	5 Minutes	Dr. Fe Consuelo T. Plania District Health Physician
	2.2 Prescription of Medicines	None	2 Minutes	
	2.3 Counseling	None	5 Minutes	
	2.4. Dressing of wound	None	10 Minutes	Evelyn L. Papa, RN Nurse III – CHO
				Leah Flor R. Suelan, RN Nurse III – CHO
2.5. ERIG infiltration for bite sites	None	60 Minutes	Dr. Fe Consuelo T. Plania District Health Physician	
3. Proceed to Table 2 for scheduling	3.1 Issue of Order of Payment	None	2 Minutes	Evelyn L. Papa, RN Nurse III – CHO
	3.2. Anti-rabies Vaccination (3 sessions)	Php	None	
		100.00/session (Php 100.00 X 3 sessions = Php 300.00)		
	3.3. Tetanus Toxoid	Php 50.00	None	
3.4. ERIG infiltration note: (Optional for	Php 100.00	None		



	category III/ERIG patients)			
4. Pay fees	4.Receive payment and issue Official receipt	None	10 Minutes	Cashier-City Treasurer's Office
5.Proceed to Table 3 & 4 for registry updating	5.Master listing of new patients in Rabies Exposure Registry	None	2 Minutes	Evelyn L. Papa, RN Nurse III – CHO
6.Proceed to Room 1 for injection of anti-rabies/skin testing and tetanus toxoid	6. Inject anti-rabies vaccine	None	3 Minutes	Leah Flor R. Suelan, RN Nurse III – CHO
TOTAL:		Php 450.00	1 Hour and 36 Minutes	



2. Dental Consultation				
Dentists give advice to patients regarding dental issues, concerns and treatment options. Note: If the client is a minor, the minor must be accompanied by one (1) guardian.				
Office or Division		City Health Office - Dental Services Division		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to CHO for consultation	1.Interview client for purpose of consultation	None	2 Minutes	Walton Apale Auxiliary Service Worker Rubie Riversal Dental Aide II Lorelie Martinez Dental Aide II Oliver Fuentes Dental Aide II Elizabeth Enriquez Auxiliary Service Worker Arlene Delos Reyes Dental Aide II Visitacion Fabian Dental Aide II
2.Fill-out Individual Treatment Record Form	2. Assist new client in filling-out Individual Treatment Record Form. For old client, pull out record of client from medical file.	None	3 Minutes	Aurea Panginahog Auxiliary Service Worker Sharon May Malagum Dental Aide II



				<p>Celestina Merin Dental Aide II</p> <p>Rosario Ortaliz Dental Aide II</p> <p>Rosie I. Tano Dental Aide II</p> <p>Jovita Olandria Dental Aide II II</p>
3. Submit oneself for oral examination	3. Perform oral examination/tooth extraction and record it on the Individual Treatment Form	Php 100.00/ tooth	40 Minutes – 50 Minutes	<p>Dr. Jessie D. Dicen Dentist IV – District A</p>
4. Secure prescription of medicine	4. Give advice on proper care and/or prescribe medicine if necessary	None	10 Minutes	<p>Dr. Marietta B. Nidea Dentist IV – District B</p> <p>Dr. Priscilla R. Dela Cruz Dentist IV – District C</p> <p>Dr. Gemma A. Alconaba Dentist IV – District D</p> <p>Dr. Ma. Aida L. Gordo Dentist IV – Talomo North</p> <p>Dr. Marilyn N. Puno Dentist IV – Talomo Central</p> <p>Dr. Carolyn C. Claudio</p>



				<p>Dentist IV- Talomo South</p> <p>Dr. Rhoda Pilar C. Sabay Dentist IV – Agdao District</p> <p>Dr. Allan Raymond S. Galvez Dentist IV – Sasa District</p> <p>Dr. Minda Roy P. Panuda Dentist IV – Buhangin District</p> <p>Dr. Antonietta Jane T. Sempio Dentist IV – Bunawan District</p> <p>Dr. Trinitano D. Sta. Ana IV Dentist IV – Paquibato</p> <p>Dr. Roxanne R. Go COS/District Health Dentist/Tent City/Buhangin District</p>
5. Secure medicine from pharmacy	5. Give prescribed medicine/s	None	5 Minutes	Mary Beth G. Andrade, RPh, RN PPO II – Pharmacist Designate
	5.1 Provide duly signed Dental Certificate	Php 50.00		Noeka B. Najera, RPh



				COS/ Pharmaceutical Analyst (BNB)
TOTAL:		Php 100/ tooth Php 50.00 / certificate	1 Hour and 10 Minutes	



3. Issuance of Certificate of Insurance Claims				
These claims are based primarily on the death certificate certified and reviewed by the Medico Legal Officer whether normal death due to violence, questionable deaths, suspicious deaths, unusual deaths and sudden deaths.				
Office or Division	City Health Office - Medico Legal Services Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death Certificate – 3 original			City Civil Registrar's Office	
2. Order of Payment – 1 original			Medico Legal Services Division	
3. Official receipt – 1 original			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all needed requirements	1. Review and assess the validity of documents	None	5 Minutes	Cristina H. Parco Clerk II
2. Request Order of Payment	2. Issue Order of Payment	None	2 Minutes	
3. Pay to the City Treasurer's Office	3.1 Issue Official receipt	Php 50.00	30 Minutes	Cashier City Treasurer's Office
	3.2. Type needed certification	None	2 Minutes	Maria Susan C. Lantao JO/Nursing Aide Noli L. Orlain JO/Medico-Legal Lab Aide Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
4. Present the Official Receipt	4. Review and sign the requested Certificate	None	4 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
5. Receive duly signed Certificate	5. Record and release the Certificate	None	5 Minutes	Maria Susan C. Lantao JO/Nursing Aide Noli L. Orlain JO/Medico-Legal Lab Aide



				Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
TOTAL:		Php 50.00	48 Minutes	



4. Issuance of Autopsy Report

This report explains the location, measurement of the injuries sustained by the deceased leading to the cause of death. In normal deaths, it explains the details found during the autopsy that led the cause of death.

Office or Division	City Health Office - Medico Legal Services Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment – 1 original	Medico Legal Services Division
2. Official receipt – 1 original	City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	1. Issue Order of Payment	Php 100.00	4 Minutes	Cristina H. Parco Clerk II Maria Susan C. Lantao JO/Nursing Aide Noli L. Orlain JO/Medico-Legal Lab Aide Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
2. Pay to City Treasurer's Office	2. Issue Official receipt	None	30 Minutes	Cashier City Treasurer's Office
3. Present the Official Receipt	3. Review autopsy into writing	None	1 Hour	Daniilo P. Ledesma, MD Medico-Legal Officer
4. Receive duly signed Autopsy Report	4. Record and release the Autopsy Report	None	5 Minutes	Cristina H. Parco Clerk II Maria Susan C. Lantao JO/Nursing Aide Noli L. Orlain



				JO/Medico-Legal Lab Aide Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
TOTAL:		Php 100.00	1 Hour and 39 Minutes	



5. Autopsy of Cadaver

Autopsy of cadaver secondary to violent deaths, questionable deaths, suspicious deaths, unusual deaths and sudden deaths, one of the common purposes of which is for court litigation. It is also performed to normal death of a person for the family to know the real cause of death.

Office or Division	City Health Office - Medico Legal Services Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed letter of consent of the nearest next of kin – 2 original		Requesting party		
2. Order of Payment – 1 original		Medico Legal Services Division		
3. Official receipt – 1 original		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1. Review and assess the validity of documents submitted	None	5 Minutes	Cristina H. Parco Clerk II
2. Request Order of Payment	2. Issue Order of Payment	None	4 Minutes	
3. Pay to City Treasurer's Office	3. Issue Official receipt	Php 500.00	30 Minutes	Cashier City Treasurer's Office
4. Present the Official Receipt	4.1 Receive Official Receipt	None	3 Hours	Cristina H. Parco Clerk II
	4.2 Perform Autopsy			Danilo P. Ledesma, MD Medico-Legal Officer
5. Receive duly signed Death Certificate	5. Record and release the Death Certificate	None	5 Minutes	CRISTINA H. PARCO Clerk II
TOTAL:		Php 500.00	3 Hours and 44 Minutes	



6. Certification and/or Review of Death Certificates				
Before a death certificate is registered at the Registrar's Office, it has to undergo scrutiny at the Medico Legal Services Division.				
Office or Division	City Health Office - Medico Legal Services Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly filled-out Death Certificate Forms – 3 original			City Civil Registrar Office	
2. Order of Payment – 1 original			Medico Legal Services Division	
3. Official receipt – 1 original			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1.1 Review and assess the validity of documents submitted	None	2 Minutes	Cristina H. Parco Clerk II
	1.2. Certify and/or review Death Certificate presented	None	3 Minutes	
2. Request Order of Payment	2. Issue Order of Payment	None	2 Minutes	
3. Pay at City Treasurer's Office	3. Issue Official receipt	Php 50.00	30 Minutes	Cashier City Treasurer's Office
4. Present the Official Receipt	4.1 Type the needed information on the Death Certificate	None	2 Minutes	Cristina H. Parco Clerk II Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
	4.2. Review and sign the Certification of Death	None	4 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer



5.Receive the requested Death Certificate	5. Record and release the Death Certificate	None	5 Minutes	Cristina H. Parco Clerk II
TOTAL:		Php 50.00	48 Minutes	



7. Issuance of Medical Certificate for Child Adoption				
Health document declaring that both adoptive parents are fit and fine with no genetic disorders or other complications.				
Office or Division		City Health Office - Medico Legal Services Division		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Potential Adoptive Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment – 1 original		Medico-legal Services Division		
2. Official Receipt-one – 1 original		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the needed requirements	1. 1 Review and assess the validity of documents submitted	None	5 Minutes	Cristina H. Parco Clerk II
	1.2. Examine the patient	None	8 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
2. Request order of payment	2.1 Issue Order of Payment	Php 50.00	2 Minutes	Cashier City Treasurer's Office
	2.2. Type the needed Medical Certificate	None	2 Minutes	Cristina H. Parco Clerk II Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
	2.3. Review and sign the Certificate requested	None	4 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer



3. Present the Official Receipt	3. Record and release the requested certification	None	5 Minutes	Cristina H. Parco Clerk II
TOTAL:		Php 50.00	26 Minutes	



8. Issuance of Medical Certificate to Victims of Physical Injuries				
Examination and issuance of medical certificate to a victim of physical injuries, one of the purpose is for court litigation.				
Office or Division	City Health Office - Medico Legal Services Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Victims of physical injuries			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment – 1 original			Medico Legal Services Division	
2. Official receipt – 1 original			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request examination of body injuries	1.1 Interview the victim	None	5 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
	1.2. Take the victim's height and weight	None	3 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer Maria Susan C. Lantao JO/Nursing Aide
	1.3. Examine the victim	None	15 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
2. Request Order of Payment	2. Issue Order of Payment	None	2 Minutes	Cristina H. Parco Clerk II
3. Payment to City Treasurer's Office	3. Issue Official Receipt	50.00	30 Minutes	Cashier City Treasurer's Office



4. Present the Official Receipt	4.1 Prepare the Medical Certificate	None	5 Minutes	Cristina H. Parco Clerk II Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
	4.2. Review and sign the Medical Certificate	None	5 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
5.Receive requested Medical Certificate	5.Record and release the requested Medical Certificate	None	5 Minutes	Cristina H. Parco Clerk II
TOTAL:		Php 50.00	1 Hour and 10 Minutes	



9. Issuance of Medical Certificate to Victims of Sexual Crimes				
Examination and issuance of medical certificate to a victim of sexual crime the purpose of which is for court investigation.				
Office or Division		City Health Office - Medico Legal Services Division		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Victims of sexual crimes		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for Medical and Genital Examination	1.1 Interview and examine the victim	None	1 Hour, 30 Minutes	Daniilo P. Ledesma, MD Medico-Legal Officer
2. Request Order of Payment	2. Issue Order of Payment	None	2 Minutes	Cristina H. Parco Clerk II
3. Payment to City Treasurer's Office	3. Issue Official Receipt	Php 50.00	30 Minutes	Cashier City Treasurer's Office
4. Present the Official Receipt	4.1 Prepare the Medical Certificate	None	5 Minutes	Cristina H. Parco Clerk II Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
	4.2. Review and sign the Medical Certificate	None	5 Minutes	Daniilo P. Ledesma, MD Medico-Legal Officer
5. Receive the requested Medical Certificate	5. Record and release the requested Medical Certificate	None	5 Minutes	Cristina H. Parco Clerk II
TOTAL:		Php 50.00	2 Hours and 15 Minutes	



10. Issuance of Transfer Permit of Cadaver

Payment is needed before a cadaver is transferred to another place outside Davao City.

Office or Division	City Health Office - Medico Legal Services Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The Applicant in person	Requesting Party
2. Death Certificate – 1 original	City Civil Registrar's Office
3. Order of Payment – 1 original	Medico Legal Services Division
4. Official receipt – 1 original	City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all needed requirements	1. Review and assess the validity of documents	None	1 Minute	Cristina H. Parco Clerk II
2. Request Order of Payment	2. Issue Order of Payment	None	1 Minute	
3. Pay to City Treasurer's Office	3. Issue Official receipt	Php 150.00	30 Minutes	Cashier City Treasurer's Office
4. Present the Official Receipt	4.1 Type the needed permit	None	2 Minutes	Cristina H. Parco Clerk II Ernesto P. Melgazo JO/Auxiliary Service Worker (Encoder)
	4.2. Review and sign the Transfer Permit	None	3 Minutes	Danilo P. Ledesma, MD Medico-Legal Officer
5. Receive duly signed Transfer Permit	5. Record and release the Transfer Permit	None	2 Minutes	Cristina H. Parco Clerk II
TOTAL:		Php 150.00	39 Minutes	



11. Nutrition Services				
Dietary Counseling and Medical Nutrition Therapy				
Office or Division	City Health Office – Nutrition Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government, G2C- Government to Citizen			
Who may avail	Patients having Cardiovascular diseases, Tuberculosis, AIDS, patients referred by SPMC and other government/private hospital upon discharge that needs diet modification/diet plan Parents/Guardian of malnourished children			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. MNT Kardex Form or Individual Treatment Record Form – 1 original			City Health Office (CHO)-Nutrition Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit himself/herself for counseling	1. Ask client purpose of MNT/counseling	None	2 Minutes	Genda S. Francisco, RND Nutrition Officer II - Agdao
2. Fill-out MNT Kardex Form or Individual Treatment Record Form	2. Interview new client in filling-out MNT Kardex Form/Individual Treatment Form. For old client, pull out record of client from medical file	None	2 Minutes	Gladys F. Rodriguez, RND
3. Submit himself/herself for MNT/dietary	3. Assess and manage the health condition of the client in relation to nutrition. Give advice for diet modification, compute for caloric requirement per Day, what foods to avoid and allowed. Prepare a diet plan.	None	25 Minutes	Nutrition Officer II – Sasa Johanna C. Roldan, RND
4. Come back for follow-up dietary management, if needed	4. Set a schedule for follow-up management, if needed	None	1 Minute	Nutrition Officer II – Buhangin Marysol G. Quezada, RND Nutrition Officer II – Buhangin Fe D. Varquez, RND



				<p>Nutrition Officer I – Bunawan</p> <p>Jaykie M. Mananay, RND</p> <p>Nutrition Officer I – Paquibato</p> <p>Vilma P. Cortes, RND</p> <p>Nutrition Officer II – District A</p> <p>Kim Chariss A. Baguasan, RND</p> <p>Nutrition Officer I – District A</p> <p>Juvy C. Boloron, RND</p> <p>Nutrition Officer II – District B</p> <p>Elmie A. Salahuddin, RND</p> <p>Nutrition Officer II – District C</p> <p>Mariyn M. Realista, RND</p> <p>Nutrition Officer II – District D</p>
--	--	--	--	--



				<p>Eloisa E. Simbajon, RND Nutrition Officer II – Talomo North</p> <p>Ginger F. Cernal Nutrition Officer II – Talomo Central</p> <p>Denise Dyan P. Algabre, RND Nutrition Officer II – Talomo South</p> <p>Christina P. Moderno, RND Nutrition Officer I – Talomo South</p> <p>Jobel D. Solidia, RND Nutrition Officer II – Toril</p> <p>Evangeline D. Genite, RND</p>
--	--	--	--	--



				<p>Nutrition Officer III – Tugbok</p> <p>Ines Jesmir B. Santos, RND</p> <p>Nutrition Officer II – Calinan</p> <p>Sharon Joan R. Dugan, RND</p> <p>Nutrition Officer II – Baguio</p> <p>Imelda L. Manlapid</p> <p>Nutrition Worker - Marilog</p> <p>Erlienvieve E. Provideo</p> <p>Nutrition Dietitian I - Tugbok</p>
TOTAL:		None	30 Minutes	



12. Issuance of Sanitary Permit				
It is a permit issued to establishments that have passed the sanitary requirements prescribed by law. It is a mandate to post the said permit in a conspicuous place in the establishment.				
Office or Division		City Health Office - Environmental Sanitation Division		
Classification		Simple		
Type of Transaction		G2B- Government to Business		
Who may avail		All business establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated business permit – 1 photocopy		Permits and Licenses Division (Business Bureau), Ground Floor, Sangguniang Panglungsod		
2. Pest Control Contract or Service Report – 1 photocopy		Clients own pest control contractor		
3. Health Cards of all employees – 1 photocopy		City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the updated business permit to the City Health Office where the establishment is located.	1. Provide the names of Sanitation Inspectors with their corresponding contact numbers.	None	5 Minutes	Lynn B. Divinagracia Sanitation Inspector II
2. Client may contact the Sanitation Inspector to request for schedule of inspection.	2. Confirm schedule of visit/inspection of the establishments.	None	5 Minutes	Maria Cecilia B. Flotildes Sanitation Inspector II
3. Client may opt to accompany and/or provide the exact location of the establishment for inspection.	3.1 Thorough inspection of establishment.		30 Minutes	Julie Tan-Agabin Sanitary Inspector II (District A)
	3.2. If there are deficiencies, establishments will be issued with a sanitary order directing them to make the remedies with specified number of Days to comply.			Rodel F. Barcoma Sanitary Inspector II (District A)
	3.3. If it is compliant, a Sanitary Permit is issued after the			



	inspection.			Eve Jean E. Villaceran
4.Request for re-inspection	4.1 Confirm the schedule of visit/inspection of the establishments.	None	5 Minutes	Sanitary Inspector III (District B)
5.Client allows re-inspection of the establishment.	5.1 If it is compliant, a Sanitary Permit is issued after the inspection.	None	30 Minutes	Belyn O. Bugal Sanitary Inspector II (District B)
Note: Sanitary Permit is being paid during the processing of Business Permit		Php 200.00	5 Minutes	Luzviminda M. Paig Sanitary Inspector V (District C) Maria Jocelyn B. Damayo Sanitary Inspector II (District C) Edwin E. Jacinto Sanitary Inspector II (District D) Aida L. Mozo Sanitary Inspector II (Talomo North) Maria Elena P. Asuncion Sanitary Inspector II (Talomo North)



				<p>Nizzi Love E. Alce Sanitary Inspector II (Talomo Central)</p> <p>Mark Dennis A. Serrano Sanitary Inspector II (Talomo Central)</p> <p>Erix T. Salvo Sanitary Inspector II (Talomo South)</p> <p>Leanza A. Ponte JO / Public Health Inspector (Talomo South)</p> <p>Mercy Jill C. Ampatuan JO / Public Health Inspector (Marilog)</p> <p>Purificacion G. Lumanag Sanitary Inspector III (Toril A)</p> <p>Jinolex Conve C. Caingles</p>
--	--	--	--	--



				<p>Sanitary Inspector III (Toril B)</p> <p>Ervin Jon S. Jaum JO / Public Health Inspector (Toril B)</p> <p>Rodolfo A. Pelderos Sanitary Inspector II (Tugbok)</p> <p>Ariel A. Liong Sanitary Inspector II (Calinan)</p> <p>Mylene Joy S. Lopez JO / Public Health Inspector (Baguio)</p> <p>Ervin Jon S. Jaum JO / Public Health Inspector (Paquibato)</p> <p>Randy S. Masanguid Sanitary Inspector II (Bunawan)</p> <p>Noli J. Jimeno Sanitary Inspector II (Agdao)</p>
--	--	--	--	--



				Lucita V. Guererro Sanitary Inspector III (Sasa)
TOTAL:		Php 200.00	1 Hour and 15 Minutes	



13. Issuance of Health Card				
Health Certificate and Medical Certificate is issued to clients in compliance with the requirements of the government or private agency.				
Office or Division	Dispensary Section, City Health Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form – 1 original		City Health Office		
2. Community Tax Certificate (Cedula) – 2 original		City Treasurer's Office		
3. Official Receipt – 1 original		City Treasurer's Office		
4. Laboratory Result – 1 original		Any laboratories in Davao City		
Additional Requirements for Drivers and Security Guard:				
5. Drug Test – 1 original		Any laboratories in Davao City		
6. Neuropsychiatric Test – 1 original		Any laboratories in Davao City		
Additional Requirements for Pink Card				
7. Hepatitis B Antibody Test		RHWC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the application requirements and get the priority number	1. Receive and check the completeness and accuracy of the requirements	None	5 Minutes	Zenny Jane Ybanez JO/Auxillary Service Worker
2. Receive the encoded data for review as to correctness and return to the encoder.	2. Encode the client's data and present to the client for review.	None	5 Minutes	Airen Espinosa JO/Auxillary Service Worker
3. Wait for the release of the health card	3. Process Health Card	None	15 Minutes	Roxan Imas JO/Auxillary Service Worker
	3.1 Forward the Health Card to the Physician for signature	None	5 Minutes	
4. Receive the Health Card	4. Release the Health Card	None	5 Minutes	Githa Taladva



				JO/Auxillary Service Worker Bonna Mahilum Detailed
TOTAL:		Php 50.00	35 Minutes	



14. Medical Consultation				
This procedure covers the patient's request for medical consultation, diagnosis until the reception of the prescribed medicine or referral of patient for further test or specialist and the recording on the Electronic Medical Record (EMR)				
Office or Division		Dispensary Section, City Health Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out HD Form	1. Assist client in filling up the HD form 1.1 Obtain the patients information	None	5 Minutes	District Health Office - Auxiliary Service Workers
2.Submit oneself for vital signs check	2. Check and record Vital Signs	None	5 Minutes	District Health Office – Nurses/ Midwife
2.Submit oneself for consultation	3.1 Conduct Medical Consultation	None	15-30 Minutes	District Health Officers/Physicians
	3.2 Review patient vital signs			
	3.3 Check patient medical history			
	3.4 Conduct physical check-up			
	3.5 Provide diagnosis			
	3.6 Forward the Health Card to the physician for signature	None	5 Minutes	District Health Officers / Physicians
5. Proceed to pharmacy for medicine	5. Dispense medicine	None	5 Minutes	District Health Office - Pharmacist
TOTAL:		Php 50.00	50 Minutes	



15. Voluntary Counseling and Testing (VCT) Services				
Application to all clients for Free Voluntary Counseling And Testing (VCT) Services				
Office or Division		Dispensary Section, City Health Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for HIV Testing	1. Issue VCT forms	None	2 Minutes	Antonio Trinidad Jr. Cherwin Galicto Regie Manginsay Judel Mangubat Information Desk Clerk
2. Return accomplished VCT forms	2.1 Conduct Pre-Motivational Counselling	None	10 Minutes	Antonio Trinidad Jr. Cherwin Galicto Regie Manginsay Judel Mangubat Assigned Counselor
	2.2 Endorse to Laboratory for Blood Extraction	None	5 Minutes	Ben Seguira Medical Technologist/ Laboratory Aid
	2.3 Laboratory process of specimen collected	None	1 Hour	Elaine Malano, RMT Cherry Anne Asis, RMT Medical Technologist/ Laboratory Aid
3. Releasing of Results	3.1 Conduct Post Test Counseling: If with negative results:	None	20 Minutes	Antonio Trinidad Jr. Cherwin Galicto



	<ul style="list-style-type: none"> - Remind clients for Window Period - Condom Promotion 			<p>Regie Manginsay Judel Mangubat</p> <p>Assigned Counselor</p>
4. Receive the Health Card	<p>4. Provide link to care (Baseline Counseling)</p> <p>Laboratory Fees: If RHWC labs; -Complete Blood Chemistry with CBC -CD4 (Initial w/o PHIC)</p>	None	5 Minutes	<p>Roxan Imas Claude Dave Noche Franca Rene Moreno Richard Reyes Jessie Botilla Mark Esber</p> <p>Assigned Counselor</p>
TOTAL:		None	2 Hours and 12 Minutes	



16. Outpatient Service				
Medical care provided on an outpatient basis, including diagnosis, observation, consultation, treatment, intervention, and rehabilitation services.				
Office or Division		Marilog District Hospital and Paquibato District Hospital, City Health Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Security personnel the purpose of visiting MDH	1. Directs patient/watcher to the Registration Area	None	1 Minute	Angelbert Tonog Eugenio Obiso Eugene Obiso Security Guard-PDH Jacinto Palomar Security Guard - MDH
2. Registration (First come first serve basis)	2. For new patient: Issue Index card/OPD Form and case number	None	3-5 Minutes	Mary Ann Madariaga Asnora Nora Ali Constancia Cardiente
	2.1 For old patient: Retrieve old file and issue OPD Form/index card			OPD Clerk
3. Proceed to Triage Area	3.1 Interview and determine the case (chief complaint/s)	None	10 Minutes	Mercy Montifalcon Nurse Aide PDH
	3.2 Take vital signs of the client			Charry Jean



	3.3 Give queue numbers			Anonas PDH Eunace Pasquil PDH Ara Mae Bagayo PDH
4. Consultation/ Examination	4.1 History Taking and thorough Physical Examination			Gladys June Bacus Rellie Braceros Josette Consuela Allen Pombo Elisa Pasquil Marie Jean Palao Nurse - PDH Francisco Legaspi II Pauline Angela Rosales Physician- PDH
	4.2 Prepare requisition for basic ancillary procedures (laboratory, ECG)			Lou Martin Quintana PDH
	4.3 Prescribe medications (for patients without laboratory and other tests)			Francisco Legaspi II Pauline Angela Rosales PDH
	4.4 For minor surgical patient, inform NOD and send patient to Emergency Room holding area for the procedure.			Gladys June Bacus Rellie Braceros Josette Consuela Allen Pombo Elisa Pasquil PDH



5. Proceed to Cashier for payment	5.1 Issue Official Receipt	Refer to posted rates/ fees	5 Minutes	Cashier Clerk
6. Proceed to Ancillary Services (Laboratory, ECG, Radiology)	6.1 Perform the necessary procedure/s and inform patient on the releasing of result time	Refer to posted rates/ fees	30 Minutes to 1 Hour (For X-ray result, depends on the availability of the radiologist; May show film/image to physician on duty for initial reading)	Lou Martin Quintana Technician on Duty PDH
7. Patient returns to ancillary department to get result	7. Release result	None	5 Minutes	
8. Proceed to triage area and give results to NOD	8.1 Attach and copy results to OPD Form/ index card	None	5 Minutes	Gladys June Bacus Rellie Braceros Josette Consuela Allen Pombo Nurse on Duty PDH Aubrey Marie Lagasca Nurse on Duty - PDH
	8.2 Inform patient to wait until called for re-examination/reading of results	None	5 Minutes	Elisa Pasquil Marie Jean Palao Nurse on Duty PDH
9. Proceed to Consultation area	9. Re-examine patient based on diagnostic results and provide Treatment Plan	None		Jeannie Marie Salmasan, MD
	Not for Admission:			



	Give home medication and advised to follow-up	None	15-20 Minutes	Francisco Legaspi II
	For admission: Inform NOD and send patient to Emergency Room holding area and issue admission orders.	None		Pauline Angela Rosales Physician on Duty
10. Proceed to pharmacy	10. Dispense medications and instruct patient on the frequency, timing and dosage of medicines.	None	5-10 Minutes	Richard Rodinas Pharmacist PDH Mica Joselle Fuentes, Rph Pharmacist MDH
TOTAL:		None	2 Hours and 55 Minutes	



17. Patient Admission Service				
Inpatient care is the care of patients whose condition requires admission to a hospital for diagnosis, observation, treatment, intervention, and rehabilitation services. Availability of Service: 24 Hours operation daily				
Office or Division	City Health Office – Marilog District Hospital			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER Holding Area and present admitting order/ slip from consultation	1.1 Receive admitting slip/admitting order	None	30 Minutes- 1 Hour	Jerson Banquiao, RN Nurse on Duty
	1.2 Orient patient on the policy of MDH with regards to admission	None		
	1.3 Log patient's data	None		
	1.4 Secure consent to care	None		
	1.5 NOD informs Physician on duty of the new admission	None		
	1.6 NOD prepares necessary requisition for ancillary services.	None		
Note: (All patients for admission will be subjected to Rapid Antigen Test and scheduled for RT-PCR Test; Watcher				



	is subjected to CBC and X- ray test)			
	1.7 NOD Carries out Doctor's order.	None		
	1.8 Perform Rapid Antigen Test/RT-PCR test	None		
	1.9 Prepare patient room and bed assignment in the Holding Area/Isolation facility.	None		Rica Ramos,RMT Medical Technologist
	1.10 Usher patient to designated room in the holding area awaiting RT- PCR result.	None		Avelino Cuaresma Nursing Aide
2. Patient Care and Management	2.1 NOD performs daily routine patient care in the holding area while waiting for the RT-PCR result.	None	Until shift ends	Neome Samoya,RN Nurse on Duty
	2.2 Oversee patient medical/surgical care	None		Lovely Mae Quinto,MD Physician on Duty
	2.3 Make Treatment Plan	None		
	If patient's RT-PCR result came out NEGATIVE, NOD informs doctor on duty and may transfer patient to appropriate ward inside the hospital.	None		



	If patient's RT-PCR result came out POSITIVE of COVID-19, will refer patient to appropriate facility.	None		
3. Admission to ward to all patients with negative RT-PCR result	3.1 Ward NOD performs daily routine patient care	None	Until shift ends	Shiela Yanson, RN Ward Nurse on Duty
	3.2 For immuno-competent patients, conduct RT-PCR test.			
	3.3 If RT-PCR result is negative and patient shows clinical improvement, patient can be transferred to appropriate ward; or can be directly discharged/transferred to another hospital			
	3.4 Respiratory cases with negative RT-PCR tests will be admitted at the Communicable ward; while non-respiratory cases with negative RT-PCR test will be admitted at the General ward.			
	3.5 If RT-PCR result is positive, patient will be referred to SPMC.			



4. Disposition	4.1 Examine and evaluate patient and indicate "MAY GO HOME" order on patient's chart.	None	20 Minutes	Gerwin Butiong Physician on Duty
	Note: All patients with negative RT-PCR result will be discharged.			
	4.2 If the patient requests Discharge Against Medical Advice, NOD refers the request to the attending physician.			
5. Discharge	5.1 Prepare discharge order, discharge instructions and prescription of home medicines.	None	20 Minutes	Kristel Tania Buhia, MD Physician on Duty
	5.2 Review chart for completeness; follow-up check-up			Tonie Rose Callago, RN Ward Nurse on Duty
	5.3 Send chart to billing for accounting clearance			
6. Settle payment at the Cashier and get the Official Receipt	6.1 Stamp the official receipt and signs the discharge clearance.	Hospital Charges	3 Minutes	Arlene Magno Billing Clerk/Cashier
7. Watcher gives the discharge clearance to the ward nurse on duty	7.1 Once patients is cleared, NOD may give discharge instructions and health education to patients/watchers and inform date of follow-up.	None	10 Minutes	Precious Cuaresma, RN Ward nurse on duty



	7.2 Ensure that all equipment/items issued to the patient are returned and disinfected			
8. Present Discharge Notice to Security Guard on Duty	8.1 Sign the discharge clearance and slip from the patient. Indicate date and time of discharge.	None	1 Minute	Nickey Love Gubal Jacinto Palomar Security Guard
TOTAL:		Depends on the diagnosis	30 Minutes excluding patient management	



18. Accident and Emergency Service

Accident and Emergency Department provides emergency medical services to patients who may suffer from cardiac arrests, serious illnesses, trauma, Vehicular Accidents, Stabbing, Mauling, Gunshot and other Emergency Cases that needs immediate attention without any delay.

Availability of Service: 24 Hours operation daily

Office or Division	City Health Office – Marilog District Hospital
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform security personnel at the gate of the patient's medical need.	1. Direct patient/watcher to the Emergency Room Holding Area	None	1 Minute	Dailene Baquiro Security Guard
2. Inform the Nurse on duty	2.1 Call the Physician on duty	None	1 Minute	Marichelle Bagongon, RN Nurse on Duty Reikar Yokota, MD Physician on duty
	2.2 Do quick assessment on the patient condition			
	2.3 Secures consent to care			
3. Watcher/ Significant other proceeds to ER clerk for registration	3.1 Make Treatment Plan			Jerson Banquiao, RN Nurse on Duty Sunshine Lariago, MD Physician on duty
	3.2 Manage patient and carry out doctor's order Note: For cases that warrants referral to higher facility, patiently will be referred after initial management			



	For Obstetric Emergencies:			
	<p>1. Only imminent deliveries will be catered and directly admitted to Delivery Room provided patient is previously screened at the triage area/ER holding area, cleared of history for exposure, and in the absence of respiratory symptomatology.</p>			<p>Marichelle Bagongon,RN Nurse on Duty</p> <p>Andrea Villeganio,MD Physician on Duty</p> <p>Marichelle Bagongon,RN Nurse on Duty</p>
	<p>2. Safety of everyone involved in patient care cannot be overemphasized. Actions of ER and DR personnel must be swift and decisive. Emphasis on sufficient time for donning of PPE of all assigned staff as well as room and equipment preparations must be complete before allowing patient to be wheeled in. Once ready to receive the patient, DR staff must provide the go signal for transport to the operating room.</p>			



	3. Patient and watcher will be subjected to RAT and RT-PCR, even after delivery			Jochin Piesta,RN Nurse on Duty
	If maternal RT-PCR result will be positive:			
	1. Patient will be referred to appropriate facility			
	2. Newborn well-baby will be subjected to RT-PCR testing			
	3. Another eligible watcher is required to act as guardian for the newborn			
	4. Patient who are for admission, follow admission protocols.			
4. Patient for referral	4.1 Inform patient/watcher regarding the status of the patient	None	5-10 Minutes	Gerwin Butiong,MD Physician on Duty
	4.2 Accomplish referral form			
	4.3 Endorse patient to appropriate department of the receiving facility			



	4.4 Lists all the medications and supplies used and forward to billing/cashier.			Jerson Banquiao RN ER Nurse on Duty
	4.5 Inform the ambulance driver and ambulance nurse of the referral.			
5. Settle payment at the cashier and get the official receipt	5.1 Stamp the official receipt and signs the discharge clearance.	Hospital Charges	3 Minutes	Arlene Magno Billing Clerk/Cashier
6. Watcher presents the discharge clearance to the ER nurse on duty.	6.1 Once patient is cleared on accounting, may transfer patient as soon as possible.	None	3 Minutes	Jerson Banquiao RN ER nurse on Duty
TOTAL:		Depends on the diagnosis	30 Minutes excluding patient management	



19. Information Education Communication (IEC) on Family Planning : Pre-Marriage Counseling (PMC) Orientation

Pre-Marriage Counseling (PMC) is one of the programs currently undertaken by the City Health Office Population Division in partnership with the City Social Welfare and Development Office.

It is an integral program of Reproductive Health, Population and Development designed for would-be couples, as prerequisite before an issuance of a marriage license.

Office or Division	City Health Office - Population Division - 3rd Floor			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Would-be couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate – 1 photocopy/individual		PSA/ CCRO		
2. Baptismal Certificate – 1 photocopy/individual		Parish		
3. School Records – 1 photocopy/individual		School		
4. Barangay Certificate indicating "For Marriage purposes" – 1 photocopy/individual		Barangay Hall		
5. Community Tax Certificate – 1 photocopy/individual		City Treasurer's Office		
6. Valid Identification Card – 1 photocopy/individual		Government Office		
For Foreign Nationals:				
1. Certificate of Legal Capacity to Marry – 1 photocopy		Embassy of Country Origin		
2. Passport – 1 photocopy		Country of Origin		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's logbook	1. Give the logbook to the client	None	2 Minutes	Ginky D. Pilare-Paredes
2. Ask About PMC requirements, schedule and payment	3. Give client list of requirements and advise client to pay at CTO	Php 250.00	2 Minutes	Population Program Worker (District A)
3. Submit PMC requirements and schedule of payment.	3. Received documents submitted	None	2 Minutes	Shenty A. Soronio Population Program Worker II (District B)
4. Fill-out Pre-Orientation counseling Form	4. Evaluate filled-out POC Form and MEI and affix signature	None	15 Minutes	



(POC Form) and Marriage Expectation Inventory (MEI) for evaluation and affix signature				Tabeta Mahilum Pasaol-Daculan Population Program Worker II (District C)
5. Inquire about PMC Schedule	5. Provide client PMC schedule and remind clients about rules to be observed and to be on time	None	2 Minutes	May Belen C. Inoferio-Velasco Population Program Worker II (District C)
6. On PMC schedule, sign attendance sheet and log (every Thursday except Marilog District, which is scheduled every Monday).	6. Give attendance sheet and log book to the client	None	3 Minutes	Joselie Isma Punongbayan-Dellos Santos Population Program Worker II (District C)
7. Attendees participate in the PMC Orientation	7.1 Give lecture and facilitate the whole orientation	None	6 Hours	Mary Beth F. Gelbolingo-Andrade Population Program Worker II (District D) Irene Felomina Real Braganza Population Program Worker II (District D) Joyclin Zenaida J. Agdalipe-Toleran Population Program Worker II (Agdao District) Liezl Mercadal Sepe



				<p>Population Program Worker II (Agdao District)</p> <p>Renaelda P. Peli</p> <p>Population Program Officer II (Buhangin District)</p> <p>Arrieta R. Ico-Amarante</p> <p>Population Program Worker II (Buhangin District)</p> <p>Justice Mindanao D. Rasgo</p> <p>Population Program Worker II (Buhangin District)</p> <p>Renaelda P. Peli</p> <p>Population Program Officer II (Bunawan)</p> <p>Jocelyn M. Arcite</p> <p>Population Program Worker (Bunawan)</p> <p>Fe Leonor R. Estrada</p>
--	--	--	--	--



				<p>Population Program Worker (Bunawan)</p> <p>Maria Bio Mamites</p> <p>Population Program Worker (Paquibato)</p> <p>Cora Gauce</p> <p>Population Officer II (Talomo Central)</p> <p>Joanna Paula Guazon</p> <p>Population Program Worker (Talomo Central)</p> <p>Leonila G. Datahan</p> <p>Population Program Worker (Talomo South)</p> <p>Lilian D. Domingo</p> <p>Population Program Worker (Talomo South)</p> <p>Ana Liza C. Webon</p> <p>Population Program Officer II (Toril)</p>
--	--	--	--	---



				<p>Susan V. Sanchez Population Program Worker II (Toril)</p> <p>Liezl Barzales Population Program Officer (Marilog)</p> <p>Alma Anres Atos- Gaid Population Program Worker (Marilog)</p> <p>Epifania F. Penamante, RM Population Program Worker II (Baguio)</p> <p>Irene Felomina Braganza Population Program Worker II (Baguio)</p> <p>Sheila Rose E. Avanceña Population Program Officer II (Calinan)</p> <p>Myrna B. Silangan, RM</p>
--	--	--	--	---



				Population Program Worker II (Calinan) Alicia C. Namoc Population Program Worker II (Calinan)
				CSSDO and another partner Agency (City Health medical) representative
	7.2. PMC Processing	None	2 Days	Ginky D. Pilare-Paredes
8. Claim PMC Certificate	8. Release PMC Certification	None	1 Minute	Population Program Worker (District A)
9. Sign log book upon claiming	9. Give the log book to the client	None	1 Minute	Shenty A. Soronio Population Program Worker II (District B) Tabeta Mahilum Pasaol-Daculan Population Program Worker II (District C) May Belen C. Inoferio-Velasco Population Program Worker II (District C)



				<p>Joselie Isma Punongbayan-Dellos Santos</p> <p>Population Program Officer II (District D)</p> <p>Mary Beth F. Gelbolingo-Andrade</p> <p>Population Program Worker II (District D)</p> <p>Irene Felomina Real Braganza</p> <p>Population Program Worker II (District D)</p> <p>Joyclin Zenaida J. Agdalipe-Toleran</p> <p>Population Program Worker II (Agdao District)</p> <p>Liezl Mercadal Sepe</p> <p>Population Program Worker II (Agdao District)</p> <p>Renaelda P. Peli</p> <p>Population Program Officer II (Buhangin District)</p>
--	--	--	--	---



				<p>Arrieta R. Ico- Amarante Population Program Worker II (Buhangin District)</p> <p>Justice Mindanao D. Rasgo Population Program Worker II (Buhangin District)</p> <p>Renaelda P. Peli Population Program Officer II (Bunawan)</p> <p>Jocelyn M. Arcite Population Program Worker (Bunawan)</p> <p>Fe Leonor R. Estrada Population Program Worker (Bunawan)</p> <p>Maria Bio Mamites Population Program Worker (Paquibato)</p> <p>Cora Gauce</p>
--	--	--	--	--



				<p>Population Officer II (Talomo Central)</p> <p>Joanna Paula Guazon</p> <p>Population Program Worker (Talomo Central)</p> <p>Leonila G. Datahan</p> <p>Population Program Worker (Talomo South)</p> <p>Lilian D. Domingo</p> <p>Population Program Worker (Talomo South)</p> <p>Ana Liza C. Webon</p> <p>Population Program Officer II (Toril)</p> <p>Susan V. Sanchez</p> <p>Population Program Worker II (Toril)</p> <p>Liezl Barzales</p> <p>Population Program Officer (Marilog)</p>
--	--	--	--	---



				<p>Alma Anres Atos-Gaid Population Program Worker (Marilog)</p> <p>Epifania F. Penamante, RM Population Program Worker II (Baguio)</p> <p>Irene Felomina Braganza Population Program Worker II (Baguio)</p> <p>Sheila Rose E. Avanceña Population Program Officer II (Calinan)</p> <p>Myrna B. Silangan, RM Population Program Worker II (Calinan)</p> <p>Alicia C. Namoc Population Program Worker II (Calinan)</p>
TOTAL:		PHP 250.00	2 Days,2 Hours and 34 Minutes	



20. Laboratory Examination				
A medical procedure that involves testing a sample of blood, urine, or other substance from the body. Laboratory tests can help determine a diagnosis, plan treatment, check to see if treatment is working, or monitor the disease overtime. Patient is referred by Health Center and Private Clinic Physicians and the results will be used as basis for the issuance of Medical Certificate for Pre-employment.				
Office or Division	City Health Office - Laboratory Division			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral slip/s from the requesting physician/s – 1 original			Physician	
2. Original copy of the Official Receipt – 1 original			City Treasurer's Office (CTO)	
3. Properly collected specimens (Urine/Blood/Stool)			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1. Receive and evaluate requirements	None	2 Minutes	Janet H. Villamor Laboratory Aide II Leah Sharon S. Villanueva Laboratory Aide II Carolina U. Juanico JO/Laboratory Aide Merlyn E. Manalo Laboratory Aide II



				Jocelyn F. Sagun Laboratory Aide II
				Ma. Luisa A. Decendario JO /Laboratory Aide
				Grace B. Deiparine Laboratory Aide II
				Catherine B. Corrias Laboratory Aide II
				Nenita C. Bustamante Laboratory Aide II
				Michelle A. Ambalong JO / Laboratory Aide



				<p>Joji M. Araneta Laboratory Aide II</p> <p>Janita C. Gutierrez Laboratory Aide II</p> <p>Vanissa A. Castino JO / Laboratory Aide</p>
2. Pay fees at the City Treasurer's Office	2. Issue Order of Payment	See Laboratory Fees Below	1 Minute	Cashier-City Treasurer's Office
3. Process specimens	3. Facilitate processing of specimen	None	1 Hour	<p>Viluz P. Dimatulac Medical Technologist II (City Health Laboratory)</p> <p>Melody B. Maghari Medical Technologist II (City Health Laboratory)</p> <p>Marites G. Sacor Medical Technologist II</p>



				<p>(City Health Laboratory)</p> <p>Arleen P. Alconera</p> <p>Medical Technologist II (District A)</p> <p>Ma. Teresa R. Mataganas</p> <p>Medical Technologist II (District B)</p> <p>Joy L. Nio</p> <p>Medical Technologist II (District C)</p> <p>Rebbie Anne R. Pepino</p> <p>Medical Technologist II (District D)</p> <p>Ma. Divina P. Cañeda</p> <p>Medical Technologist II (Agdao)</p>
--	--	--	--	--



				<p>Eva E. Mata Medical Technologist II (Baguio)</p> <p>Catherine B. Deocampo Medical Technologist II (Buhangin)</p> <p>Kezla Grace P. Mobberos JO/Medico-Legal Laboratory Technologist (Bunawan)</p> <p>Maria Kristine Dajao JO/Medico-Legal Laboratory Technologist (Bunawan)</p> <p>Mari-jo Karen C. Villafuerte Medical Technologist II (Calinan)</p> <p>Trixia Michaela G. Balingit</p>
--	--	--	--	---



				<p>JO/Medico-Legal Laboratory (Calinan)</p> <p>Mail Fe Gelacio</p> <p>JO/Medico-Legal Laboratory (Calinan)</p> <p>Ophalyn S. Pangilan</p> <p>Medical Technologist II (Marilog)</p> <p>Philmar Teves</p> <p>JO/Medico-Legal Laboratory (Marilog)</p> <p>Angeli P. Tangian</p> <p>JO/Medico-Legal Laboratory Technologist (Marilog District Hospital)</p> <p>Edmund Dy</p> <p>Medical Technologist II (Paquibato)</p>
--	--	--	--	---



				<p>Jian Tricia R. Jimenez JO/Medico-Legal Laboratory Technologist (Paquibato District Hospital)</p> <p>Jessieca Beloy JO/Medico-Legal Laboratory Technologist ((Paquibato District Hospital)</p> <p>Maria Rosario M. Pino Medical Technologist II (Sasa)</p> <p>Yvette G. Balodo Medical Technologist II (Talomo Central)</p> <p>Alfredo H. Santos Jr. Medical Technologist II (Talomo North)</p> <p>Rosemarie B. Dy</p>
--	--	--	--	--



				<p>Medical Technologist II (Talomo South)</p> <p>Lea L. Buelis</p> <p>Medical Technologist II (Toril)</p> <p>Roland Ian Joseph Abonales</p> <p>JO/Medico-Legal Laboratory Technologist (Tugbok)</p>
4. Present Official Receipt and submit specimens	4. Record Official Receipt number into logbook and receives specimens	None	3 Minutes	<p>Janet H. Villamor</p> <p>Laboratory Aide II</p> <p>Leah Sharon S. Villanueva</p> <p>Laboratory Aide II</p> <p>Carolina U. Juanico</p> <p>JO/Laboratory Aide</p> <p>Merlyn E. Manalo</p>



				Laboratory Aide II Jocelyn F. Sagun Laboratory Aide II Ma. Luisa A. Decendario JO /Laboratory Aide Grace B. Deiparine Laboratory Aide II Catherine B. Corrias Laboratory Aide II Nenita C. Bustamante Laboratory Aide II Michelle A. Ambalong JO / Laboratory Aide
--	--	--	--	---



				<p>Joji M. Araneta Laboratory Aide II</p> <p>Janita C. Gutierrez Laboratory Aide II</p> <p>Vanissa A. Castino JO / Laboratory Aide</p>
5. Sit at the extraction chair (seated at the Waiting Area for call of name)	5.1 Blood Extraction Process Specimens for testing (Urine/Stool & Blood)	None	30 Minutes	Viluz P. Dimatulac Medical Technologist II (City Health Laboratory)
	5.2. Microbiological Testing of specimen and preparation of results	None	20 Minutes	
	5.3. Encode and review of Results	None	5 Minutes	<p>Melody B. Maghari Medical Technologist II (City Health Laboratory)</p> <p>Marites G. Sacor Medical Technologist II</p>



				<p>(City Health Laboratory)</p> <p>Arleen P. Alconera</p> <p>Medical Technologist II (District A)</p> <p>Ma. Teresa R. Mataganas</p> <p>Medical Technologist II (District B)</p> <p>Joy L. Nio</p> <p>Medical Technologist II (District C)</p> <p>Rebbie Anne R. Pepino</p> <p>Medical Technologist II (District D)</p> <p>Ma. Divina P. Cañeda</p> <p>Medical Technologist II (Agdao)</p>
--	--	--	--	--



				<p>Eva E. Mata Medical Technologist II (Baguio)</p> <p>Catherine B. Deocampo Medical Technologist II (Buhangin)</p> <p>Kezla Grace P. Mobberos JO/Medico-Legal Laboratory Technologist (Bunawan)</p> <p>Maria Kristine Dajao JO/Medico-Legal Laboratory Technologist (Bunawan)</p> <p>Mari-jo Karen C. Villafuerte Medical Technologist II (Calinan)</p> <p>Trixia Michaela G. Balingit</p>
--	--	--	--	---



				JO/Medico-Legal Laboratory (Calinan)
				Mail Fe Gelacio
				JO/Medico-Legal Laboratory (Calinan)
				Ophalyn S. Pangilan
				Medical Technologist II (Marilog)
				Philmar Teves
				JO/Medico-Legal Laboratory (Marilog)
				Angeli P. Tangian
				JO/Medico-Legal Laboratory Technologist (Marilog District Hospital)
				Edmund Dy
				Medical Technologist II (Paquibato)



				<p>Jian Tricia R. Jimenez JO/Medico-Legal Laboratory Technologist (Paquibato District Hospital)</p> <p>Jessieca Beloy JO/Medico-Legal Laboratory Technologist ((Paquibato District Hospital)</p> <p>Maria Rosario M. Pino Medical Technologist II (Sasa)</p> <p>Yvette G. Balodo Medical Technologist II (Talomo Central)</p> <p>Alfredo H. Santos Jr. Medical Technologist II (Talomo North)</p> <p>Rosemarie B. Dy</p>
--	--	--	--	--



				<p>Medical Technologist II (Talomo South)</p> <p>Lea L. Buelis</p> <p>Medical Technologist II (Toril)</p> <p>Roland Ian Joseph Abonales</p> <p>JO/Medico-Legal Laboratory Technologist (Tugbok)</p>
6. Receive results of all tests	6. Release results	None	3 Minutes	<p>Janet H. Villamor</p> <p>Laboratory Aide II</p> <p>Leah Sharon S. Villanueva</p> <p>Laboratory Aide II</p> <p>Carolina U. Juanico</p> <p>JO/Laboratory Aide</p>



				<p>Merlyn E. Manalo Laboratory Aide II</p> <p>Jocelyn F. Sagun Laboratory Aide II</p> <p>Ma. Luisa A. Decendario JO /Laboratory Aide</p> <p>Grace B. Deiparine Laboratory Aide II</p> <p>Catherine B. Corrias Laboratory Aide II</p> <p>Nenita C. Bustamante Laboratory Aide II</p> <p>Michelle A. Ambalong</p>
--	--	--	--	---



				JO / Laboratory Aide Joji M. Araneta Laboratory Aide II Janita C. Gutierrez Laboratory Aide II Vanissa A. Castino JO / Laboratory Aide
TOTAL:		See Laboratory Fees below	2 Hours and 4 Minutes	



LABORATORY FEES	
HEMATOLOGY	
1. Complete Blood Count(CBC)Automated with Platelet Count-	PH120.00
2. Hemoglobin Determination (Hgb)	PHP40.00
3. Hematocrit (Hct)/ Hemoglobin(Hgb)Automated	PHP70.00
4. Blood Typing (Blood Type)	PHP40.00
5. Clotting Time/Bleeding Time(CT/BT)	PHP40.00
6. Platelet Count(Automated)..	PHP100.00
7. Blood Smear for Malarial Parasite(BSMP)	PHP80.00
8. Dengue Rapid Test	PHP300.00
SEROLOGY	
1. Hepatitis B Surface Antigen(HBsAg)Qualitative .	PHP180.00
2. Treponema pallidum Hemaagglutination (TPHA)/ Plasma Reagin(RPR)–Test for Syphilis-	PHP180.00
MISCELLANEOUS	
1. Semen Analysis	PHP180.00
BLOOD CHEMISTRY	
1. Fasting Blood Sugar/Random Blood Sugar(RBS)-	PHP 50.00
CLINICAL MICROSCOPY	
1. Routine Urinalysis(Manual)	PHP40.00
2. Pregnancy Test	PHP120.00
PARASITOLOGY	
2. Fecalalysis	PHP40.00
3. Kato-Katz	PHP60.00



21. Temporary Shelter for Psychotic Vagrants				
Temporary shelter for psychotic vagrants provide basic needs of psychotic vagrant and aide them to recovery.				
Office or Division		City Health Office – Mental Wellness Center for the Homeless		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter – 1 original		City Social Service and Development Office		
2. Police Blotter – 1 original		Philippine National Police		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to Social Worker	1. Receive and check requirements	None	5 Minutes	Reah C. Laurito Social Worker
2. Submitself for Covid-19 test	2. Conduct RTPCR Test Request for test result	None	2-3 Days	Maylinda C. Koting, Elmeradel S. De Castro, Jennifer F. Constantino, Basilio S. Quejada, Norberto P. Farochilen, Maria Arlene T. Palamos, Ethel R. Lacsamana, Rosalie D. Briones, Marthony Paul D. Canceko, Gerry S. Bohol, Caren P. Bordios, Jonah Ana D. Andalan, Keiran Kaine V. Pingoy, Roderick C. Mahinay, Baltazar A. Pongferrada,



				<p>Windelyn C. Perpetua, Adrian Paul M. Ponferrada, Junrey F. Decano, Annalou T. Bacolod Giovanni A. Sotto, Albert D. Fullido, Danny Boy I. Grajo</p> <p>Social Worker, Nursing Attendant</p>
3. Submitself for Psychiatric Evaluation	3. Assess patient condition and prescribe medicine	None	1-2 Hours	<p>Dr. Annaliza S. Malubay, Dr. Luis Antonio Flores</p> <p>Physician</p>
4. Submit self for intake interview	4. Check patient family background, history, address and names which are provided by the patient	None	30mins – 40mins	<p>Reah Laurito, Ilyn R. Sotto, Leah Grace G. Sapidan, Jude P. Cabasan, Jose Brian C. Banez, Eileen B. Alabado, Chuck P. Sempio, Reina Lorelei E. Miranda, Jorge S. Acaso I, Venus A. Villegas, Alice M. Adlawan, Paul Andre A. Lumiguid, Mariecor Kane Lendio Libranza</p>



				Social Worker, Nurse
5. Submit self for laboratory test	5. Accompany patient for laboratory test For further medical check-up, refer and accompany client to SPMC	None	1-2 Days	Maylinda C. Koting, Elmeradel S. De Castro, Jennifer F. Constantino, Basilio S. Quejada, Norberto P. Farochilen, Maria Arlene T. Palamos, Ethel R. Lacsamana, Rosalie D. Briones, Marthony Paul D. Canceko, Gerry S. Bohol, Caren P. Bordios, Jonah Ana D. Andalan, Keiran Kaine V. Pingoy, Roderick C. Mahinay, Baltazar A. Ponferrada, Windelyn C. Perpetua, Adrian Paul M. Ponferrada, Junrey F. Decano, Annalou T. Bacolod Nursing Attendant
6. Refer to the general population ward	6. Endorse patient to general population ward	None	20-30mins	Ilyn R. Sotto, Leah Grace G. Sapidan, Jude



				<p>P. Cabasan, Jose Brian C. Banez, Eileen B. Alabado, Chuck P. Sempio, Reina Lorelei E. Miranda, Jorge S. Acaso I, Venus A. Villegas, Alice M. Adlawan, Paul Andre A. Lumiguid, Mariecor Kane Lendio Libranza</p> <p>Nurse</p>
7. Receive medication	7. Physician reviews patient history and medical intake and prescribes proper medication	None	30mins – 60mins	<p>Dr. Annaliza S. Malubay, Dr. Luis Antonio T. Flores,</p> <p>Physician</p> <p>Ilyn R. Sotto, Leah Grace G. Sapidan, Jude P. Cabasan, Jose Brian C. Banez, Eileen B. Alabado, Chuck P. Sempio, Reina Lorelei E. Miranda, Jorge S. Acaso I, Venus A.</p>
	7.1 Nurse prepares the anti-psychotic drugs, updates the records, and monitors the patient			



				<p>Villegas, Alice M. Adlawan, Paul Andre A. Lumiguid, Mariecor Kane Lendio Libranza</p> <p>Nurse</p>
8. Patient prepares for discharge	8.1 Physician assesses the patient with certain parameters if patient is ready for discharge	None	30mins – 45mins	<p>Dr. Annaliza S. Malubay, Dr. Luis Antonio T. Flores Physician</p> <p>Reah C. Laurito, Ilyn R. Sotto, Leah Grace G. Sapidan, Jude P. Cabasan, Jose Brian C. Banez, Eileen B. Alabado, Chuck P. Sempio, Reina Lorelei E. Miranda, Jorge S. Acaso I, Venus A. Villegas, Alice M. Adlawan, Paul Andre A. Lumiguid, Mariecor Kane Lendio Libranza</p>
	8.2 Social Worker submits referral letter to Barangay Social Worker for discharge and family tracing			
	8.3 Conduct case dialogue with Barangay social worker and family and inform the family of the free follow-up check-up schedule of the patient.			



				Social Worker
TOTAL:		None	8 Days, 8 Hours and 30 Minutes	



**CITY INFORMATION OFFICE
(PUBLIC INFORMATION AND PRODUCTION
DIVISION)
EXTERNAL SERVICES**



1. Provision of Information and Education Campaign Materials (Lay-out/ Design)

The City Information Office (CIO) has a Creative Media Services Unit that provide uniformed designs and/or lay-out of CGD Information and Promotional Collaterals per request from other departments.

Office or Division	Office of the City Mayor – City Information Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	City Government of Davao Departments

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Request Form or Google Request Form	1. CIO receiving area for Request Form or Provided Link
2. Letter Request	2. CIO receiving area for Request Form or Provided Link
3. Initial/Raw Design - 1 original	3. Requestor (hard and/or soft copy)
4. Flash Dive or External Hard Drive (Personal)	4. Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the lobby/ receiving section of the office.	1. Give the Log Book to the client	None	2 Minutes	Jennifer Aissa T. Ibanez, Administrative Aide – CIO
2. Submit Request Letter for the CIO Artist to design/lay-out collateral or Fill-up Request form from Officer of the Day at the receiving section.	2.1 Receive Request Letter or Request Form to the Officer of the Day at the receiving area of the office	None	2 Minutes	
	2.2. Check for Completeness and specifications of the request	None	2 Minutes	
	2.3. Forward Letter Request/ Request Form to Lay-out/ Design Artist	None	2 Minutes	
	2.4 Lay-out/ Design collateral/s	None	1 Day	Louie Ace O. Gimang, Lay-out Artist – CIO
	2.5. Artist forwards design to the Head of Office and/or City	None	1 Day	



	Administrator's Office for corrections and approval.			
	2.6. With the corrections and approval of the design, the CIO Artist finalizes corrected designs and render it with the necessary specifications/ size.	None	None	Louie Ace O. Gimang, Lay-out Artist – CIO
	2.7. Artist saves final design to client's flash drive or external hard drive, or	None	None	
	2.8. Artist gives final lay-out/ design to requestor through email.	None	None	
TOTAL:		None	2 Days and 8 Minutes	



2. Request for Soft Copy of Photos				
The City Information Office documents the events, programs and activities of the City Government of Davao through photographs. These photographs may be requested by the public and/or other offices or departments.				
Office or Division	Office of the City Mayor – City Information Office			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request Form or Google Request Form		1. CIO receiving area for Request Form or Provided Link		
2. Flash Drive or External Hard Drive (Personal)		2. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	2 Minutes	Jennifer Aissa T. Ibanez, Administrative Aide – CIO
2. Fill-up Request Form or Fill-up Google Request Form	2. Give the Request Slip to the client and/or provide link for the Google Request Form	None	2 Minutes	
3. Submit filled-up Request Form	3.1 Receive the Request Slip and check for completeness and specifications of the request	None	3 Minutes	
	3.2 Forward request to Photographer or Archivist	None	2 Minutes	Kent Jason C. Capute/ Karina V. Cañedo, Photographer/ Archivist – CIO
	3.3 Retrieval of photos from computer files and transfer to client's flash drive or external hard disk	None	10 Minutes	
	3.4 Give client the requested photos through Flash Drive or sent through email	None	1 Minute	
TOTAL:		None	20 Minutes	



3. Request for Video Clips (Documentations or Byaheng DO30 Episode)				
ByahengDO30 TV Production and the News Team under the City Information Office covers city events for documentation and TV production for the city's weekly TV program.				
Office or Division	Office of the City Mayor – City Information Office			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request Form or Google Request Form		1. CIO receiving area for Request Form or Provided Link		
2. Flash Dive or External Hard Drive (Personal)		2. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	2 Minutes	Jennifer Aissa T. Ibanez, Administrative Aide – CIO
2. Fill-up Request Form	2. Give the Request Slip to the client and/or provide link for the Google Request Form	None	2 Minutes	
3. Submit Request Form to the Office of the Day at the receiving area of the City Information Office	3.1 Receive the Request Slip and check for completeness and specifications of the request	None	2 Minutes	
	3.2 Forward request to Videographer or Archivist	None	2 Minutes	
	3.3 Retrieval of Video Clips from computer files and transfer to client's flash drive or external hard disk	None	35 Minutes	Thomas Avanceña/ John Paul F. Gabila, Videographer/ Editor – City Information Office
	3.4 Videographer or Archivist gives requested copy to Officer of the day for release or directly to the Client and/or sent through email.	None	1 Minute	
TOTAL:		None	44 Minutes	



CITY INFORMATION TECHNOLOGY CENTER

EXTERNAL SERVICES



1. Development or Enhancement of Information Systems				
This procedure covers the activities from conceptualization, development to implementation. The procedure applies to development of a new information system or enhancement of an existing system.				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Systems Development Management Group (SDMG)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Departments and Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request letter signed by the Department Head or Head of Office		1. Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for systems development or system enhancement	1.1 Receive, review letter request and forward to CITC OIC	None	2 Minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
	1.2 Review and assess letter request, determine the scope of request	None	5 Minutes	Chito Mercado, Information Technology Officer II, Officer-In-Change – CITC
	1.3 Designate Project Leader to perform the request, and discuss the nature of request	None	5 Minutes	Chito Mercado, Information Technology Officer II, Officer-In-Change – CITC
	1.4 Select a project team	None	1 Day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
2. Attend to Conceptualization meeting	2.1 Conduct a Conceptualization meeting with requesting office	None	3 Days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E –
	2.2 Prepare a	None	3 Days	Project Team E –



	Business Case Report			CITC <i>See Legend</i>
3. Attend to Business Case sign-off meeting	3.1 Conduct Business Case sign-off meeting with requesting office, secure business case sign-off with requesting office	None	1 Day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	3.2 Develop a Project Initiation Document (PID)	None	5 Days	
4. Attend to Project Initiation Document sign-off meeting	4.1 Conduct PID sign-off meeting with requesting office,	None	1 Day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	4.2 Secure PID sign-off with requesting office	None	1 Day	
5. Respond to Development Team system related queries	5.1 Conduct program coding	None	3 Months	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	5.2 Conduct unit testing			
	5.3 Conduct initial functional testing			
	5.4 Perform system fixes			
	5.5 Conduct final functional testing & integration testing			
6. Attend to iteration review meetings	6.1 Conduct iteration review meeting w/ requesting office	None	3 Months	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	6.2.1 Get a “go” or “no go” advise from the requesting office.			
	6.2.2 If “go” deploy system module			
	6.2.3 If “no go” return to Step 5			
7. Participate in the conduct of user training/ orientation	7.1 Prepare system’s user manual	None	15 Days	Project Team A, Project Team B, Project Team C,
	7.2 Conduct user	None	1 Day	



	training/orientation			Project Team D, Project Team E – CITC <i>See Legend</i>
8. Participate in the conduct user acceptance testing	8.1 Conduct user acceptance testing by requesting office based on timeline agreed on the development workplan	None	Dependent on the workplan	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	8.2 Document test results based on user acceptance criteria	None	1 Day	
	8.3 Provide support to users during conduct of user acceptance testing	None	Dependent on the workplan	
9. Sign User Acceptance Certificate	9. Conduct User Acceptance Certificate sign-off with users	None	1 Day	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
10. Use the system upon “GO” live	10.1 Check set-up of the Production Server identified for the system	None	3 Days	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	10.2 Install the updated version of the system in the production server	None	1 Day	
	10.3 Conduct test run using the user acceptance test criteria	None	5 Days	
	10.4 Reset database values	None	1 Day	
	10.5 Start system roll-out and “GO” live.	None	1 Day	
11. Attend project	11.1 Conduct project	None	1 Day	Project Team A,



closure meeting	closure meeting with requesting office			Project Team B, Project Team C, Project Team D, Project Team E – CITC <i>See Legend</i>
	11.2 Update system documentation requirements	None	10 Days	
	11.3 Prepare systems operation manual	None	10 Days	
TOTAL:		None	8 Months, 19 Days and 12 Minutes	

* System Development Timeframe is based on system scope and design complexity. Information systems considered in this request go through different development phases before system completion. The design development phase requires time and manpower.

LEGEND:	
Project Team A	<p>Project Lead:</p> <ol style="list-style-type: none"> 1. Sharon Lei M. Lomantas, Information Systems Analyst III <p>Project Team:</p> <ol style="list-style-type: none"> 1. Allan D. Nuena, CFL II, Client Support/ QA 2. Ma. Fe A. Celades, Client Support/ QA 3. Argie Aranez, Computer Programmer 4. Christian S. Garcia, Computer Programmer
Project Team B	<p>Project Lead:</p> <ol style="list-style-type: none"> 1. Jose D. Barber Jr., Information Technology Officer I <p>Project Team:</p> <ol style="list-style-type: none"> 1. Melba S. Evangelista, Computer Programmer III/ Documenter
Project Team C	<p>Project Lead:</p> <ol style="list-style-type: none"> 1. Arthur B. Cariño, Information Systems Analyst III <p>Project Team:</p> <ol style="list-style-type: none"> 1. Cheryl V. Bungao, Computer Programmer III 2. Louella Marree C. Cariño, Computer Programmer 3. April Mae B. Bonto, Computer Programmer 4. Natividad F. Saligumba, CFL III/ Client Support 5. Teddy Casaldan, Computer Programmer
Project Team D	Project Lead:



	<ol style="list-style-type: none">1. Celina E. Carado, Information Systems Analyst II <p>Project Team:</p> <ol style="list-style-type: none">1. Jomarie P. Espino, Computer Programmer2. Rafael P. Fernandez, Computer Programmer3. Philmar E. Fuentes, DC II/ Client Support
Project Team E	<p>Project Lead:</p> <ol style="list-style-type: none">1. Cornelio S. Rinalda III, Computer Programmer III <p>Project Team:</p> <ol style="list-style-type: none">1. Czarina B. Alfoja, CMT II/ Designated Systems Researcher2. Henry M. Hernaez, DC II/ Client Support3. Joseph Michael C. Sapaula, Computer Programmer II/ Client Support



2. Maintenance of Information Systems (Service User Request)				
User Request to be served can be either for data maintenance thru record update, data maintenance which requires a documentary output, corrective measures on program modules or assistance on site.				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Systems Development Management Group (SDMG)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Departments and Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Service Request Form (other supporting documents as may be deemed necessary in extending the assistance by the personnel-in-charge – 1 original		1. CITC Office or Download form at www.citc.davaocity.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Type: Data Maintenance via Record Update or with Documentary Output				
1. Completely fill-up CITC Service Request Form	1. None	None	None	Client
2. Submit Service Request Form	2. Receives request and determines who will serve the request	None	1 Minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
3. Forward the Service Request Form to the designated team	3.1 Review and assess the extent of assistance required and advise due date	None	2 Minutes	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/ Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer File Librarian III/ Computer Programmer II – CITC
	3.2 Perform/ conduct the assistance requested	None	30 Minutes	



4. Attend to Project Initiation Document sign-off meeting	4. Release or advise result on processed request	None	1 Minute	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer File Librarian III/ Computer Programmer II – CITC
TOTAL:		None	34 Minutes	
Request Type: Corrective Measure on Program Modules				
1. Completely fill-up CITC Service Request Form.	1. None	None	None	Client
2. Submit Service Request Form.	2. Receive request and determines who will serve the request.	None	1 Minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
3. Forward the service request form to the designated team.	3.1 Review the assistance required and forward request to the assigned Project Lead.	None	2 Minutes	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer File Librarian III/ Computer Programmer II – CITC
	3.2 Evaluate the gravity of the corrective measure to implement and determine the due date.	None	3 Minutes	Project Team A, Project Team B, Project Team C, Project Team D, Project Team E



	3.3 Conduct the corrective measures required.	None	5 Days	– CITC See Legend
	3.4 Advise to Client Support Personnel result of corrective measure for implementation at User site.	None	5 Minutes	
4. Follow-up assistance requested upon due date.	4. Release or advise result on processed request.	None	1 Minute	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/ Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer File Librarian III/ Computer Programmer II – CITC
TOTAL:		None	5 Days and 12 Minutes	
Request Type: Assistance on Site				
1. Completely fill-up CITC service request form	1. None	None	None	Client
2. Submit service request form	2. Receives request and determines who will serve the request	None	1 Minute	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
3. Forward the service request form to the designated team	3.1 Reviews, assesses the extent of assistance required	None	2 Minutes	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/ Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer
	3.2 Conducts the assistance on site	None	4 Hours	



				File Librarian III/ Computer Programmer II – CITC
4. Confirm the completion of the assistance requested	4. Advise completion of the assistance requested	None	1 Minute	Henry Hernaez/ Natividad Saligumba/ Joseph Michael Sapaula/ Ma. Fe Celades, Admin. Asst. II (Data Controller II)/ Computer File Librarian III/ Computer Programmer II – CITC
TOTAL:		None	4 Hours and 4 Minutes	



3. Request for Network Services				
To facilitate requests of the different departments/offices of the City Government of Davao for network connectivity, IP Phone installation and maintenance, and electronic mail (e-mail) creation and maintenance.				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Network Facilities Management Group (NFMG)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request/ Request Slip – 1 photocopy		1. CITC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/ slip	1.1 Receive approved request	None	2 Minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
	1.2 Assign task to be done	None	2 Minutes	Diosdado Lopez, Information Technology Officer I, Head – NFMG-CITC
	1.3 Act on the assigned task	None	2 Days	Diosdado Lopez/ Alex Tan/ Kevin Alfoja/ Paul Chua/ Froebel Acebedo, Information Technology Officer I, Head/ Computer Operator IV/ Contract of Services – NFMG-CITC
	1.4 Inform the requestor on the status of the request	None	5 Minutes	Diosdado Lopez/ Alex Tan, Information Technology Officer I, Head/ Computer Operator IV – NFMG-CITC



2. Release/ Sign Accomplished Request Form	2. Release	None	3 Minutes	Vicenta Sardido, Administrative Assistant II (Data Entry Machine Operator II) – CITC
TOTAL:		None	2 Days and 12 Minutes	



4. Network Cable Installation and Maintenance				
This procedure includes ocular inspection, network cable check-up, repair & installation to establish stable network connectivity. The procedure applies to all request regarding Local Area Network (LAN) & internet connectivity requirement.				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Computer Equipment Maintenance and Systems Engineering (CEMSE) Group			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		1. Client		
2. Service request from office/ department signed by Dept./ Office Head		2-4. Computer Equipment Maintenance and System Engineering (CEMSE)		
3. List of materials needed				
4. Layout Design				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for network cable check-up repair/ installation	1.1 Receive, filled up service request form with expected cable layout	None	5 Minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III) – CITC
	1.2 Review request and end users' connectivity requirement.	None	3 Minutes	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	1.3 Check and Assign personnel availability to troubleshoot network connectivity	None	2 Minutes	Rowena Narajos/ Ivan Lizarondo, Information Technology Officer II, Head/ Computer Technologists III –



				CITC
2. Coordinate/assist ocular inspection	2.1 Schedule ocular inspection	None	3 Minutes	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.2 Recommends network connectivity solution and proper specification	None	20 Minutes	
	2.3 Inform end user for the list of materials needed	None	3 Minutes	
	2.4 Schedule cable repair/ installation	None	3 Minutes	
3. Coordinate/ assist Network cable repair/ installation	3.1 Prepare equipment and materials needed for network cable repair/ installation	None	3 Minutes	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	3.2 Proceed with the network cable repair/ installation activity	None	4 Hours	
	3.2 Test network connectivity	None	40 Minutes	
4. User's acceptance	4. CEMG Head & CITC OIC signs service request with network connectivity report	None	2 Minutes	Rowena Narajos, Information Technology Officer II, Head – CEMSE-CITC
TOTAL:		None	5 Hours and 24 Minutes	



5. Computer Hardware, Peripherals and Software Maintenance Services

The procedure covers six (6) activities that is under the technical service support which includes the conduct of Computer, HW & Peripherals Checkup & Repair; Preparation of Technical Specifications Report; Installation & Relocation of HW & Peripherals; SW Installation & Maintenance; Preventive Maintenance; and Inventory of ICT Equipment & SW Licenses.

Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Computer Equipment Maintenance and Systems Engineering (CEMSE) Group
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	City Government Offices

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Letter Request	1. Client
2. Service request from office/ department signed by Dept./ Office Head	Computer Equipment Maintenance and System Engineering (CEMSE)
3. Hardware/ Software User's Manual	
4. Hardware/ Software Inventory Form	
5. Existing Technical Specification from database	
6. Canvass result from supplier	
7. Layouts	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for CEMG Technical services that involves Checkup, repair & Preventive Maintenance on Computer Hw/ Sw & Peripherals, Technical Specification Report, Installation/ Relocation of computer HW & Peripherals, SW Installation/ Maintenance, HW & SW Inventory Report & technical services and recommendations	1. CEMG receive Letter Request and/ or fill-up service request form	None	5 Minutes	Jochebed Naboia, Administrative Assistant V (Data Entry Machine Operator III) – CITC



2. Assist, answer query and provide details regarding the requested technical services	2.1.1 Acts Upon the Requested Technical services	None	5 Minutes	Jochebed Nabua/ Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Administrative Assistant V (Data Entry Machine Operator III)/ Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.1.2 Review & check technical service request			
	2.1.3 Interview end user regarding their technical service request requirement for clarification			
	2.1.4 Assign personnel to perform the technical service request			
2. Assist, answer query and provide details regarding the requested technical services	2.2.1 Performs check-up, repair and preventive maintenance on computer HW/ SW and peripherals	None	20 Hours	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.2.2 Conduct research on computer HW/SW & peripherals function (R & D) (e.g. equipment manual/ SW utility, normal process/ function)			
	2.2.3 Performs checkup, repair & troubleshoot errors			
	2.2.4 Performs			



	necessary preventive maintenance (e.g., virus scan; check existing applications/ software; end user reminder on basic/proper use of equipment)			
	2.3.1 Provide Technical Specification Report	None	8 Hours	Jochebed Naboa/ Ivan Lizarondo, Administrative Assistant V (Data Entry Machine Operator III)/ Computer Maintenance Technologist III – CITC
	2.3.2 Review & check the requested technical specification			
	2.3.3 Check existing database of technical specs which are based on R&D, and/or canvass from suppliers			
	2.3.4 Draft, review and finalize technical specification/ recommendation			
	2.4.1 Performs Installation/ Relocation of computer HW and Peripheral	None	1 Hour	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.4.2 Performs Ocular inspection and request/ provide layout if Necessary			
	2.4.3 Performs Installation/ Relocation of computer HW & Peripherals			
	2.5 Performs SW installation/ maintenance	None	20 Minutes	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer



				Operator III/ Contract of Services – CITC
	2.6.1 Provide annual HW & SW Inventory Report	None	5 Minutes	Joey Dandan, Computer Maintenance Technologists II – CITC
	2.6.2 Set inventory activity schedule		5 Minutes	Rowena Narajos/ Joey Dandan, Information Technology Officer II, Head/ Computer Maintenance Technologists II – CEMSE-CITC
	2.6.3 Performs inventory activity with basic preventive maintenance Activity (e.g. check HW/SW normal function and remind end user on proper use of equipment)		25 Minutes	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.6.4 Gather and finalize inventory report		40 Hours	Joey Dandan, Computer Maintenance Technologists II – CITC
	2.7.1 Provide technical services and recommendation	None	24 Hours	Rowena Narajos, Information Technology Officer II, Head – CITC
	2.7.2 Set ocular inspection and performs			Jochebed Naboas, Administrative Assistant V (Data



	research(R&D) if required			Entry Machine Operator III) – CITC
	2.7.3 provide required technical services and finalize recommendation report			Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.8 Fill up service request form with final recommendation/ report	None	1 Minute	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.9 Inform end user regarding the service request recommendation/ report and release necessary document (approved by CEMG Head & CITC OIC)/ equipment to end user	None	3 Minutes	Jochebed Naboia, Administrative Assistant V (Data Entry Machine Operator III) – CITC
3. Accepts completed service request	3.1.1 CEMG/ CITC head Approves performed technical services	None	2 Minutes	Rowena Narajos, Information Technology Officer II, Head – CEMSE-CITC
	3.1.2 Review service request forms with recommendation,			



	technical specs and reports			
	3.1.3 Signs service request forms with recommendation, technical specs and reports			
	3.2 CEMG release and archive signed service request forms with recommendation, technical specs and reports.	None	2 Minutes	Jochebed Naboia, Administrative Assistant V (Data Entry Machine Operator III) – CITC
TOTAL:		None	11 Days, 7 Hours and 13 Minutes	



6. Request for Technical Evaluation/Recommendation				
This procedure includes request of technical evaluation/recommendation, preparation of detailed ICT solution/equipment purpose, technical specification & updated current market price value through internet research, canvass and product presentation.				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Computer Equipment Maintenance and Systems Engineering (CEMSE) Group			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Departments and Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		1. Client		
2. Service request from office/ dept. signed by Dept./ Office Head		Computer Equipment Maintenance and Systems Engineering (CEMSE)		
3. Document for Technical evaluation/ recommendation				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical evaluation/ recommendation	1.1 Receive filled up service request form	None	5 Minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III) – CITC
	1.2 Review and check the requested technical evaluation requirement	None	5 Minutes	Rowena Narajos/ Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod,
	1.3 Conduct meeting with requesting office for further technical requirement clarification and other details	None	3 Hours	Information Technology Officer II, Head/ Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	1.4 Check existing database of technical	None	10 Minutes	Jochebed Naboa, Administrative Assistant V (Data



	specifications which is based on R&D product presentation and canvass from existing list of local suppliers			Entry Machine Operator III) – CITC
2. Assist on the Conduct of technical R&D	2.1 Perform research (R&D) through the internet	None	2 Hours	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.2 Attend product presentation invites	None	8 Hours	Jochebed Naboia/ Rowena Narajos/ Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Administrative Assistant V (Data Entry Machine Operator III)/ Information Technology Officer II, Head/ Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.3 Request proof of concept from IT company/ providers	None	2 Hours	Rowena Narajos, Information Technology Officer II, Head –



				CEMSE-CITC
3. Receives copy of Technical Evaluation/ Recommendation	3.1 Draft, finalize, and submit technical evaluation/ recommendation for approval	None	2 Hours	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	3.2 Review and approval of technical evaluation/ recommendation from CEMG Head and CITC OIC	None	1 Hour	Rowena Narajos, Information Technology Officer II, Head – CEMSE-CITC
	3.3 Release Technical Evaluation/ Recommendation Report to requesting office	None	3 Minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III) – CITC
TOTAL:		None	2 Days, 2 Hours and 23 Minutes	



7. Technical Assistance Services				
This procedure covers the activities from request of technical assistance, to responding, conducting and drafting of recommendation. The procedure applies to all ICT related technical assistance request catering to all City government offices, barangays & national government offices on project-based activities				
Office or Division	City Administrator's Office, City Information Technology Center (CITC) - Computer Equipment Maintenance and Systems Engineering (CEMSE) Group			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government Departments and Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		1. Client		
2. Service request from office/ dept. signed by Dept./ Office Head		Computer Equipment Maintenance and Systems Engineering (CEMSE)		
3. Technical details related to the request				
4. Ocular inspection report				
5. Technical assistance recommendation report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for technical assistance services.	1.1 Receive filled up service request form	None	5 Minutes	Jochebed Naboa, Administrative Assistant V (Data Entry Machine Operator III) – CITC
	1.2 Review and research (R&D) online on the requested technical assistance service	None	4 Hours	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	1.3 Conduct meeting with requesting office for clarification and set proper	None	3 Hours	Rowena Narajos/ Ivan Lizarondo/ Joey Dandan/ Orland Darang/



	setting/schedule of activities			Lester Mamocod, Information Technology Officer II, Head/ Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
2. Assist/ coordinate on the Conduct of technical assistance services	2.1 Schedule ocular inspection, setting of activities, and use of existing hardware & software application suited for the required technical assistance	None	30 Minutes	Rowena Narajos/ Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Information Technology Officer II, Head/ Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.2 Finalize technical assistance recommendation report		2 Hours	Ivan Lizarondo/ Joey Dandan/ Orland Darang/ Lester Mamocod, Maintenance Technologist III/ Computer Technologists II/ Computer Operator III/ Contract of Services – CITC
	2.3 Submits recommendation report for approval			
3. Receives copy of the	3.1 Review submitted	None	1 Hour	Rowena Narajos,



recommendation report	technical assistance report			Information Technology Officer II, Head – CEMSE-CITC
	3.2 Approves technical assistance report			
TOTAL:		None	1 Day, 2 Hours and 35 Minutes	



**CITY LEGAL OFFICE
EXTERNAL SERVICES**



1. Issuance of Certificate of No Pending Case				
The Certificate of No Pending Case is issued to public officials and employees in the City Government of Davao stating that he/she has no pending case.				
Office or Division	Office of the City Legal Officer			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All officials and employees of the City Government of Davao			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Cedula - 1 original, 1 photocopy		1. City Treasurer's Office		
2. Official Receipt		2. City Treasurer's Office		
3. Form		3. City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a form for Certificate of No Pending Case (CNPC) at the Records Section.	1. Give form and instruction on how to fill out to the Client.	None	3 Minutes	Precious Mamelle A. Belviz, Records Officer II – City Legal Office
2. Fill-out form. *Secure Order of Payment	2. Issue Order of Payment to the client.	None	3 Minutes	Anie Brigida P. Bangcaya/ Rowena F. Masupat - Administrative Assistant V/ Administrative Aide III – City Legal Office
3. Pay Certification fee to the City Treasurer's Office, SP Bldg. Window 1-14 and Counters 19 and 20, then submit Official Receipt/s and filled-out form to Rm. 24 (City Legal Office)	3. Prepares Certificate of No Pending Case	Php 50.00	1 Day	Precious Mamelle A. Belviz, Records Officer II – City Legal Office
4. Claim Certificate of No Pending Case	4. Release Certificate of No Pending Case	None	3 Minutes	
TOTAL:		Php 50.00	1 Day and 9 Minutes	



2. Rendering of Legal Opinion on Any Question of Law				
The City Legal Office provides legal opinion after proper evaluation and analysis based on the facts presented. The legal opinion informs the client of the legality or illegality of the action or document.				
Office or Division		Office of the City Legal Officer		
Classification		Highly Technical		
Type of Transaction		G2G/ G2C - Government to Government/ Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request (1 original copy and 1 extra copy)		1. City Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request for legal opinion *Secure received copy with stamp	1.1 Check the requirements and if found sufficient, record request on the logbook and encode the same in the system	None	3 Minutes	Anie Brigida P. Bangcaya/ Rowena F. Masupat - Administrative Assistant V/ Administrative Aide III – City Legal Office
	1.2 Stamp Client's request copy with date and time.	None	3 Minutes	
	1.3 Forward the request to the City Legal Officer who will assign it to the attorney/s and return the same to the Receiving Clerk for routing.	None	5 Minutes	
	1.4 Prepare draft of legal opinion and submit the same to the City Legal Officer for any comment and/or suggestions.	None	18 Days	Atty. Enrique Jr. A. Bonocan/ Atty. Elmer B. Rañon/ Atty. Arsenio E. Caballero Jr./ Atty. Luchie G. Sasing-Elias/ Atty. Francis A. Fernandez/ Atty. Sarah Phoebe L. Paclibar/ Atty. Mariel Ariane M.



				Monton, Attorney IV/ Attorney III – City Legal Office
	1.5 City Legal Officer reviews and/or make comments on the drafted legal opinion and returns the same to the assigned attorney for the final printing.	None	1 Day	Atty. Osmundo P. Villanueva Jr., Acting City Legal Officer – City Legal Officer
	1.6 Final copy is printed and signed by the handling attorney/s to be signed by the City Legal Officer.	None	5 Minutes	Atty. Enrique Jr. A. Bonocan/ Atty. Elmer B. Rañon/ Atty. Arsenio E. Caballero Jr./ Atty. Luchie G. Sasing-Elias/ Atty. Francis A. Fernandez/ Atty. Sarah Phoebe L. Paclibar/ Atty. Mariel Ariane M. Monton, Attorney IV/ Attorney III – City Legal Office
	1.7 Sign the legal opinion.	None	2 Minutes	Atty. Osmundo P. Villanueva Jr., Acting City Legal Officer – City Legal Officer
	1.8 Forward the legal opinion to the releasing clerk.	None	5 Minutes	Jeva J. Belonguil, Secretary – City Legal Office
	1.9 Record on the logbook and release the legal opinion.	None	3 Minutes	Norberto M. Punzalan, Administrative Aide III – City Legal Office
2. Claim legal opinion	2. Release legal opinion	None	3 Minutes	City Legal Office
TOTAL:		None	19 Days and 29 Minutes	



CITY LIBRARY AND INFORMATION CENTER

EXTERNAL SERVICES



1. Book Borrowing Services				
The library allows qualified clients to borrow Fiction/Circulation books for a week.				
Office or Division	Office of the City Mayor - Davao City Library and Information Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Library Users			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Borrower's Card – 1 original		1. Davao City Library and Information Center		
2. For City Government Employees (Plantilla Personnel) – 1 valid ID		2. Client/ Human Resource Management Office		
3. For Other Library Clients with Guarantor – 1 valid ID of City Government Plantilla Personnel as Guarantor		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search/inquire for a title of book to borrow	1. Assist in locating book in the Online Public Access Catalog (OPAC)	None	3 Minutes	Janice Badar, Librarian/Library Staff – DCLIC
2. Present borrower's card	2. Validate borrower's card	None	1 Minute	
3. Sign and submits book card	3. Record the Transaction in	None	3 Minutes	
4. Affix signature in the borrower's logbook	4. Issue book pass to the borrower	None	2 Minutes	
TOTAL:		None	9 Minutes	



2. Library Card Application				
The library allows qualified clients to borrow Fiction/Circulation books for a week.				
Office or Division	Office of the City Mayor - Davao City Library and Information Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Latest 1x1 ID Picture – 1 piece			1. Client	
2. Application Form – 1 original			2. DCLIC Administrative Section – Card Issuance Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the reception counter	1. None	None	1 Minute	Officer of the Day – DCLIC
2. Present a valid ID	2. Check the ID card presented	None	1 Minute	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
3. Accomplish the application form	3. Provide client with the Application form	None	3 Minutes	
4. Submit the accomplished application form	4. Receive/ check the accomplished application form	None	1 Minute	
5. Receive Order of Payment	5. Issue Order of Payment	None	2 Minutes	
6. Pay ID Fee	6. Receive official receipt and issues Library Card	Php 30.00	5 Minutes	Collector – City Treasurer's Office
7. Submit receipt	7. Receive official receipt and issues Library Card	None	3 Minutes	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
8. Claim ID and sign	8. Release I.D. and have the library user sign in the Logbook	None	3 Minutes	
TOTAL:		Php 30.00	19 Minutes	



3. Library ID Card Renewal				
Renewal of library card is done annually.				
Office or Division	Office of the City Mayor - Davao City Library and Information Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Library users with existing Library ID Card			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Old Library ID Card			1. Client	
2. Latest 1x1 ID Picture – 1 piece			2. Client	
3. Application Form – 1 original			3. DCLIC Administrative Section – Card Issuance Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present old library card	1. Authenticate the library card	None	1 Minute	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
2. Get order of payment	2. Provide the order of payment	None	1 Minute	
3. Pay at the treasurer's office	3. Receive payment	Php 30.00	5 Minutes	Collector – City Treasurer's Office
4. Present the OR to the person responsible and fill up the application form	4. Give application form to the applicant	None	2 Minutes	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
5. Submit the application form to responsible person and go to the MIS for picture taking	5. Receive the submitted application form for approval	None	1 Minute	
6. Wait for processing of ID	6. Process the ID card	None	5 Minutes	
7. Get the new ID and sign on the log book	7. Release the ID and have the Library User sign on the logbook	None	3 Minutes	
TOTAL:		Php 30.00	18 Minutes	



4. Borrower's Card Application				
The borrower's card gives the client the privilege of loaning out fiction and circulation books.				
Office or Division	Office of the City Mayor - Davao City Library and Information Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid ID Card – 1 photocopy		1. Client		
2. Barangay ID/ Certificate – 1 original		2. Barangay Hall		
3. Latest 1x1 ID Picture – 1 piece		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook at the reception counter	1. None	None	1 Minute	Officer of the Day – DCLIC
2. Present valid ID together with Barangay I.D./ Certificate; 1 1x1 ID Picture	2. Check identification card; Barangay ID/ Certificate; 1 1x1 ID picture	None	1 Minute	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
3. Accomplish the application form and Qualified Guarantor Form	3. Provide client with the Application and Qualified Guarantor Form	None	3 Minutes	
4. Provide guarantor contact with the issuance staff	4.1 Contact the guarantor for confirmation	None	3 Minutes	
	4.2 Mail the Qualified Guarantor Form to the client's home address			
5. Return the qualified guarantor form to the library	5. Receive the guarantor form	None	1 Minute	
6. Receive Order of Payment	6. Issue Order of Payment	None	2 Minutes	Collector – City Treasurer's Office
7. Pay Borrower's Card Fee	7. Receive payment	Php 30.00	5 Minutes	
8. Submit Official Receipt	8. Receive official Receipt and issues	None	3 Minutes	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
9. Claim Card and sign in on the Released Logbook	9. Release Borrower's Card and have the library user sign on the logbook	None	3 Minutes	
TOTAL:		Php 30.00	22 Minutes	



5. Mobile Library Services/ Mobile Disaster Education Library and Library Tour Orientation

This service make library services available to persons living in areas who have no access to books and other reading materials.

Office or Division Office of the City Mayor - Davao City Library and Information Center

Classification Simple

Type of Transaction G2C – Government to Citizen

Who may avail Schools and Barangays

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
---------------------------------	------------------------

1. Letter Request – 1 original	1. Head of School/ Barangay Captain
--------------------------------	-------------------------------------

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request address to the Officer-In-Charge	1. Accept and record the letter of request	None	2 Minutes	Mae Ann Lumosbog/ Mary Amor Tar, Administrative Aides – DCLIC
	1.2 Acknowledge receipt of email			
2. Follow up the request	2. Approve /re-schedule requests in case of conflict of schedule	None	3 Minutes	Janice Badar/ Ariel R. Enoc Mobile In-Charge/ Librarian II – DCLIC
3. Confirm the schedule	3. Ensure that request is acted upon and inform the client	None	3 Minutes	Salome M. Enoc, Officer-In-Charge – DCLIC
	3.2 Prepare for the activity			Janice Badar/ Ariel R. Enoc Mobile In-Charge/ Librarian II – DCLIC
TOTAL:		None	8 Minutes	



6. Online Public Access Catalog (OPAC)				
A tool and a guide in locating the library collections. It provides bibliographic information and the section of where to locate the book.				
Office or Division	Office of the City Mayor - Davao City Library and Information Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Library users			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Library ID Card			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the OPAC's homepage	1-4 Assist/ answer any queries on how to use the page	None	5 – 10 Minutes	Janice Badar, Librarian/Library Staff – DCLIC
2. Type the word/ phrase/ keyword/ topic in the box or click on the advanced search link to perform a more detailed search				
Note: By default, your search result will be sorted according to relevance (Popularity/ Author/ Call Number/ Titles)				
3. Select the title you want				
4. Proceed to the section (e.g., Circulation, Filipiniana, Reference, Children's etc) to get the book				
TOTAL:		None	10 Minutes	



CITY PLANNING AND DEVELOPMENT OFFICE
EXTERNAL SERVICES



1. Zoning Certification				
A certification issued by the Office of the City Planning & Development Coordinator based on the approved Zoning Ordinance.				
Office or Division	CPDO / Zoning Enforcement Division			
Classification	Simple			
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen			
Who may avail	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certified True Copy of Titles – 1 photocopy		1. Registry of Deeds		
2. Duly accomplished application form – 1 original		2. City Planning & Development Office		
3. Subdivision /Sketch Plan – 1 original		3. Bureau of Land/private Geodetic Engineer		
4. Order of Payment – 1 original		4. City Planning & Development Office		
5. Official Receipt – 1 original		5. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form from Public Assistance Counter	1. Release form	None	30 Minutes	CPDO Officer of the Day
2. Present accomplished application with attached requirements to get Order of Payment	2. Assess payment and issue order of payment	None	20 Minutes	Criselda Solitario, Planning Development Officer (JO) – CPDO
3. Pay Zoning Fee at the City Treasurer's Office, SP Bldg.	3. None	Php 750/ hectare	Depends on the processing time of CTO	Cashier-CTO
4. Submit the documents with the O.R. for Zoning Fee	4.1 Receive, encode and endorse application to GIS	None	20 Minutes	Zachariah John Aramada Community Affairs Worker (JO) – CPDO
	4.2 Plot the technical description of the property, print map and return the docs to ZED	None	1 Hour	GIS Team
	4.3 Evaluate and prepare the Zoning Certification	None	1 Day, 6 Hours and 5 Minutes	Criselda Solitario,



				Planning Development Officer (JO) – CPDO
	4.4 Approval	None	1 Day	Initial Approval: Engr. Samuel A. Singco/ Roy Ryan II A. Rigor, Division Chief/ Acting Zoning Administrator – CPDO
	4.5 Endorse Zoning Certification to CPDO Administrative Division for releasing	None	5 Minutes	Zachariah John Armada/ Kimberly Ann Apale, Community Affairs Worker (JO)/ Economic Development Researcher (JO) – CPDO
5. Claim the Zoning Certification	5. Release documents	None	5 Minutes	CPDO Administrative Division
TOTAL:		Php 750.00 per hectare	3 Days and 25 Minutes	



2. Validation of Occupancy Permit				
For 4-storey buildings and above only. 3-storey buildings and below will be handled by the Office of the City Building Official. The validation of the Locational Clearance issued by the Office of the City Planning & Development Coordinator				
Office or Division	City Planning & Development Office - Zoning Enforcement Division			
Classification	Simple			
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen,			
Who may avail	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Approved Building Plans - 1 original		1. Applicant		
2. Certificate of Occupancy Form – 1 original		2. Office of the City Building Official		
3. Locational Clearance, if applicable – 1 photocopy		3. City Planning and Development Office		
4. Pictures of Building – 1 original		4. Applicant		
5. Order of Payment – 1 original		5. City Planning and Development Office		
6. Official Receipt – 1 original		6. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment for filing fee	1. Issue order of payment	Agricultural = Php 150.00 Residential = Php 150.00 Commercial = Php 300.00 Industrial = Php 300.00 Institutional = Php 200.00	20 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO
2. Submit documents per checklist of requirements	2.1 Receive/ enter complete application documents and endorse to evaluator	None	20 Minutes	CPDO Administrative Division
	2.2 Receive/ enter complete application documents and endorse to	None	10 Minutes	Kimberly Apale/ Manuel Repolidon, Economic Development



	evaluator			Researcher (JO)/ Technical Assistant (JO) – CPDO
	2.3 Evaluate the application and recommend approval/ inspection/denial Note: If for inspection, proceed to 2.4 If for approval or denial, move to 2.6	None	15 Minutes	Ariane Queen B. Atillo/ Rafael Maurice Estrera/ Princess Diane Arañas/ Miller Creayla, Engineering Staff (JO)/ Technical Assistants (JO) - CPDO
	2.4 Conduct ocular inspection and submit reports	None	15 Minutes	Marlene Paña/ Henedina Pagaran, Zoning Inspectors II – CPDO
	2.5 Evaluate inspection reports and decides approval or denial (move to 2.6)	None	1 Day	Evaluation and Recommendation Engr. Samuel Singco Division Chief Approval: Roy Ryan II A. Rigor Acting Zoning Administrator - CPDO
	2.6 Process applications for approval and/or make denial	None	1 Day	Criselda Solitario/ Hadji Ali Sacar, Planning Development Officers (JO) – CPDO
	2.7 Initial Approval	None	1 Day	Engr. Samuel Singco/ Yolanda Ombing, Division Chief/ Zoning Officer II –



				CPDO
	2.8 Final Approval	None	3 Hours	Roy Ryan II A. Rigor Acting Zoning Administrator – CPDO
	2.9 Forward documents to CPDO Admin for releasing	None	5 Minutes	Kimberly Apale/ Manuel Repolidon, Economic Development Researcher (JO)/ Technical Assistant (JO) – CPDO
3. Claim the validated occupancy permit	3. Release documents	None	5 Minutes	CPDO Administrative Division
TOTAL:		Agricultural = Php 150.00 Residential = Php 150.00 Commercial = Php 300.00 Industrial = Php 300.00 Institutional = Php 200.00	3 Days, 4 Hours and 30 Minutes	



3. Request for Additional Allowable Use

There are two (2) types of applications under additional allowable use:

1.) **Variance** - a form of deviation which grants a property owner relief from certain provisions of these rules when strict compliance with physical standards/guidelines such as building height, area requirement, setback and the like would result in unnecessary hardship or difficulty upon the owner due to the peculiar physical surroundings, shape or topographical conditions of the property.

2.) **Exception** - a form of deviation which grants a property owner relief from certain provisions of these rules when strict enforcement thereof would result in an unnecessary hardship or difficulty upon the owner.

Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen,
Who may avail	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form – 1 original	City Planning and Development Office
2. Official Receipt – 1 original	
3. Zoning Certification – 1 photocopy	
4. Certified true copy of title(s)/ Contract of Lease/ Deed of Sale / any proof of ownership – 1 original for validation, 1 photocopy	4. Register of Deeds/ Applicant
5. Right-of-way of access road (right to use or deed of sale) – 1 photocopy	5. Department of Public Works & Highways City Engineer's Office
6. Site Development Plan with land distribution – 1 original	6. Applicant
7. Vicinity map – 1 original	7. Applicant
8. Barangay Council Resolution of No Objection – 1 photocopy	8. Barangay Council
9. Barangay Development Council Resolution favorably indorsing the project – 1 photocopy	9. Barangay Development Council
10. Drainage Clearance, if applicable – 1 photocopy	10. City Engineer's Office
11. Solid waste management plan certificate – 1 photocopy	11. City Environment & Natural Resources Office
12. Sanitation clearance – 1 photocopy	12. City Health Office
13. New tax declaration – 1 photocopy	13. City Assessor's Office
14. Realty tax clearance – 1 photocopy	14. City Treasurer's Office
15. Water supply certification, if applicable – 1 photocopy	15. Davao City Water District



16. Power supply certification – 1 photocopy	16. Davao Light & Power Company			
17. Geohazard Certification – 1 photocopy	17. Department of Environment & Natural Resources – Mines & Geosciences Bureau			
18. Environmental Compliance Certificate/ Certificate of Non-Coverage – 1 photocopy	18. Department of Environment & Natural Resources – Environmental Management Bureau			
19. Affidavit of Non-Objection of the owners of properties adjoining the proposed project site w/ copy of lot title – 1 photocopy	19. Applicant			
20. Three (3) newspaper publications (once a week for 3 consecutive weeks) – 1 original	20. Applicant			
21. Visible project sign - 1 photo of the project sign posted at the site	21. City Planning and Development Office/ Applicant			
22. Water Resource Management Clearance for projects within water resource zone	22. Water Resource Management Council			
23. Barangay Watershed Management Council and City Watershed Management Council Clearance for areas in Conservation Zone	23. Barangay Watershed Management Council/ City Watershed Management Council			
24. Golf Construction and Development Committee Clearance (for golf course)	24. Golf Construction and Development Committee			
25. Civil Aviation Authority of the Philippines and Philippine Air Force Command Davao City Clearance (for Private landing strip, airports, and heliports and helipads)	25. Civil Aviation Authority of the Philippines/ Philippine Air Force Command Davao City Clearance			
26. Philippine Ports Authority Clearance (for ports and harbors)	26. Philippine Ports Authority			
27. National Power Corporation Davao City Clearance	27. National Power Corporation			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form with checklist of requirements from Public Assistance Counter	1.1 Provide the checklist and application form	None	5 Minutes	CPDO Officer of the Day
	1.2 Pre-evaluation of submitted documents	None	10 Minutes	Eddy Mae Gonzales/ Charles Dwayne Tumulip, Planning Development Officer (JO)/ Technical Assistant (JO)



				- CPDO
	1.3 Issue Order of Payment for processing fee	Php 1,500.00	10 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO
	1.4 Accept payment and issue O.R. at CTO		Depends on the processing time of CTO	Cashier – City Treasurer’s Office
	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	20 Minutes	CPDO Administrative Division
	1.6 ZED Communications In-Charge endorses documents to evaluators	None	20 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
2. Submit 4 sets of application requirements	2.1 Evaluate documents and make recommendation	None	20 Minutes	Charles Dwayne Tumalip/ Eddy Mae Gonzales, Technical Staff (JO)/ Planning Development Officer (JO) - CPDO
	2.2 Receive application and route to ZED - CDC-LZBAA Secretariat	None	1 Day	Zachariah John Armada Community Affairs Worker (JO) – CPDO
	2.3 Prepare Notice of Pending Application for newspaper publication and endorse to CDC-	None	1 Day	Charles Dwayne Tumalip/ Eddy Mae Gonzales, Technical Staff



	LZBAA			(JO)/ Planning Development Officer (JO) - CPDO
	2.4 Schedule the ocular inspection with TWG joint CDC and LZBAA and circulate inspection invitation	None	5 Days	
	2.5 Conduct ocular inspection	None	1 Day	LZBAA TWG/ Henedina Pagaran/ Eddy Mae Gonzales, Zoning Inspector II/ Planning Development Officer (JO) – CPDO
	2.6 Prepare evaluation report and recommendation for the members of CDC and LZBAA	None	1 Day, 6 Hours and 30 Minutes	
3. Submit copies of newspaper publication	3.1 Waiting time for applicant to comply the 3 weeks newspaper publication before scheduling for meeting	None	2 Days	None
	3.2 Schedule, prepare, and circulate meeting invitation to members of LZBAA and CDC	None	5 Days	Charles Dwayne Tumulip/ Eddy Mae Gonzales, Technical Staff (JO)/ Planning Development Officer (JO) - CPDO
	3.3 Present evaluation report to the joint meeting	None	1 Day	LZBAA TWG/ Henedina Pagaran Zoning Inspector II – CPDO
	3.4 Prepare the Minutes and corresponding resolution on the decision of the LZBAA and CDC	None	5 Days	Charles Dwayne Tumulip/ Eddy Mae Gonzales, Technical Staff (JO)/ Planning Development Officer (JO) - CPDO
	3.5 Circulate	None	14 Days	CPDO



	resolution to members for signature			Administrative Division
	3.6 Prepare endorsement for applications with favorable decision, to SP through CMO	None	2 Days	Charles Dwayne Tumulip/ Eddy Mae Gonzales, Technical Staff (JO)/ Planning Development Officer (JO) - CPDO
	3.7 Forward resolution to CPDO Admin for releasing	None	1 Day	
4. Claim the resolution	4. Release resolution/ documents to applicant	None	5 Minutes	CPDO Administrative Division
TOTAL:		Php 1,500.00	40 Days	



4. Reclassification and Re-Zoning	
Reclassification – The act of specifying how agricultural lands shall be utilized for non-agricultural uses such as residential, industrial, commercial, as embodied in the CLUP.	
Re-Zoning – a process of introducing amendments to or change in the existing zoning of a particular area and reflected in the text and maps of the Ordinance.	
Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2C - Government to Government/ Government to Citizen,
Who may avail	Property Owner or Authorized Representative
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form – 1 original	City Planning and Development Office
2. Zoning Certification – 1 photocopy	
3. Certified true copy of title(s)/ Contract of Lease/ Deed of Sale / any proof of ownership – 1 original for validation, 1 photocopy	3. Register of Deeds
4. Right-of-way of access road (right to use or deed of sale) – 1 photocopy	4. Department of Public Works & Highways/ City Engineer's Office
5. Site development plan reflecting land distribution (green area, parking, building foot print, etc.), property line & access road if property is an interior lot – 1 original	5. Applicant
6. Vicinity map showing major landmarks/structures within a radius of 200 meters – 1 original	6. Applicant
7. Barangay Council Resolution Interposing No Objection – 1 photocopy	7. Barangay Council
8. Barangay Development Council Resolution favorably endorsing the project – 1 photocopy	8. Barangay Development Council
9. Drainage clearance – 1 photocopy	9. City Engineer's Office
10. Solid Waste Management Plan Certificate – 1 photocopy	10. City Environment & Natural Resources Office
11. Sanitation clearance – 1 photocopy	11. City Health Office
12. New tax declaration – 1 photocopy	12. City Assessor's Office
13. Realty tax clearance – 1 photocopy	13. City Treasurer's Office
14. Water supply certification – 1 photocopy	14. Davao City Water District
15. Power supply certification – 1 photocopy	15. Davao Light & Power Company
16. Certification for possible geohazard and recommended mitigating measures – 1 photocopy	16. Department of Environment & Natural Resources - Mines & Geosciences Bureau



17. DENR-EMB for waste treatment facilities and permit to discharge effluents (for industrial and commercial reclassification)		17. Department of Environment & Natural Resources – Environmental Management Bureau		
18. Affidavit of Neighbor's Consent		18. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to secure checklist of requirements	1.1 Provide the checklist and application form	None	10 Minutes	CPDO Officer of the Day
	1.2 Pre-evaluation of submitted documents	None	10 Minutes	Diane Arañas Technical Assistant (JO) Miller Creayla Technical Assistant (JO) - CPDO
	1.3 Issue Order of Payment for processing fee	Php 1,500.00	10 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO
	1.4 Accept payment and issue O.R. at CTO	None	Depends on the processing time of CTO	Cashier – City Treasurer's Office
	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	10 Minutes	CPDO Administrative Division
	1.6 ZED Communications In-Charge endorses documents to evaluators	None	10 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
2. Applicant to submit 1 folder containing all the requirements	2.1 Evaluate documents	None	1 Hour	Diane Arañas/ Miller Creayla, Assistant (JO) Technical Assistants (JO)



				- CPDO
	2.2 If incomplete, prepare Notice of Deficiency	None	3 Days	Ruby Rose Lora Technical Assistant (JO)
	2.3 If complete, prepare Notice of Pending Application for publication to be forwarded to Admin Division (Both documents to be signed by the Zoning Administrator)			Approval: Roy Ryan II A. Rigor Acting Zoning Administrator - CPDO
	2.4 Schedule, prepare, and circulate invitation for an ocular inspection of applied sites to TWG members	None	5 Days	Ruby Rose Lora Technical Assistant (JO) - CPDO
	2.5 Conduct ocular inspection and prepare with recommendation	None	3 Days	LZRC TWG/ Princess Diane Arañas/ Miller Creayla, Technical Assistants (JO) - CPDO
	2.6 Check availability of members and applicant for the meeting, schedule meeting, and prepare invitation to members	None	5 Days	Ruby Rose Lora Technical Assistant (JO) - CPDO
	2.7 Present evaluation report to the members of the committee during the meeting	None	3 Days	LZRC TWG/ Princess Diane Arañas/ Miller Creayla, Technical Assistants (JO) - CPDO
	2.8 Prepare minutes of the meeting & resolution	None	4 Days	Ruby Rose Lora Technical Assistant (JO) - CPDO
3. If application is approved, submit 3 additional folders	3.1 Circulate resolution for signature	None	13 Days, 7 Hours and 40 Minutes	CPDO Administrative Division



containing the same documentary requirements	3.2 Inform applicant to submit 3 additional folders containing all the requirements			Ruby Rose Lora Technical Assistant (JO) - CPDO
	3.3 Prepare endorsement of resolution and its corresponding documents	None	3 Days	
	3.4 Forward resolution/ documents to CPDO Admin for releasing			Zachariah John Armada, Community Affairs Worker (JO) – CPDO
4. Claim the resolution	4. Endorse resolution/ documents to SP through City Administrator's Office/ Release resolution to applicant	None	1 Hour	CPDO Administrative Division
TOTAL:		Php 1,500.00	40 Days, 2 Hours and 30 Minutes	



5. Water Resource Management Council Clearance	
An application for those areas within the water resource zone wherein a clearance should be secured from the Water Resource Management Council which functions as an inter-departmental body to protect the water resources of Davao City.	
Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen
Who may avail	Property Owner or Authorized Representative
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form – 1 original	City Planning and Development Office
2. Zoning Certification and Zoning Map – 1 photocopy	
3. Certified true copy of title(s)/ Contract of Lease/ Deed of Sale/ any proof of ownership – 1 original for validation, 1 photocopy	3. Register of Deeds / Applicant
4. Lot/ Sketch Plan with Vicinity Map – 1 original	4. Applicant: Plan duly signed and sealed by a licensed geodetic engineer
5. Site Development Plan - 1 original	5. Applicant: Plan duly signed and sealed by a licensed civil engineer/ architect/ geodetic engineer/ environmental planner
6. Certificate of No Objection - 1 photocopy	6. Davao City Water District
7. Geohazard Certification - 1 photocopy	7. Department of Environment & Natural Resources - Mines & Geosciences Bureau
8. Environmental Compliance Certificate or Certificate of Non-Coverage - 1 photocopy	8. Department of Environment & Natural Resources - Environmental Management Bureau
9. Sanitation Inspection Clearance - 1 photocopy	9. City Health Office
10. Drainage Plan – 1 original	10. Applicant: Plan duly signed and sealed by a licensed civil engineer
11. Drainage Clearance - 1 photocopy	11. City Engineer's Office
12. Sanitary/Plumbing Plans – 1 original	12. Applicant: Plan duly signed and sealed by a licensed sanitary engineer/master plumber
13. Sewage Treatment Facility with Hydraulic Computations, if applicable – 1 original	13. Applicant: Plan duly signed and sealed by a sanitary engineer
14. Mitigating measures to prevent pollution/contamination of water resource - 1 photocopy	14. Applicant
15. Water Supply Certification - 1 photocopy	15. Davao City Water District



16. Water Permit, if DCWD cannot supply - 1 photocopy		16. National Water Resources Board		
17. Actual site photos - 1 original		17. Applicant		
18. Topographic Plan - 1 original		18. Applicant		
19. Details on Outfall and River Classification (adopted from the DENR-EMB Certification) - 1 photocopy		19. Applicant		
20. Watershed Map - 1 photocopy		20. Department of Environment & Natural Resources		
21. Retarding Pond Design - 1 original		21. Applicant/Plan duly signed and sealed by a licensed sanitary engineer/ civil engineer		
22. Oil Separator Plan (Carwash, Repair Shop) – 1 original		22. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1.1 Provide the checklist of requirements	None	5 Minutes	Charles Dwayne Tumalip Technical Assistant (JO) and/or CPDO Officer of the Day – CPDO
	1.2 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge		20 Minutes	CPDO Administrative Division
	1.3 ZED Communications In-Charge endorses documents to the WRMC Secretariat		20 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
2. Submit 1 folder containing all the requirements	2.1 Receive folders/ application	None	1 Day	Charles Dwayne, Tumalip Technical Assistant (JO) – CPDO
	2.2 Evaluate documents	None	5 Days, 7 Hours and 15 Minutes	
	2.3 Schedule meeting of WRMC, prepare invitation to members & inform applicant	None	5 Days	



	2.4 Present PowerPoint presentation by the applicant to the members of the committee	None	1 Day	Charles Dwayne, Tumulip Technical Assistant (JO) – CPDO
	2.5 Prepare Minutes of the meeting & resolution	None	5 Days	
	2.6 Circulate resolution for approval	None	14 Days	
3. Claim the resolution	3. Furnish copy of resolution to applicant	None	1 Day	Charles Dwayne, Tumulip Technical Assistant (JO) – CPDO
TOTAL:		None	33 Days	



6. Preliminary Subdivision Development Plan (PSDP) and Development Permit (DP) – For Presidential Decree (PD) 957, Batas Pambansa (BP) 220, Farm Lots and Memorial Parks

An application for subdivision approval based on BP 220, PD 957, and other related laws. Executive Order No. 71, Series of 1993, pursuant to RA 7160, was signed into law to devolve the powers of the Housing Land Use Regulatory Board to approve subdivision plans to the cities through the City Housing and Land Use Regulatory Unit as the technical arm of the Sangguniang Panlungsod.

Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen
Who may avail	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form - 1 original	1. City Planning and Development Office
2. Official Receipt - 1 original	2. City Treasurer's Office
3. Zoning Certification - 1 photocopy	3. City Planning and Development Office
4. Sketch and Site Development Plan with Land Distribution - 1 original	4. Applicant/plan signed by a geodetic engineer
5. Design Professional (List of name/s who signed the plans) - 1 photocopy	5. Applicant
6. Lot/Sketch Plan w/ Vicinity Map - 1 original	6. Applicant/plan signed by a geodetic engineer
7. Drainage Plans - 1 certified true copy	7. Applicant
8. Transfer Certificate of Land Title - 1 certified true copy	8. Registry of Deeds
9. Topographic Plan - 1 original	9. Applicant/plan signed by a Civil Engineer/ Geodetic Engineer
10. Latest Barangay Council Resolution interposing no objection - 1 photocopy	10. Barangay Council
11. Latest Barangay Development Council Resolution	11. Barangay Development Council
12. Drainage Clearance - 1 photocopy	12. City Engineer's Office/ DPWH
13. Solid Waste Management Plan Clearance - 1 photocopy	13. City Environment & Natural Resources Office
14. Sanitation Clearance - 1 photocopy	14. City Health Office
15. Certification for Water Supply - 1 photocopy	15. Davao City Water District
16. Certification for Power Supply - 1 photocopy	16. Davao Light & Power Company
17. New Tax Declaration - 1 photocopy	17. City Assessor's Office
18. Realty Tax Clearance - 1 photocopy	18. City Treasurer's Office



19. Geohazard Certification - 1 photocopy	19. Department of Environment & Natural Resources - Mines & Geosciences Bureau			
20. Environmental Compliance Certificate or Certificate of Non-Coverage - 1 photocopy	20. Department of Environment & Natural Resources – Environment and Management Bureau			
21. Traffic Impact Assessment w/ approved CTMB Resolution - 1 photocopy	21. City Transport and Traffic Management Board			
22. Watershed Management Council Resolution (in areas w/in water resource zone - 1 photocopy	22. Watershed Management Council			
23. Golf Construction and Development Committee Clearance (for golf course) - 1 photocopy	23. Golf Construction and Development Committee			
24. CAAP Clearance / Building Height Certificate, whichever is applicable - 1 photocopy	24. Civil Aviation Authority of the Philippines			
25. PPA Clearance (for ports and harbors) – 1 photocopy	25. Philippine Ports Authority			
26. Clearance from National Power Corporation, if applicable – 1 photocopy	26. National Power Corporation			
27. Affidavit of Undertaking for Greening Spaces	27. Applicant			
28. Payment Receipt – 1 photocopy	28. City Treasurer’s Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1.1 Provide the checklist of requirements	None	10 Minutes	Vivian N. Llemit Planning Development Officer (JO) – CPDO
	1.2 Pre-evaluation of submitted documents		10 Minutes	
	1.3 Issue Order of Payment for Processing Fee	Processing Fee: PSDP: Php 360.00 per hectare	10 Minutes	
	1.4 Accept payment and issue O.R. at CTO	DP: Php 2,880.00 per hectare Inspection Fee:	Depends on the processing time of CTO	Cashier – City Treasurer’s Office



		PSDP: Php1,500.00 per hectare DP: Php 2,880.00 per hectare		
	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	20 Minutes	CPDO Administrative Division
	1.6 ZED Communications In-Charge endorses documents to evaluators		30 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
2. Submit 5 sets of application requirements	2.1 Evaluate documents and schedule inspection	None	1 Day	CHLURU TWG Engr. Samuel Singco/ Vivian N. Llemit/ John Steve Sosobrado/ Yolanda Ombing, Division Chief/ Planning Development Officers (JO)/ Zoning Officer II – CPDO
	2.2 Conducts inspection/ evaluation		2 Days	
	2.3 Make report and prepare the following, to wit: a.) Notice of deficiency for applications with lacking requirements		3 Days	Vivian N. Llemit Planning Development Officer (JO) – CPDO



	2.4 Schedule meeting with CHLURU committee members, prepare invitation to members & inform applicants	None	5 Days	John Steve Sosobrado/ Vivian N. Llemit Planning Development Officers (JO) – CPDO
	2.5 Present evaluation report to the members of the committee	None	1 Day	CHLURU TWG Engr. Samuel Singco/Yolanda Ombing, Division Chief/ Zoning Officer II – CPDO
	2.6 Prepare minutes of the meeting & resolution	None	5 Days	John Steve Sosobrado/ Charles Dwayne Tumulip, Planning Development Officer/ Technical Assistant – CPDO
	2.7 Circulate approval of resolution	None	5 Days	CPDO Administrative Division
	2.8 Prepare endorsement for application with favorable action and forward documents to CPDO Admin for endorsement to SP	None	1 Day	Vivian N. Llemit Planning Development Officer (JO) – CPDO
	2.9 Forward resolution/ documents to CPDO Admin for releasing	None	5 Minutes	Zachariah John Armada Community Affairs Worker (JO) - CPDO
3. Claim endorsement letter with attached resolution	3. Endorse application to SP through City Administrator	None	5 Minutes	CPDO Administrative Division



TOTAL:	Processing Fee: PSDP: Php 360.00 per hectare DP: Php 2,880.00 per hectare Inspection Fee: PSDP: Php1,500.00 per hectare DP: Php 2,880.00 per hectare	23 Days, 1 Hour and 30 Minutes	
---------------	---	---	--



7. Preliminary Subdivision Development Plan (PSDP) and Development Permit (DP) – For Malls, Condominiums, Warehouses, Hotels and Apartments

An application for subdivision approval based on BP 220, PD 957, and other related laws. Executive Order No. 71, Series of 1993, pursuant to RA 7160, was signed into law to devolve the powers of the Housing Land Use Regulatory Board to approve subdivision plans to the cities through the City Housing and Land Use Regulatory Unit as the technical arm of the Sangguniang Panlungsod.

Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen
Who may avail	Property Owner or Authorized Representative

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form - 1 original	1. City Planning and Development Office
2. Official Receipt - 1 original	2. City Treasurer's Office
3. Zoning Certification - 1 photocopy	3. City Planning and Development Office
4. Site Development Plan – 1 original	4. Applicant (plan signed by a geodetic engineer)
5. Design Professional	5. Applicant
6. Sketch and Site Development Plan with Land Distribution - 1 original	6. Applicant/plan signed by a geodetic engineer
7. Design Professional (List of name/s who signed the plans) - 1 photocopy	7. Applicant
8. Lot/Sketch Plan w/ Vicinity Map - 1 original	8. Applicant/plan signed by a geodetic engineer
9. Topographic Plan - 1 original	9. Applicant/plan signed by a Civil Engineer/ Geodetic Engineer
10. Latest Barangay Council Resolution interposing no objection - 1 photocopy	10. Barangay Council
11. Latest Barangay Development Council Resolution	11. Barangay Development Council
12. Drainage Clearance - 1 photocopy	12. City Engineer's Office/ DPWH
13. Solid Waste Management Plan Clearance - 1 photocopy	13. City Environment & Natural Resources Office
14. Sanitation Clearance - 1 photocopy	14. City Health Office
15. Certification for Water Supply - 1 photocopy	15. Davao City Water District
16. Certification for Power Supply - 1 photocopy	16. Davao Light & Power Company
17. New Tax Declaration - 1 photocopy	17. City Assessor's Office



18. Realty Tax Clearance - 1 photocopy		18. City Treasurer's Office		
19. Geohazard Certification - 1 photocopy		19. Department of Environment & Natural Resources - Mines & Geosciences Bureau		
20. Environmental Compliance Certificate or Certificate of Non-Coverage - 1 photocopy		20. Department of Environment & Natural Resources – Environment and Management Bureau		
21. Traffic Impact Assessment w/ approved CTTMB Resolution - 1 photocopy		21. City Transport and Traffic Management Board		
22. Watershed Management Council Resolution (in areas w/in water resource zone - 1 photocopy		22. Watershed Management Council		
23. Golf Construction and Development Committee Clearance (for golf course) - 1 photocopy		23. Golf Construction and Development Committee		
24. CAAP Clearance / Building Height Certificate, whichever is applicable - 1 photocopy		24. Civil Aviation Authority of the Philippines		
25. PPA Clearance (for ports and harbors) – 1 photocopy		25. Philippine Ports Authority		
26. Clearance from National Power Corporation, if applicable – 1 photocopy		26. National Power Corporation		
27. Affidavit of Undertaking for Greening Spaces		27. Applicant		
28. Payment Receipt – 1 photocopy		28. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1.1 Provide the checklist of requirements	None	10 Minutes	Vivian N. Llemit Planning Development Officer (JO) – CPDO
	1.2 Pre-evaluation of submitted documents		10 Minutes	
	1.3 Issue Order of Payment for Processing Fee	Processing Fee:	10 Minutes	
	1.4 Accept payment and issue O.R. at CTO	PSDP: Php 360.00 per hectare DP: Php 2,880.00 per hectare	Depends on the processing time of CTO	Cashier – City Treasurer's Office



		Inspection Fee: PSDP: Php 1,500.00 per hectare DP: Php 2,880.00 per hectare		
	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	20 Minutes	CPDO Administrative Division
	1.6 ZED Communications In-Charge endorses documents to evaluators		30 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
2. Submit 5 sets of application requirements	2.1 Evaluate documents and schedule inspection	None	1 Day	CHLURU TWG Engr. Samuel Singco/ Vivian N. Llemit/ John Steve Sosobrado/ Yolanda Ombing, Division Chief/ Planning Development Officers (JO)/ Zoning Officer II - CPDO
	2.2 Conducts inspection/ evaluation		2 Days	
	2.3 Make report and prepare the following, to wit: a.) Notice of deficiency for applications with lacking requirements		3 Days	Vivian N. Llemit, Planning Development Officer (JO) – CPDO



	2.4 Schedule meeting with CHLURU committee members, prepare invitation to members & inform applicants	None	5 Days	John Steve Sosobrado/ Charles Dwayne Tumulip, Planning Development Officer/ Technical Assistant – CPDO
	2.5 Present evaluation report to the members of the committee		1 Day	CHLURU TWG Engr. Samuel Singco/Yolanda Ombing, Division Chief/ Zoning Officer II – CPDO
	2.6 Prepare minutes of the meeting & resolution		5 Days	John Steve Sosobrado/ Charles Dwayne Tumulip, Planning Development Officer/ Technical Assistant – CPDO
	2.7 Circulate approval of resolution	None	5 Days	CPDO Administrative Division
	2.8 Prepare endorsement for application with favorable action and forward documents to CPDO Admin for endorsement to SP	None	1 Day	Vivian N. Llemit, Planning Development Officer (JO) – CPDO
	2.9 Forward resolution/ documents to CPDO Admin for releasing	None	5 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO



3. Claim endorsement letter with attached resolution	3. Endorse application to SP through City Administrator	None	5 Minutes	CPDO Administrative Division
TOTAL:		Processing Fee: PSDP: Php 360.00 per hectare DP: Php 2,880.00 per hectare Inspection Fee: PSDP: Php 1,500.00 per hectare DP: Php 2,880.00 per hectare	23 Days, 1 Hours and 30 Minutes	



8. Alteration of Plans (ALT)				
As per Section 22 of PD 957, Alteration of Plans, no owner or developer shall change or alter the roads, open spaces, infrastructures, facilities for public use and/or other form of subdivision development as contained in the approved subdivision plan and/or represented in its advertisements, without the permission of the Authority and the written conformity or consent of the duly organized homeowners association, or in the absence of the latter, by the majority of the lot buyers in the subdivision. (For commercial, residential, and industrial subdivisions, malls, commercial centers, shopping centers, memorial parks/cemeteries, residential and commercial condominiums)				
Office or Division	City Planning & Development Office - Zoning Enforcement Division			
Classification	Highly Technical			
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen			
Who may avail	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter stating the reason(s)/ purpose(s) of the proposed alteration/conversion		1. Applicant		
2. Sworn Statement that the affected Lots/Units for alteration have not been sold		2. Applicant		
3. Written conformity of the duly organized Homeowners Association or in the absence thereof, majority of the lot/unit buyers		3. Applicant		
4. Certified True Copy of Title(s) of the affected lots/units if the said lots/units have been titled		4. Register of Deeds		
5. Zoning Certification from the Office of the City Planning and Development Coordinator		5. City Planning and Development Office		
6. Plan showing the proposed alteration duly signed and sealed by a licensed architect/engineer		6. Licensed Architect/ Engineer		
7. Previously approved plan		7. Applicant		
8. Payment Receipt		8. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1.1 Provide the checklist of requirements	None	10 Minutes	Vivian N. Llemit Planning Development Officer (JO) – CPDO
	1.2 Pre-evaluation of submitted documents		10 Minutes	



	1.3 Issue Order of Payment for Processing Fee	Processing Fee: PSDP: Php 360.00 per hectare DP: Php 2,880.00 per hectare	10 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO	
	1.4 Accept payment and issue O.R. at CTO	Inspection Fee: PSDP: Php 1,500.00 per hectare DP: Php 2,880.00 per hectare	Depends on the processing time of CTO	Cashier – City Treasurer’s Office	
	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	20 Minutes	CPDO Administrative Division	
	1.6 ZED Communications In-Charge endorses documents to evaluators	None	30 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO	
	2. Submit 5 sets of application requirements	2.1 Evaluate documents and schedule inspection	None	1 Day	CHLURU TWG Engr. Samuel Singco/Vivian N. Llemit/ John Steve Sosobrado/ Yolanda Ombing, Division Chief/ Planning Development Officers (JO)/ Zoning Officer II –
		2.2 Conducts inspection/ evaluation	None	2 Days	



				CPDO
2.3 Make report and prepare the following, to wit: a.) Notice of deficiency for applications with lacking requirements	None	3 Days		Vivian N. Llemit, Planning Development Officer (JO) – CPDO
2.4 Schedule meeting with CHLURU committee members, prepare invitation to members & inform applicants	None	5 Days		John Steve Sosobrado/ Charles Dwayne Tumalip, Planning Development Officer/ Technical Assistant – CPDO
2.5 Present evaluation report to the members of the committee	None	1 Day		CHLURU TWG Engr. Samuel Singco/Yolanda Ombing, Division Chief/ Zoning Officer II – CPDO
2.6 Prepare minutes of the meeting & resolution	None	5 Days		John Steve Sosobrado/ Charles Dwayne Tumalip, Planning Development Officer/ Technical Assistant – CPDO
2.7 Circulate approval of resolution	None	5 Days		CPDO Administrative Division
2.8 Prepare endorsement for application with favorable action and	None	1 Day		Vivian N. Llemit, Planning Development Officer (JO) –



	forward documents to CPDO Admin for endorsement to SP			CPDO
	2.9 Forward resolution/ documents to CPDO Admin for releasing	None	5 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
3. Claim endorsement letter with attached resolution	3. Endorse application to SP through City Administrator	None	5 Minutes	CPDO Administrative Division
TOTAL:		Processing Fee: PSDP: Php 360.00 per hectare DP: Php 2,880.00 per hectare Inspection Fee: PSDP: Php 1,500.00 per hectare DP: Php 2,880.00 per hectare	23 Days, 1 Hours and 30 Minutes	



9. Certificate of Completion of Subdivision				
A resolution of the City Housing and Land Use Regulatory Unit favorably endorsing a subdivision application wherein the project has been completed based on the approved plan to the HLURB.				
Office or Division	City Planning & Development Office - Zoning Enforcement Division			
Classification	Highly Technical			
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen			
Who may avail	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Joint Inspection Invitation – 1 photocopy		1. HLURB		
2. Document for COC - 1 original		2. Applicant/ HLURB		
3. Certified true copy of title(s) / Contract of Lease / Deed of Sale / any proof of ownership - 1 original for validation, 1 photocopy		3. Registry of Deeds		
4. Current Tax Receipts – 1 photocopy		4. City Treasurer's Office		
5. One Set of Approved Subdivision Plan - 1 original		5. Applicant		
6. Order of Payment - 1 original		6. City Planning and Development Office		
7. Official Receipt - 1 original		7. City Treasurer's Office		
8. Pictures of completion - 1 original		8. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1 set of application requirements	1.1 Provide the checklist of requirements	None	10 Minutes	Vivian N. Llemit, Planning Development Officer (JO) - CPDO
	1.2 Pre-evaluation of submitted documents		10 Minutes	
	1.3 Issue Order of Payment for processing fee	Php 1,500.00 per hectare	5 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO
	1.4 Accept payment and issue O.R. at CTO		Depends on the processing time of CTO	



	1.5 Admin Division receives documents routes to Zoning Enforcement Division (ZED) Communication In-Charge	None	10 Minutes	CPDO Administrative Division
	1.6 ZED Communications In-Charge endorses documents to evaluators and Secretariat	None	10 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
	1.7 Evaluate documents and schedule inspection	None	1 Day	CHLURU TWG Engr. Samuel Singco/Vivian N. Llemit/ John Steve Sosobrado/ Yolanda Ombing, Division Chief/ Planning Development Officers (JO)/ Zoning Officer II – CPDO
	1.8 Prepare Minutes of the meeting & resolution	None	2 Days	
	1.9 Make report and prepare the following, to wit: a.) Notice of deficiency for applications with lacking requirements	None	3 Days	
	1.10 Schedule meeting with CHLURU committee members, prepare invitation to members & inform applicants	None	5 Days	Vivian N. Llemit/ John Steve Sosobrado, Planning Development Officer (JO) – CPDO
	1.11 Present evaluation report to the members of the committee	None	1 Day	CHLURU TWG– Engr. Samuel Singco/Yolanda Ombing,



				Division Chief/ Zoning Officer II - CPDO
	1.12 Prepare minutes of the meeting & resolution	None	5 Days	John Steve Sosobrado/ Charles Dwayne Tumalip, Planning Development Officer/ Technical Assistant – CPDO
	1.13 Circulate approval of resolution	None	5 Days	CPDO Administrative Division
	1.14 Endorse application to HLURB	None	1 Day	
2. Claim copy of endorsement letter from CPDO to HLURB	2. Furnish a copy of the endorsement letter to applicant	None	5 Minutes	
TOTAL:		PHP 1,500.00 per hectare	23 Days and 50 Minutes	



10. Locational Clearance (LC) for Building (3-Storey and above)	
A written authority/ permit granted by the City Planning and Development Office (previously by the Board) pursuant to applicable laws on land use planning and zoning for the establishment or operation of projects of national/ local significance.	
Office or Division	City Planning & Development Office - Zoning Enforcement Division
Classification	Highly Technical
Type of Transaction	G2G/ G2B/ G2C - Government to Government/ Government to Business/ Government to Citizen
Who may avail	Property Owner or Authorized Representative
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Order of Payment - 1 original	1. City Planning & Development Office
2. Official Receipt - 1 original	2. City Treasurer's Office
3. GIS Zoning Map - 1 original	3. CPDO
4. SPA from the building owner to process application for Locational Clearance	4. Applicant
5. Complete sets of Building Plans – 7 original a. Filled-up title blocks b. Signed and sealed by Civil Engineer/ Architect	5. Applicant
6. Certified True Copy of Title issued by the Registry of Deeds (ROD) or show original copy of title for validation – 1 original for validation, 1 photocopy	6. Registry of Deeds
7. Locational Clearance Application duly notarized and signed by the applicant - 1 photocopy	7. CPDO
8. Sketch Plan with scaled Vicinity Map w/ landmark - 1 original	8. Applicant
9. Bill of Materials for Assessment (1 photocopy)	9. Applicant
10. Duly notarized copy of Deed of Absolute Sale, or any of the following: - 1 photocopy a. Contract of Lease or Contract to Sell, b. Authority to construct from the lot owner, c. Authority to construct from husband/ wife, d. SPA or Secretary Certification	10. Applicant
11. Accomplished Building Permit Application Form - 1 original	11. Applicant/ Office of the City Building Official



<p>12. If within Water Resource Zone: - 1 photocopy a. WRMC Resolution, if applicable</p>	<p>12. City Planning and Development Office</p>
<p>13. If within Floodway Mitigation Zone: - 1 photocopy a. For new development, MGB Clearance Certification b. Safety measures plan (for gasoline station)</p>	<p>13. Department of Environment and Natural Resources (2 storey and above)</p>
<p>14. If within CADT area: - 1 photocopy a. Pre-conditioned certificate b. Brgy. Council Resolution of No Objection c. Memorandum of agreement d. Geographic coordinates</p>	<p>a. NCIP b. Barangay Council c. Tribal Council d. Applicant</p>
<p>15. If within Landslide Mitigation Sub-Zone: a. For new development, clearance from DENR-Mines and Geoscience Bureau b. Approved mitigating measures for slope protection in areas with moderate to steep slopes c. Detailed geohazards and structural study by a licensed Geologist and a licensed structural engineer</p>	<p>15. Department of Environment and Natural Resources – Mines and Geosciences Bureau</p>
<p>16. If applicable, approved Traffic Impact Assessment - 1 photocopy</p>	<p>16. City Transport and Traffic Management Board</p>
<p>17. For UEEZ, LZRC, CDC-LZBAA, WRMC, CHLURU approved resolution from concerned committee - 1 photocopy</p>	<p>17. Concerned Committee</p>
<p>18. For poultry and piggery applications: - 1 photocopy a. Environmental Compliance Certificate b. Barangay Council Resolution of No Objection c. GIS plotting with 1km radius/zoning classification d. Certificate of Compatibility</p>	<p>a. DENR – Environment and Management Bureau b. Barangay Council c. City Planning and Development Office d. City Planning and Development</p>
<p>19. If application is for processing, secure the following for zoning and filing fees: - 1 original a. Order of payment b. Official Receipt for zoning and filing fees</p>	<p>a. City Planning and Development Office b. City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure GIS Mapping	1. Assess and prepare Order of Payment for GIS mapping	Filing Fee Php 300.00	30 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development Officer (JO) – CPDO
	1.2. Accept payment and issue O.R. at CTO	None	Depends on the processing time of CTO	Cashier – City Treasurer’s Office
	1.3 Receive official receipt and TCT then endorse to GIS for plotting		30 Minutes	CPDO Administrative Division
	1.4 Release GIS map		1 Hour	GIS Team
2. Pre-evaluation of submitted documents with GIS Map	2. 1 Pre-evaluation of the application (submitted documents)	None	30 minutes	Ariane Queen B. Atillo/ Rafael Maurice Estrera/ Princess Diane Arañas/ Miller Creayla/ Yolanda Ombing, Engineering Staff (JO)/ Technical Assistant (JO)/ Zoning Officer II - CPDO
	2.1.1 Conforming applications proceed to 2.2		5 Minutes	
	2.1.2 non-conforming applications: Proceed to 3.1 Indorsement for the issuance of Denial Letter/LZBAA		5 Minutes	
	2.1.3 Applications under Special Committees		5 Minutes	
	2.2 Conforming applications: Issue an Order of Payment for Zoning Fee	Zoning Fee: Agricultural and Residential – 1/10 of 1% building cost	10 Minutes	Roland Abragan/ Hadji Ali Sacar, Economic Development Researcher (JO)/ Planning Development



		Commercial, Industrial, and Institutional = 1/10 of 1% building cost		Officer (JO) – CPDO
	2.3 Payment to City Treasurer’s Office for conforming applications	Filing Fee: Agricultural and Residential – Php 150.00 per application Commercial and Industrial – Php 300.00 per application	30 Minutes	City Treasurer’s Office
3. Submission of application with complete requirements.	3.1 Receiving of application with complete documentary requirements and Indorse to ZED (for conforming application include the official receipt)	None	10 Minutes	CPDO Administrative Division
	3.2 Receiving of application by ZED		10 Minutes	Kimberly Apale/ Manuel Repolidon, Economic Development Researcher (JO)/ Technical Assistant (JO) – CPDO
	3.3 Conducts ocular inspection, deep evaluation and make	None	4 Days	Marlene Paña/ Henedina Paganan,



	inspection report			Zoning Inspectors II - CPDO
	3.4 Evaluates inspection reports and decides approval or denial	None	2 Hours	Evaluation and Recommendation Engr. Samuel Singco Division Chief - CPDO
	3.5 Drafting of Locational Clearance, Drafting of Denial Letter, Drafting of Indorsement Letter, Drafting of Notice of Violation and Deficiency	None	1 Hour	For Denial and Violation: Criselda Solitario Planning Development Officer (JO) For Locational Clearance: Hadji Ali Sacar/ Roland Abragan, Planning Development Officer (JO) Economic Development Researcher (JO) For Notice of Deficiency: ZED Technical Evaluators - CPDO
	3.6 Initial Approval	None	1 Hour	Engr. Samuel Singco/Yolanda Ombing, Division Chief/ Zoning Officer II - CPDO
	3.7 Final Approval		2 Hours	Roy Ryan II A. Rigor Acting Zoning Administrator - CPDO



	3.8 Forward documents to CPDO Admin for releasing		5 Minutes	Kimberly Apale/ Manuel Repolidon, Economic Development Researcher (JO)/ Technical Assistant (JO) – CPDO
4. Claim application with Land Use Decision	4. Release documents to applicant	None	5 Minutes	CPDO Administrative Division
TOTAL:		Zoning Fee: Agricultural and Residential – 1/10 of 1% building cost Commercial, Industrial, and Institutional = 1/10 of 1% building cost Filing Fee: Agricultural and Residential – Php 150.00 per application Commercial and Industrial – Php 300.00 per application	5 Days, 1 Hour and 55 Minutes	



11. Locational Clearance (LC) for Business				
A written authority / permit granted by the City Planning and Development Office (previously by the Board) pursuant to applicable laws on land use planning and zoning for the establishment or operation of projects of national / local significance.				
Office or Division	City Planning & Development Office - Zoning Enforcement Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Business Proponent or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Uploaded Application Form		1. Business Bureau/ Online Website		
2. Business Location Capture Form – 1 original		2. Applicant / Simple GPS Coordinate Display by Generic Co (Google Playstore)		
3. Barangay Certification (for new application)		3. Applicant		
4. Secretary Certification/ SEC registry (for corporation)		4. Applicant/ SEC		
5. Affidavit of Undertaking for parking garage (if applicant has car/ transportation) – 1 photocopy		5. Applicant/ City Planning and Development Office		
6. Affidavit of Undertaking for neighbor's (for general merchandise/hardware within subdivision) – 1 photocopy		6. Applicant		
7. Affidavit of Undertaking of no obstruction to traffic (for general merchandise/ hardware within subdivision) – 1 photocopy		7. Applicant		
8. Previously approved Locational Clearance of the building (if applicable) – 1 photocopy		8. Applicant/ City Planning and Development Office		
9. Pictures of house/ area		9. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist/ Fill-up application form (online website)	1.1 Provide Checklist of requirements (Face-to-face)	None	20 Minutes	CPDO Administrative Division/ Applicant
	1.2 Open online website and fill-up application form (online)			
2. Upload/ Submit Documentary Requirements	2.1 Submit documentary requirements (face-to-face)	None	20 Minutes	CPDO Administrative Division/



	2.2 Download documentary requirements in the website (online)	None		Applicant
	2.3 Pre-evaluation of documents (face-to-face)		30 Minutes	James Antiampo/ Arnel Llido, Administrative Aide IV/ Project Evaluation Officer III – CPDO
	2.4 Receive document by admin (face-to-face)		10 Minutes	CPDO Administrative Division
3. Evaluation of application	3.1a. Locate the business address and encodes business ID on the Davao City Map (face-to-face)	None	10 Minutes	GIS Team/ Evaluation: James Antiampo/ Arnel Llido, Administrative Aide IV/ Project Evaluation Officer III – CPDO
	3.1b. Open online application		20 Minutes	
	3.2 Evaluate applications and recommend approval/ conditional approval/ denial;		10 Minutes	
	3.3a For Denial: Prepares letter of denial to the applicant		10 Minutes	Criselda Solitario, Planning Development Officer – CPDO
	3.3b Clients are advised to apply an appeal for reconsideration through Local Zoning Board of Appeals and Adjustments		10 Minutes	James Antiampo/ Arnel Llido, Administrative Aide IV/ Project Evaluation Officer III – CPDO
	3.4 For conditional approval: Notify/ inform client for		2 Days, 6 Hours and 15 Minutes	Locational Clearance Approval:



	additional requirements (proceed to 3.6)			Engr. Samuel Singco/ Roy Ryan II A. Rigor, Division Chief/ Acting Zoning Administrator Zoning Administrator – CPDO
	3.5 For Locational Clearance approval proceed to 3.6	None	10 Minutes	
	3.6 Claim application result/ Release documents to applicant		20 Minutes	Kimberly Apale/ Manuel Repolidon Economic Development Researcher (JO)/ Technical Assistant (JO) – CPDO
4. Claim application with Land Use Decision	4. Release documents to applicant	None	5 Minutes	Cashier – City Treasurer’s Office
TOTAL:		Agricultural – Php 150.00 Residential – Php 150.00 Commercial – Php 300.00 Institutional – Php 200.00 Industrial – Php 300.00	3 Days, 1 Hour and 10 Minutes	190 mins = 3 hrs 10 mins



12. Motion for Reconsideration				
An appeal on the denial of Locational Clearance by the Zoning Administrator.				
Office or Division	City Planning & Development Office - Zoning Enforcement Division			
Classification	Highly Technical			
Type of Transaction	G2G/ G2B/ G2C – Government to Government/ Government to Business/ Government to Citizen			
Who may avail	Property Owner or Authorized Representative			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Reconsideration		1. Applicant		
2. Denial Letter		2. City Planning and Development Office		
3. Order of Payment		3. City Planning and Development Office		
4. Official Receipt		4. City Treasurer's Office		
5. Business Permit Application Form/ Building Permit Application Form (for building permit)		5. Business Bureau/ Office of the Building Official		
6. Certified true copy of title(s) / Contract of Lease / Deed of Sale		6. Registry of Deeds/ Applicant		
7. Sketch plan of the project site with vicinity map and landmarks		7. Applicant		
8. Barangay Council Resolution Interposing No Objection		8. Barangay Council		
9. Affidavit of Non-Objection of the owners of properties adjoining the proposed project site		9. Applicant		
10. Locational mapping of neighbor's consent signatories		10. Applicant		
11. Affidavit of Undertaking		11. Applicant		
12. Building Permit (for business permit application)		12. Office of the Building Official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form with checklist of requirements from Public Assistance Counter	1.1 Provide the checklist and application form	None	5 Minutes	CPDO Officer of the Day
	1.2 Pre-evaluation of submitted documents		5 Minutes	Charles Dwayne Tumulip, Technical Assistant (JO) – CPDO



	1.3 Issue Order of Payment for processing fee	Php 600.00		Hadji Ali Sacar/ Roland Abragan, Planning Development Officer (JO)/ Economic Development Researcher (JO) - CPDO
	1.4 Accept payment and issue O.R. at CTO		Depends on the processing time of CTO	Cashier – City Treasurer’s Office
2. Submit 1 set of application requirements	2.1 Receive and route application to ZED	None	10 Minutes	CPDO Administrative Division
	2.2 Receive application by ZED - LZBAA Secretariat		30 Minutes	Zachariah John Armada Community Affairs Worker (JO) – CPDO
	2.3 Prepare 1st Indorsement Letter and endorse to LZBAA	None	1 Day	Eddy Mae Gonzales/ Charles Dwayne Tumulip, Planning Development Officer (JO)/ Technical Assistant (JO)– CPDO
	2.4 Schedule the ocular inspection with TWG LZBAA and circulate inspection invitation		5 Days	
	2.5 Conduct ocular inspection		1 Day	LZBAA TWG/ Henedina Paganan
	2.6 Prepare evaluation report and recommendation for the members of LZBAA		1 Day	Zoning Inspector II - CPDO
	2.7 Schedule, prepare, and circulate meeting invitation to members of LZBAA		7 Days and 7 Hours	Eddy Mae Gonzales/ Charles Dwayne Tumulip, Planning Development Officer (JO)/



				Technical Assistant (JO)– CPDO
	2.8 Present evaluation report to the joint meeting		1 Day	LZBAA TWG/ Henedina Pagaran Zoning Inspector II - CPDO
	2.9 Prepare the Minutes and corresponding resolution on the decision of the LZBAA	None	5 Days	Eddy Mae Gonzales/ Charles Dwayne Tumulip, Planning Development Officer (JO)/ Technical Assistant (JO)– CPDO
	2.10 Circulate resolution to members for approval		14 Days	CPDO Administrative Division
	2.11 Prepare endorsement for applications with favorable decision to Business Bureau or Office of the City Building Official		2 Days	Eddy Mae Gonzales/ Charles Dwayne Tumulip, Planning Development Officer (JO)/ Technical Assistant (JO)– CPDO
	2.12 Forward resolution to CPDO Admin for releasing		1 Day	CPDO
3. Claim the resolution Decision	3. Release resolution/ documents to applicant	None	5 Minutes	CPDO Administrative Division
TOTAL:		Php 600.00	38 Days, 7 Hours and 55 Minutes	



13. Task Force Relocation Resettlement (TFRR) Program				
The TFRR convenes to implement demolition, relocation and resettlement activities affecting a community.				
Office or Division	City Planning & Development Office – Housing and Homesite Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Residents of Davao City who are given a court order for eviction and demolition; 1. Informal Settler 2. Previous owners of a foreclosed housing from PAG-IBIG			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Court Order – 1 photocopy		1. MTCC/ RTC		
2. Letter request from the sheriff – 1 original		2. MTCC/ RTC		
3. Census Tagging & Interview Report – 1 original		3. Housing and Homesite Division, CPDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sheriff submits requirements	1.1 Receive sheriff's request for TFRR dialogue	None	1 Minute	J Marlon Fernandez, Administrative Aide IV – CPDO Administrative Division
	1.2 Conduct census/ tagging and interview	None	1 Day	Celso Miladona, Census Team Leader – CPDO Housing Division
	1.3 Encode & evaluate	None	15 Minutes	Jocelyn Flores, Economic Development Researcher – CPDO-Housing Division
	1.4 Prepare letter addressed to the concerned parties	None	10 Minutes	
2. Clients (Sheriff, Plaintiffs, Defendants and Counsels) receive notices of invitation for the TFRR dialogue/ meeting	2. Schedule dialogue of TFRR, prepare invitation to the members & notices to the plaintiffs & defendants	None	3 Days	Carmela Elequen/ Yuri Partol Technical Assistants – CPDO Housing Division



3. Clients (Sheriff, Plaintiffs, Defendants and Counsels) attend TFRR dialogue/ meeting	3. Present evaluation report to the members of the TFRR committees (dialogue/meeting)	None	1 Day	Carmela Elequen/Yuri Partol Technical Assistants – CPDO Housing Division
4. None	4.1 Prepare Minutes of the meeting & resolutions	None	3 Days	Carmela Elequen/Yuri Partol Technical Assistants – CPDO Housing Division
	4.2 Circulate resolution to members for approval		10 Days	
	4.3 Prepare TFRR Certification		5 Minutes	
5. Claim Certification	5. Inform the sheriff through SMS for the releasing of certifications	None	1 Minute	Carmela Elequen/Yuri Partol Technical Assistants – CPDO Housing Division
TOTAL:		None	18 Days and 32 Minutes	



14. Local Housing Board (LHB) Program	
The Board convenes to implement demolition, relocation and resettlement activities affecting a community.	
Office or Division	City Planning & Development Office – Housing and Homesite Division
Classification	Highly Technical
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen
Who may avail	<ol style="list-style-type: none"> 1. When persons or entities occupy by informal settlers' families (ISF) in danger areas such as esteros, railroads tracks, garbage dumps, riverbanks, shorelines, waterways, and other public places such as sidewalks, roads, parks, and playgrounds; 2. When government infrastructure projects with available funding are about to be implemented.
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Masterlist of underprivileged and homeless beneficiaries - 1 original	1. CPDO-Housing Division
2. Minutes and attendance of consultation meeting/s conducted - 1 original	2. CPDO-Housing Division
3. Copies of all Notice of Demolition issued to affected families bearing acknowledgment receipts - 1 original	3. City Engineer's Office
4. Certified photocopy of title – 1 photocopy	4. Registry of Deeds
5. Tax Declaration or Tax Receipts – 1 photocopy	5. City Assessor's Office
6. Location Plan or Vicinity Map – 1 photocopy	6. City Engineer's Office
7. Pictures of the area - 1 original	7. City Engineer's Office, HHD, Landowner
8. Certification from LGU or other concerned agency that the area is included in the list of danger areas and public areas that are subject for clearing - 1 original	8. CPDO-Housing Division (HHD), City Engineer's Office & DPWH
9. Proposed Development Plan of the property to be cleared Receipts – 1 photocopy	9. City Engineer's Office
10. Affidavit and/or MOA of negotiated and voluntary dismantling with Board Resolution designating People's Organizations representatives Receipts – 1 photocopy	10. City Engineer's Office & Landowner
11. Certification of Availability of Resettlement/ Relocation - 1 original	11. CPDO-Housing Division
12. Development Plan of relocation site – 1 photocopy	12. CPDO-Housing Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1 set of application requirements	1.1 Receive and route application to HHD	None	2 Minutes	J Marlon Fernandez, Administrative Aide IV – CPDO Administrative Division
	1.2 Evaluate documents	None	5 Minutes	Jasmin Castro/Carmela Elequen/Yuri Partol
	1.3 Prepare Certificate of Compliance (COC) application with lacking requirement, return to applicant	None	5 Days	DMO I/ Technical Assistants – CPDO Housing Division
	1.4 Conduct LHB-TWG area verification	None	1 Day	Local Housing Board – Technical Working Group
	1.5 Schedule meeting with LHB committee members & inform applicants	None	4 Hours	Jasmin Castro/Carmela Elequen/Yuri Partol
	1.6 Prepare minutes of the meeting & resolution	None	1 Day	DMO I/ Technical Assistants – CPDO Housing Division
	1.7 Circulate approval of Resolutions	None	10 Days	
TOTAL:		None	17 Days, 4 Hours and 7 Minutes	



15. Census and Tagging/Interview				
A procedure of systematically acquiring and recording information about the members of a given population.				
Office or Division	City Planning & Development Office – Housing and Homesite Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Relocation/ resettlement beneficiaries of LGU, settlers affected by UDHA 1992, Section 28			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request – 1 original		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for census tagging and interview at CPDO	1.1 Receive letter request and routes to Housing Division	None	1 Day	J Marlon Fernandez, Administrative Aide IV – CPDO Administrative Division
2. Client will proceed to the Housing Division for Census Tagging	2. Housing Division staff interviews client. After the interview, the pink census form (copy) must be given to the interviewee	None	1 Day	Celso Miladona, Census Team Leader – CPDO-Housing Division
TOTAL:		None	2 Days	



16. Issuance of Certification for Water Connection Permit and Electrical Permit				
The certification is in compliance to the requirements of Davao Light and Power Company (DLPC) and Davao City Water District (DCWD)				
Office or Division	City Planning & Development Office – Housing and Homesite Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Relocation/ resettlement beneficiaries of LGU			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Order Payment – 1 original, 1 photocopy		1. CPDO Housing Division (Financial Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client beneficiary must submit a barangay certification upon request for water connection permit/ electrical permit certification	1.1 Housing Division receives barangay certification	None	1 Minute	Rodolfo Arsua, Estate Management Section – CPDO-Housing Division
	1.2 Housing Division will verify the beneficiary's name from the master list for confirmation. Upon verification, Housing issues an order of payment	None	5 Minutes	
2. Client proceeds to City Treasurer's Office window for payment of certification fee	2. Receive payment	Php 50.00	30 Minutes to 1 Hour	Cashier – City Treasurer's Office
3. Client goes back to the Housing Division and gives a copy of the receipt	3.1 Housing division will give a claim stub (certification to be claimed after 2 days)	None	2 Minutes	Rodolfo Arsua, Estate Management Section – CPDO-Housing Division
	3.2 Housing division personnel drafts certification, to be signed by the City Planning and Development Coordinator	None	2 Days	
4. Client claims certification	4. Issues certification with attached official receipt and copy of order of payment	None	1 Minute	
TOTAL:		None	2 Days, 1	



		Hour and 9 Minutes	
--	--	-------------------------------	--



17. Agreement to Sell (AS), Lease Purchase Agreement (LPA) and Deed of Sale

To fulfill the State's declared policy to provide affordable housing to the low-income group, the above-mentioned New Matina Sites and services lots are to be sold and disposed of to qualified beneficiaries

Office or Division City Planning & Development Office – Housing and Homesite Division

Classification Highly Technical

Type of Transaction G2C – Government to Citizen

Who may avail Relocation/ resettlement beneficiaries of LGU

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Latest 2x2 picture – 2 original	1. Client
2. Cedula – 1 photocopy (present year)	2. City Treasurer's Office
3. Marriage Contract – 1 photocopy	3. City Civil Registrar's Office
4. Assessor's Certificate - Certificate of No Landholding – 1 original	4. City Assessor's Office
5. Latest Barangay Clearance – 1 photocopy	5. Barangay Hall
6. Receipts of all lot payments – 1 photocopy	6. Client
7. Certificate of Full Payment-for Deed of Sale – 1 photocopy	7. Client

If deceased (original awardee):

1. Death Certificate – 1 photocopy 1. City Civil Registrar's Office

2. Extra Judicial Settlement/ Partition with SPA - publish for 3 consecutive weeks 2. Any legal office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must comply and submit the list of requirements to the Housing and Homesite Division	1. Housing Division receives the set of documents	None	3 Minutes	J.Marlon Fernandez, Administrative Aide IV – CPDO Administrative Division
2. Client must completely comply and sign the needed documents for the Indorsement of his/her Agreement to Sell (AS)/ Deed of Sale (DS) or Lease Purchase Agreement (LPA)	2.1 Housing Division issues a certification that beneficiary possesses all qualifications and Certificate of Full Payment Documentation Slip	None	15 Days	Rodolfo Arsua, Estate Management Section – CPDO-Housing Division
	2.2 Housing Division prepares beneficiary's	None	3 Months	Rodolfo Arsua, Estate Management



	<p>Indorsement of Agreement to Sell (AS)/ Deed of Sale (DS) or Lease Purchase Agreement (LPA)</p> <p>Track signatories of: 1.City Legal Office 2.Assistant City Administrator 3.City Administrator 4.Chief of Staff-City Mayor's Office 5.City Mayor</p>			Section – CPDO-Housing Division
3. Client claims Agreement to Sell (AS)/ Deed of Sale (DS) or Lease Purchase Agreement (LPA)	3. Housing Division releases Agreement to Sell (AS)/ Deed of Sale (DS) or Lease Purchase Agreement (LPA)	None	2 Minutes	Rodolfo Arsua, Estate Management Section – CPDO-Housing Division
TOTAL:		None	3 Months, 15 Days and 5 Minutes	



**CITY SOCIAL WELFARE AND DEVELOPMENT
OFFICE
EXTERNAL SERVICES**



1. Emergency Shelter Assistance				
Provision of financial assistance to the victims of natural and human-induced disasters whose houses are totally, and or partially damaged.				
Office or Division	City Social Welfare and Development Office - District Office, Social Services Operation Division (SSOD), and Finance Section			
Classification	Single			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Victims of natural and human-induced disasters only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification - 1 original		1. Barangay Hall		
2. Fire Certificate (for Fire Victims only) 1 original, 1 photocopy		2. Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for intake interview in the evacuation site or designated area	1.1 Data gathering and assessment	None	1 Day	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Conduct master listing of disaster victims			
	1.1b Conduct Rapid damaged assessment and Needs Analysis			
	1.1c Conduct intake interview			
2. None	2. Prepare and sign necessary documents	None	4 Hours	
3. None	3. Review and ensures the accuracy and completeness of the documents, signs, and forwards financial documents to Main Office	None	15 Minutes	*Please see Table 1 for District Heads
4. None	4. Receive, counter-signs, and forward to Finance Section	None	30 Minutes	Sarah P. Festin, RSW Division Head, CSWDO SSOD
5. None	5. Receive documents, controls, prepare payroll, and endorse to the Department Head II	None	1 Day	Julieta D. Vigil Finance Section Head – CSWDO



6. None	6. Sign financial documents for endorsement to City Budget Office	None	30 Minutes	Atty. Marlisa A. Gallo, RSW Department Head II – CSWOD
	6.1 PROCESSING PERIOD at City Budget Office, City Accounting Office and City Treasurer’s Office	None	5 Days	All Concerned Direct Service Implementer
7. None	7. Follow up the release of the approve financial assistance	None	5 Minutes	Julieta D. Vigil Finance Section Head – CSWDO
8. Client receives Emergency Shelter Assistance.	8. Release Emergency Shelter Assistance to the beneficiaries	None	5 Minutes	*Please see Table 1 for District Heads
TOTAL:		None	7 days, 5 Hours and 25 Minutes	



TABLE 1:

DISTRICT HEADS:
1. Teresita A. Pioncio – City A
2. Gina A. Molon – City B
3. Ruby B. Lopez – Talomo A
4. Fulgencia T. Autida – Talomo B
5. Amelee Buot – Agdao
6. Juenalyn M. Pablo – Buhangin A
7. Epifania F. Sagayno – Buhangin B
8. Mary Ann Abayon – Bunawan
9. Lucille R. Joven – Paquibato
10. Andrea Jane Roldan – Baguio
11. Riza G. Ibañez – Calinan
12. Marie M. Botona – Tugbok
13. Maria Chona Sally Ann Boras – Toril
14. Faith Torres - Marilog



2. Provision of Educational Assistance				
Provision of financial educational assistance to the eligible in-school children and youth.				
Office or Division	City Social Welfare and Development Office – District Office, Preschoolers and Children’s Concerns Division (PSCCD), and Finance Section			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Children in Need of Special Protection (Children at Risk, Children in Conflict with the Law) and Disadvantaged Youth			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification – 1 original, 1 photocopy		1. Barangay Hall		
2. Student Permanent Record – 1 original, 1 photocopy		2-4. School		
3. Statement of Account (Technical-Vocational and College Student) 1 original, 1 photocopy				
4. Certificate of Enrolment – 1 original, 1 photocopy				
5. Kasabutan - 1 original, 1 photocopy		5. City Social Welfare and Development Office (CSWDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to District Office for assessment.	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist the client to sign in the logbook			
	1.1b Receive and review the submitted documents			
	1.1c Conduct intake interviews			
2. None	2.1 Validation and assessment	None	6 Hours	
	2.1a Conduct home visitation, collateral interview and validation			
	2.1b Conduct assessment			



	<ul style="list-style-type: none"> If qualified, student will be recommended for educational assistance. If not qualified, informs the client the reason of non-availment of educational assistance 			
3. None	3. Prepare and encode the documents	None	3 Hours	
4. None	4. Review the accuracy and completeness of documents, signs, and forwards to PSCCD	None	1 Hour	*Please see Table 1 for District Heads
5. None	5. Receive and countersign financial documents	None	30 Minutes	Gilda D. Salvaña, RSW Division Chief, PSCCD
6. None	6. Endorse the financial documents to Finance Section	None		
7. None	7. Receive, control, prepare payroll, and endorses financial documents to the Department Head	None	1 Day	Julieta D. Vigil, Finance Section Head – CSWDO
8. None	8.1 Sign the documents for endorsement to City Budget Office.	None	3 Hours	Atty. Marlisa A. Gallo, RSW Department Head II- CSWDO
	8.2 PROCESSING PERIOD at City Budget Office, City Accounting Office and City Treasurer's Office	None	7 Days	All Concerned Direct Service Implementer



9. None	9. Follow up the release of checks at Finance Section.	None	5 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
<p>10. Receives Educational Assistance</p> <ul style="list-style-type: none"> • For Elementary and High School – check to be received personally by the beneficiaries • For Tertiary students – check to be released to the school/university where the student is enrolled 	10. Release Educational Assistance to the beneficiaries	None	10 Minutes	Julieta D. Vigil, Finance Section Head – City Treasurer’s Office
TOTAL:		None	9 Days, 6 Hours and 45 Minutes	



3. Provision of Death Assistance				
Refers to the financial assistance in the amount of not more than Php5000 granted to the qualified beneficiary of the senior citizen who is found to be indigent.				
Office or Division	City Social Welfare and Development Office- District Office, Social Services Operation Division, and Finance Section			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Qualified beneficiary of senior citizen only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certified true copy of Death Certificate – 1 original, 2 photocopies		1. City Civil Registrar Office/Philippine Statistics Authority		
2. Certified true copy of the Senior Citizen’s ID card issued by OSCA or any valid government ID card - 1 original, 2 photocopies		2. Office for the Senior Citizens Affair/Any government agency or office		
3. Certified true copy of Marriage Contract if the claimant is the legal surviving spouse - 1 original, 2 photocopies		3. City Civil Registrar Office/Philippine Statistics Authority		
4. Public record/document showing proof of affinity to the deceased senior citizen such as Certificate of Live Birth, Marriage Contract, and Barangay Certification to such effect if the claimant is next of kin – 1 original, 2 photocopies		4. City Civil Registrar Office/Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to the District Office	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist the client to sign in the logbook			
	1.1b Review the submitted documents			
	1.1c Conduct intake interview			
2. None	2.1 Home visitation/ collateral interview/ Assessment	None	1 Day	All Direct Service Implementers (Registered Social Worker/ Non-Registered
	2.1a Conduct home visitation and gather collateral			



	information			Social Worker/ Community Development Worker Graduate)
	2.1b Conduct assessment to determine whether qualified or not to avail death assistance			
	<ul style="list-style-type: none"> If not qualified, informs the claimant the reason of non-availment of death assistance If qualified, prepares necessary documents and forwards to the District Head 			
3. None	3. Review and ensures accuracy and completeness of documents, and signs the death assistance documents	None	15 Minutes	*Please see Table 1 for District Heads
4. None	4 Forward the documents to the Record Section	None	1 Hour	District Administrative Assistant
5. None	5. Receive and forward the documents to the Social Services Operation Division	None	15 Minutes	Marites A. Asedilla Records Section
6. None	6. Countersign and endorse documents to Finance Section	None	15 Minutes	Sarah P. Festin, RSW Division Head – SSOD
7. None	7. Control funds, obligates, and forward to the Department Head	None	15 Minutes	Juliet D. Vigil Finance Section



	for approval and signature.			
8. None	8.1 Sign financial documents for endorsement to City Budget Office	None	15 Minutes	Atty. Marlisa A. Gallo, RSW Department Head
	8.2 PROCESSING PERIOD at City Budget Office, City Accounting Office and City Treasurer's Office	None	7 Days	All Concerned Direct Service Implementer
9. None	9. Follow up status of release of death assistance	None	5 Minutes	Juliet D. Vigil Finance Section
TOTAL:		None	8 Days, 3 Hours & 20 Minutes	



4. Provision of Livelihood Assistance				
Provisions of non-collateral and non-interest-bearing capital loan with a fund recovery feature.				
Office or Division	City Social Welfare and Development Office- District Office, Social Services Operation Division and Finance Section			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Eligible client only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification for residency– 1 original, 1 photocopy		1. Barangay Hall		
2. Medical Certificate; for food related project (1 original)		2. CHO/Private Clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements as basis in the conduct of intake interview in the District Office	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist the client to sign in the logbook			
	1.1b Review the submitted document/s			
	1.1c Conduct intake interview			
2. None	2.1 Home visitation/ collateral interview/ Assessment	None	1 Day	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	2.1a. Conduct home visitation, gather collateral information			
	2.1b. Conduct assessment to determine whether qualified or not to avail livelihood assistance			
	• Recommend for mandatory Basic Business Management Training/ Financial			



	Literacy/ Entrepreneurship			
	<ul style="list-style-type: none"> If not qualified, inform the client for non-availment of the livelihood assistance 			
3. Attend the BBMT/ Financial Literacy/ Entrepreneurship).	3. Conduct Basic Business Management Training/ Financial Literacy/ Entrepreneurship	None	4 Hours	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
4. Fill-out the Livelihood Availment form	4. Assist the client in filling-out of the livelihood availment form	None	2 Hours	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
5. None	5. Review and sign the livelihood availment form	None		
6. None	6. Review/ensure completeness of documents, and sign the livelihood availment documents.	None	15 Minutes	*Please see Table 1 for District Heads
7. None	7. Transmit documents to the Records Section	None	4 Hours	District Administrative Assistants
8. None	8. Receive and forward the documents to the Social Services Operation Division	None	10 Minutes	Marites A. Asedilla Records Section
9. None	9. Countersign and endorse documents to Finance Section	None	15 Minutes	Sarah P. Festin, RSW Division Head,



				SSOD
10. None	10. Control funds, obligates, and forward to Department Head for signature	None	15 Minutes	Juliet D. Vigil Finance Section
11. None	11.1 Sign financial documents for endorsement to City Budget Office	None	15 Minutes	Atty. Marlisa A. Gallo, RSW Department Head- CSWDO
	11.2 PROCESSING PERIOD at City Budget Office, and City Accounting Office and City Treasurer's Office	None	7 Days	All Concerned Direct Service Implementer
12. None	12. Follow up status of release of livelihood assistance	None	5 Minutes	Juliet D. Vigil Finance Section
13. Receive livelihood assistance	13. Release financial livelihood assistance	None	5 Minutes	Staff, City Treasurer's Office
TOTAL:		None	9 Days, 4 Hours and 20 Minutes	



5. Assistance to Individuals in Crisis Situation				
Provision of financial assistance to the individuals or families who are in difficult situation or in current economic crisis.				
Office or Division	City Social Welfare and Development Office- District Office, Social Services and Operation Division, and Finance Section			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Eligible client only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification for residency– 1 original, 1 photocopy		1. Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the District Office for intake interview	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate) (DSI)
	1.1a Assist the client to sign in the logbook			
	1.1b Receive and Review the submitted document/s			
	1.1c Conduct intake interview			
2. None	2.1 Home visitation/validation/ assessment and preparation of documents	None	1 Day	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate) (DSI)
	2.1a Conduct home visitation and validation			
	2.1b Conduct assessment			
	• If qualified, recommends for financial assistance			
	• If not qualified, informs the client the reason of non-availment of			



	financial assistance			
3. None	3. Prepare documents and forward to the District Head			
4. None	4. Review accuracy and completeness of the documents, signs, and forwards to Main Office.	None	10 Minutes	*Please see Table 1 for District Heads
5. None	5. Forward the documents to the Record Section	None	1 Hour	District Administrative Assistant
6. None	6. Receive and forward the documents to the Social Services Operation Division	None	15 Minutes	Marites A. Asedilla Records Section
7. None	7. Countersign and forward the documents to Finance Section	None	15 Minutes	Sarah P. Festin, RSW Division Head, SSOD
8. None	8. Receive, control, prepare payroll, and endorse to the Department Head II	None	1 Day	Julieta D. Vigil Finance Section Head
9. None	9.1 Sign documents for endorsement to City Budget Office	None	15 Minutes	Atty. Marlisa A. Gallo, RSW Department Head II
	9.2 PROCESSING PERIOD at City Budget Office, City Accounting Office and City Treasurer's Office	None	7 Days	All Concerned Direct Service Implementer
10. None	10. Follow up status of financial assistance to Finance Section	None	5 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered



				Social Worker/ Community Development Worker Graduate) (DSI)
11. Client receive Assistance to Individuals in Crisis Situation	11. Release the financial assistance to the client	None	15 Minutes	Julieta D. Vigil Finance Section Head
TOTAL:		None	9 Days, 3 Hours and 15 Minutes	



6. Annual Financial Assistance				
Is a one-time financial subsidy aims to support the senior citizens in the cost of their maintenance for medicines and other expenses relative to their health in the minimum amount of Php1,500.00 annually.				
Office or Division	City Social Welfare and Development Office (CSWDO)- District Office, Social Services Operation Division and Finance Section			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	a) Must be sixty-five years old (65) and above during the calendar year,			
	b) must be a holder of a Senior Citizens Identification Card duly issued by the Office of the Senior Citizens Affairs (OSCA) of Davao City,			
	c) must be a registered voter of Davao City as evidenced by the list of registered voters, Voter's Identification Card or Certificate of Voters duly issued by the COMELEC of Davao City,			
	d) must be a member of a Senior Citizens Organization duly recognized by OSCA and CSWDO;			
	e) in case of permanent bedridden senior citizen who failed to register to the COMELEC and OSCA due to illness and this COVID-19 pandemic, he/she must present a certification issued by the barangay showing that he/she is a resident of Davao City duly concurred by the CSWDO assigned in the Barangay, and			
	f) must be listed in the masterlist duly prepared by the OSCA and CSWDO in a given year.			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. OSCA ID (1 photocopy)			1. Office for the Senior Citizen Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the District Office for intake interview	1.1 Initial contact and data gathering	None	30 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist the client to sign in the logbook			
	1.1b Receive and Review the submitted document/s			
	1.1c Conduct intake interview			
2. None	1.2 Home visitation, validation and	None	1 Day	All Direct Service Implementers



	assessment			(Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.2a Conduct home visitation and collateral interview			
	1.2b Conduct assessment			
	• If qualified, recommend for annual subsidy			
	• If not qualified, inform the client the reason of non-availment			
3. None	3. Prepares master list and payroll	None	5 Days	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
4. None	4. Review the accuracy and completeness of the documents, signs, and forward to Record Section.	None	1 Hour	*Please see Table 1 for District Heads
5. None	5. Receive and review documents from District Offices	None	1 Hour	Julieta D. Vigil Finance Section Head
6. None	6. Endorse to Department Head II			
7. None	7.1 Sign financial documents for endorsement to City Budget Office	None	30 Minutes	Atty. Marlisa A. Gallo, RSW Department Head II
	7.2 PROCESSING PERIOD at City Budget Office, City Accounting Office and City Treasurer's Office	None	7 Days	All Concerned Direct Service Implementer



8. None	8. Follow up status of approval of annual financial assistance	None	5 Minutes	Julieta D. Vigil Finance Section Head
9. Receive annual financial assistance	9. Inform the senior citizens for the schedule of release of the Annual financial assistance	None	10 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
10. None	10. Release annual financial assistance thru the City Treasurer's Office			
TOTAL:		None	13 Days, 3 Hours, and 15 Minutes	



7. Emergency Relief Assistance – Food and Non-Food Assistance				
Provision of timely and appropriate food and non-food assistance to walk-in and referred clients, and victims of different types of disaster.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Walk-in and referred clients only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for intake interview in the evacuation center or designated area of distribution	1.1 Data gathering and assessment	None	20 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Conduct intake interview			
	1.1c Conduct assessment			
	• If qualified, extends food and non-food assistance • If not qualified, inform the client of the reason of non-availment			
2. Signs distribution sheet and receives the food and non-food assistance	2. Release emergency relief assistance	None	10 Minutes	
TOTAL:		None	30 Minutes	



8. Emergency Relief Assistance – Child Assessment				
A document issued to clients stating its assessment on the capacity of the child to know between right and wrong and (Assessment on Discernment) its consequences.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Victims of different types of disaster only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for intake interview in the evacuation center or designated area of distribution	1.1 Data gathering and assessment	None	20 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Conduct intake interview			
	1.1c Conduct assessment			
	• If qualified, extend food and non-food assistance • If not qualified, inform the client of the reason of non-availment			
2. Signs distribution sheet and receives the food and non-food assistance	2. Release emergency relief assistance	None	10 Minutes	
TOTAL:		None	30 Minutes	



9. Issuance of Social Case Study Report				
A document issued to clients stating its assessment on the capacity of the child to know between right and wrong and (Assessment on Discernment) its consequences.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Law Enforcement Officer and or Court only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Police Blotter (1 original)		1. Philippine National Police (PNP)		
2. Birth Certificate or Baptismal or School Record or Dental Examination or Bone Examination (1 original or photocopy)		2. Parent/ Legal Guardian/School/Philippine Statistic Authority (PSA)/Government Medical and Dental institutions/Church		
3. Court Order (if referred by Court) (1 original)		3. Court		
4. Referral Letter		4. Philippine National Police (PNP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer Child in Conflict with the Law (CICL) to City Social Welfare Development Office (CSWDO) - District Office or Quick Response Team Center (QRTC)	1.1 For District Office	None	2 Hours	All District or QRTC Registered Social Workers
	1.1a District Office receives referral from the Law Enforcement Officer during Monday to Friday and review documents of the child.			
	1.1b District Registered Social Worker goes to the police station to establishes rapport with the child and prepare for the conduct of the assessment on discernment			
	1.2 For Quick Response Team Center (QRTC)			



	<p>1.2a QRTC Registered Social Worker receives referral from Law Enforcement Officer during Friday after 5:00PM, Saturday, Sunday and Holidays and review documents of the child.</p>			
	<p>1.2b QRTC Registered Social Worker establishes rapport with the child and prepare for the conduct of the assessment on discernment</p>			
2. None	<p>2.1 Initial Assessment on Discernment</p> <p>2.2 The District or QRTC Registered Social Worker conducts/administers the assessment on discernment through interviewing and recording of all responses of the child utilizing the five (5) tools of assessment. (Intake Form, Child Functioning Checklist, Family Functioning Checklist, Index of Value Judgment (IVJ), and Level of Moral Development (LMD))</p>	None	1 Day	All District or QRTC Registered Social Workers
3. None	<p>3.1 Review, Analyze and Interpret the</p>	None	1 Day	All District or QRTC Registered Social Workers



	Results of assessment			
	3.1a The District or QRTC Registered Social Worker reviews the completeness and consistency of responses of the child			
	3.1b Utilizing the assessment tools, the District or QRTC Registered Social Worker analyzes, assigns, computes, and interprets scores of responses of the child			
4. None	4. The District or QRTC Registered Social Worker drafts/prepares the Social Case Study Report (Initial Assessment on Discernment)	None	4 Hours	All District or QRTC Registered Social Workers
5. None	5. The District or QRTC Registered Social Worker submits the Social Case Study Report (Initial Assessment on Discernment) to District Head/Center Manager for review and signature of document.	None	1 Hour	Carmela S. Grado, RSW, Center Manager – CSWDO *Please refer to Table 1 for District Heads
6. Claims the Social Case Study Report (Initial Assessment on Discernment).	6. The District or QRTC Registered Social Worker releases the Social Case Study Report (Initial Assessment on	None	5 Minutes	All Concerned District Registered Social Workers and QRTC Registered Social Workers



	Discernment) document to the Law Enforcement Officer and or requesting court			
TOTAL:		None	2 Days, 7 Hours, and 5 Minutes	



10. Issuance of Certificate of Indigency				
A document that is required by other government or non-government organizations as proof that an individual/family belongs to poverty threshold level.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Indigent individuals/families only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification– 1 original		1. Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the District Office for intake interview	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive the submitted document			
	1.1c Conduct intake interview			
2. None	2.1 Validation and Assessment	None	6 Hours	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	2.1a Conducts home visitation, collateral interview, and validation of gathered data/information			
	• If qualified, recommend for issuance of document			
	• If not qualified, informs the client of the reason for non-issuance			
3. None	3. Prepares and encodes certificate of indigency.		10 Minutes	
4. None	4. Review and sign certificate of indigency.	None	5 Minutes	*Please see Table 1 for District Heads
5. Client receives the certificate of indigency.	5. Releases Certificate of Indigency.	None	5 Minutes	All Concerned Direct Service Implementer
TOTAL:		None	7 Hours and 20 Minutes	



11. Issuance of Certificate of Eligibility				
A document issued to a person who is qualified for Scholarship for Tertiary Education Program (STEP).				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Eligible clients only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification– 1 original		1. Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the District Office for intake interview	1.1 Data gathering and assessment	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive submitted document			
	1.1c Conduct intake interview and assessment			
	1.1d Prepare the Certificate of Eligibility			
2. None	2. Review/ensure the accuracy and completeness, and signs document	None	15 Minutes	*Please see Table 1 for District Heads
3. Client receive the certificate of Eligibility	3. Release the Certificate of Eligibility	None	5 Minutes	All Concerned Direct Service Implementer
TOTAL:		None	1 Hour and 20 Minutes	



12. Issuance of Solo Parent ID				
An identification card issued to eligible individual assessed as solo parent.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Solo parent who has minor children or below 18 years old under his/her custody only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Captain Certificate indicating the residency and status as solo parent–(1 Original)		1. Barangay Hall		
2. Birth Certificate of minor children under his/her custody (1 photocopy)		2. City Civil Registrar's Office/Philippine Statistics Authority		
3. 1x1 recent ID pictures with white background (2 pcs)		3. Requesting Party		
4. Proof of Being a Solo Parent (1 photocopy per document, as applicable)		4.a-c City Civil Registrar's Office/Philippine Statistics Authority		
a. Birth Certificate of the client;				
b. Marriage Certificate if legally married;				
c. Death Certificate of spouse if widowed/widower;				
d. Declaration of Nullity of marriage;		5. Court		
e. Certificate of detention, if spouse is detained;		6. Bureau of Jail Management and Penology		
f. Medical Certificate, signed by a licensed Medical Practitioner as proof of the spouse mental or physical incapacity		7. Any government hospital/SPMC-IPBM / Institute of Psychiatry and Behavioral Medicine		
g. Affidavit of Guardianship		8. Any Notary Public		
h. Foster Parent Certificate		9. Department of Social Welfare and Development (DSWD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the District Office for intake interview	1.1 Initial contact and data gathering	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive submitted document			
	1.1c Conduct intake interview			



2. None	2.1 Validation and assessment	None	2 Days	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	2.1a Conduct home visitation and collateral interview			
	2.1b Conduct assessment to determine whether the client is qualified or not for issuance of solo parent identification card			
	• If not qualified, inform the client the reason for non-issuance of solo parent identification card			
	2.1c Prepare Social Case Study Report and endorse to the District Head			
	2.1d Encode Solo Parent Information to the database system for identification Control Number.			
3. None	3. Review/ensure accurateness and completeness of the documents	None	1 Hour	*Please see Table 1 for District Heads
4. None	4. Sign and issue solo parent identification card			
5. Client receive Solo Parent ID Card.	5. Release Solo Parent identification card.	None	5 Minutes	All Concerned Direct Service Implementers
TOTAL:		None	2 Days, 2 Hours and 5 Minutes	



13. Issuance of Parenting Capability Assessment Report				
A document issued to clients identifying concerns about a child's welfare, gather information about the functioning of the parent/s, siblings, significant others, and community, and forming a professional assessment and recommendation as to the proper disposition of the child's custody.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Government and Non - Government Agencies only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Referral Letter		1. Referring Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit referral letter to the concerned District Office requesting for parenting capability assessment report	1. Receives the request letter, records in the incoming communication logbook and forward to District Head	None	15 Minutes	District Administrative Assistance
2. None	2. Reviews the request letter and forward to concerned Direct Service Implementer/s	None	5 Minutes	*Please see Table 1 for District Heads
3. None	3.1 Data gathering and assessment	None	1 Day	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	3.1a Conduct home visitation, and intake interview			
	3.1b Conduct collateral interview			
	3.1c Conduct Assessment			
	3.1d Prepare Parenting Capability Assessment Report			
	3.1e Endorse such report to the District Head			



4. None	4. Review and sign the Parenting Capability Assessment Report, and endorsement letter	None	20 Minutes	*Please see Table 1 for District Heads
5. Receive the Parenting Capability Assessment Report	5. Release/ transmit the Parenting Capability Assessment Report	None	5 Minutes	All Concerned Direct Service Implementers
TOTAL:		None	1 Day and 45 Minutes	



14. Issuance of Permit to Travel of Minor (Residing in Davao City)	
A document issued permitting a child to travel unaccompanied or accompanied by any person other than his/her biological parent/s via local destinations.	
Office or Division	City Social Welfare and Development Office - District Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All children residing in Davao City departing from any airports, seaports, and land terminals of Davao City only.
CHECKLIST OF REQUIREMENT	
WHERE TO SECURE	
Accompanied minor other than biological parent	
1. Birth Certificate of the minor (1 photocopy and original copy for validation only)	1. City Civil Registrar's Office or Philippine Statistics Authority (PSA)
2. Any valid identification card of the minor (If applicable) (1 photocopy)	2. School
3. Written parent's consent. If no parents, consent shall be made by the grandparents or the eldest sibling. (1 original)	3. Requesting Party
4. Any valid government identification card of the minor's parent/legal guardian/eldest sibling (1 photocopy with three signatures)	4. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC
5. Proof of legal guardianship 1 original, 1 photocopy	5. Any Notary Public
6. Any valid government identification card of the accompanying person other than the biological parents (1 photocopy with three signatures)	6. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC
7. Barangay Certification issued by the Punong Barangay stating that the barangay has full knowledge on the travel plans for the minor. (1 original)	7. Barangay Hall
8. In line with the pandemic, additional requirements set by the IATF and LGU-Davao City must be complied and observed.	8. City Health Office/Department of Health
Unaccompanied minor	
1. Birth Certificate of the minor (1 photocopy and original copy for validation only)	1. City Civil Registrar's Office or Philippine Statistics Authority (PSA)
2. Any valid identification card of the minor (If applicable) (1 photocopy)	2. School
3. Written parent/guardian's consent. If no parents, consent shall be made by the grandparents or the eldest sibling. (1 original)	3. Requesting Party
4. Any valid government identification card of the minor's parent/s/guardian. (1 photocopy with three signatures)	4. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC



5. Barangay Certification issued by the Punong Barangay stating that the barangay has full knowledge on the travel plans for the minor. (1 original)		5. Barangay Hall		
6. In line with the pandemic, additional requirements set by the IATF and LGU-Davao City shall be complied and observed.		6. City Health Office/Department of Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the District Office for intake interview	1.1 Data gathering and assessment	None	30 Minutes	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive and review the submitted documents			
	1.1c Conduct intake interview and assessment			
	1.1d Prepare Permit to travel			
2. None	2. Review and sign the Permit to Travel.	None	5 Minutes	*Please see Table 1 for District Heads
3. Receive Permit to Travel	3. Record in the logbook and release Permit to Travel	None	5 Minutes	Concerned Direct Service Implementers
TOTAL:		None	40 Minutes	



15. Issuance of Permit to Travel of Minor (Residing Outside of Davao City)

A document issued permitting a child to travel unaccompanied or accompanied by any person other than his/her biological parent/s via local destinations.

Office or Division	City Social Welfare and Development Office - District Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All children residing outside Davao City departing from any airports, seaports, and land terminals of Davao City only.

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Accompanied minor other than biological parent	
1. Birth Certificate of the minor (1 photocopy and original copy for validation only)	1. City Civil Registrar's Office or Philippine Statistics Authority (PSA)
2. Any valid identification card of the minor (If applicable) (1 photocopy)	2. School
3. Written parent's consent. If no parents, consent shall be made by the grandparents or the eldest sibling. (1 original)	3. Requesting Party
4. Any valid government identification card of the minor's parent/legal guardian/eldest sibling (1 photocopy with three signatures)	4. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC
5. Proof of legal guardianship 1 original, 1 photocopy	5. Any Notary Public
6. Any valid government identification card of the accompanying person other than the biological parents (1 photocopy with three signatures)	6. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC
7. Barangay Certification issued by the Punong Barangay stating that the barangay has full knowledge on the travel plans for the minor. (1 original)	7. Barangay Hall
8. In line with the pandemic, additional requirements set by the IATF and LGU-Davao City must be complied and observed.	8. City Health Office/Department of Health
Unaccompanied minor	
1. Birth Certificate of the minor (1 photocopy and original copy for validation only)	1. City Civil Registrar's Office or Philippine Statistics Authority (PSA)
2. Any valid identification card of the minor (If applicable) (1 photocopy)	2. School
3. Written parent/guardian's consent. If no parents, consent shall be made by the grandparents or the eldest sibling. (1 original)	3. Requesting Party
4. Any valid government identification card of the minor's parent/s/guardian. (1 photocopy with three signatures)	4. GSIS/SSS/Post Office/Barangay/Philippine Statistics Authority/LTO/PRC



5. Barangay Certification issued by the Punong Barangay stating that the barangay has full knowledge on the travel plans for the minor. (1 original)		5. Barangay Hall		
6. In line with the pandemic, additional requirements set by the IATF and LGU-Davao City shall be complied and observed.		6. City Health Office/Department of Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for intake Interview at Quick Response Team Center	1.1 Data gathering and assessment	None	30 Minutes	QRTC Direct Service Implementers
	1.1a Assist client to sign in the logbook			
	1.1b Receive and review the submitted documents			
	1.1c Conduct intake interview and assessment			
	1.1d Prepare Permit to travel			
2. None	2. Review and sign the Permit to Travel.	None	5 Minutes	Carmela S. Grado, RSW, MATGC Center Manager
3. Receive Permit to Travel	3. Record in the logbook and release Permit to Travel	None	5 Minutes	QRT Direct Service Implementers
TOTAL:		None	40 Minutes	



16. Issuance of Persons With Disability ID				
An identification card issued to eligible individuals with respective disabilities.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Persons with Disability (PWD) residing in Davao City only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification of residency– 1 original, 1 photocopy		1. Barangay Hall		
2. Certificate of Disability duly confirmed/signed by government or private physician (1 photocopy)		2-3. City Health Office, District Health Center, Attending Physician, or SPMC		
3. Medical Certificate (1 photocopy)				
4. 1x1 recent ID picture with the names (front), and signature or thumb mark at the back of the picture (2 pcs)		4. Requesting party		
5. PWD Application Form		5. CSDWO District Office or thru pwd.doh.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to District Office	1.1 Data gathering and assessment	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive and review the submitted documents			
	1.1c Conduct intake interview			
2. None	2.1 Assessment and Preparation of PWD identification card	None	15 Minutes	
	2.1a Conduct assessment to determine eligibility of issuance for PWD identification card			



	2.1b Fill-out the identification card and forward to District Head			
3. None	3. Review and ensures accuracy and completeness of documents	None	15 Minutes	*Please see Table 1 for District Heads
4. None	4. Record in the logbook and release PWD identification card	None	5 Minutes	Concerned District Service Implementers
TOTAL:		None	1 Hour and 35 Minutes	



17. Issuance of Brief Case Study Report				
A document issued to clients who needs financial and medical assistance, referrals, and among others to different government and non-government agencies.				
Office or Division	City Social Welfare and Development Office - District Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Walk-in and referred clients only			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certification– (1 original)		1. Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the District Office for intake and interview	1.1 Data gathering and assessment	None	1 Hour	All Direct Service Implementers (Registered Social Worker/ Non-Registered Social Worker/ Community Development Worker Graduate)
	1.1a Assist client to sign in the logbook			
	1.1b Receive the submitted documents			
	1.1c Conduct intake interview and assessment			
2. None	2. Prepare and endorse Brief Case Study Report to the District Head	None	10 Minutes	
3. None	3. Review and sign Brief Case Study Report.	None	5 Minutes	*Please see Table 1 for District Heads
4. Receive Brief Case Study Report	4. Release Brief Case Study Report	None	5 Minutes	Concerned District Service Implementers
TOTAL:		None	1 Hour and 20 Minutes	



CITY TOURISM OPERATIONS OFFICE
EXTERNAL SERVICES



1. Issuance of License to Operate as Spa (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprises stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Spa Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) – 1 original	1. Davao City Tourism Operations Office			
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For single proprietorship: Certificate – 1 photocopy	2. Securities and Exchange Commission Department of Trade and Industry			
3. Board of Directors Resolution -1 photocopy	3. Company			
4. List of employees (Notarized) - 1 photocopy	4. Company			
5. Health Certificate - 1 photocopy	5. City Health Office			
6. NBI Clearance - 1 photocopy	6. National Bureau of Investigation			
7. Certificate of Registration - 1 photocopy	7. Department of Health			
8. Working Visa for Alien - 1 photocopy	8. Bureau of Immigration			
9. Schedule of current rates and charges for the various services. - 1 photocopy	9. Company			
10. Lease of contract - 1 photocopy	10. Company			
11. Sketch (Location) - 1 photocopy	11. Company			
12. Official Receipt (Tourism Fee/ Tourism Registration) - 1 photocopy	12. City Treasurer's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand
2. None	2. Approve application	None	10 Minutes	Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril
3. Receive Tourism Certificate	3. Release Tourism certificate	None	10 Minutes	Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation



				Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		*Please see table below for Applicable fees	30 Minutes	

APPLICABLE FEES

FEES	DESTINATION/HOTEL OR RESORT SPA - NEW	DAY SPA - NEW
Registration Fee (One-Time)	Php 2,000.00	Php 1,000.00
Licensing Fee	Php 100.00	Php 100.00
Filing Fee	Php 150.00	Php 150.00
Manager's License Fee	Php 75.00	Php 75.00
Masseurs, Massage, Attendant, Receptionist, Checker, Doorman and other related positions.	Php 5.00	Php 5.00
Legal Research Fee	Php 10.00	Php 10.00
License Certificate Fee	Php 60.00	Php 60.00
TOTAL:	Php 2,400.00	Php 1,400.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.		



2. Issuance of License to Operate as Spa (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprises stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Spa Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) – 1 original		1. Davao City Tourism Operations Office		
2. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy		2. City Treasurer’s Office		
3. Valid Health Certificate – 1 photocopy		3. City Health Office		
4. Sworn Certificate of Training of massage therapist/ attendants issued by a DOH Accredited/Licensed Training Institution – 1 photocopy		4. Department of Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism certificate	None	10 Minutes	
TOTAL:		*Please see table below for Applicable fees	30 Minutes	



APPLICABLE FEES

FEES	DESTINATION/HOTEL OR RESORT SPA - RENEWAL	DAY SPA - RENEWAL
Registration Fee (One-Time)	-	-
Licensing Fee	Php 100.00	Php 100.00
Filing Fee	Php 150.00	Php 150.00
Manager's License Fee	Php 75.00	Php 75.00
Masseurs, Massage, Attendant, Receptionist, Checker, Doorman and other related positions.	Php 5.00	Php 5.00
Legal Research Fee	Php 10.00	Php 10.00
License Certificate Fee	Php 60.00	Php 60.00
TOTAL:	Php 400.00	Php 400.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.		



3. Issuance of License to Operate as Tourist Inn/ Apartelle/ Lodging House/ Motels/ Self-Styled Accommodation (New Application)

Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism

Office or Division	Davao City Tourism Operations Office
Classification	Simple
Type of Transaction	G2B – Government to Business
Who may avail	Tourist Inn/ Apartelle/ Lodging house/ Motels/ Self-styled Accommodation owners

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form (Notarized) – 1 original	1. Davao City Tourism Operations Office
2. For corporation or partnership: Articles and By-Laws -1 photocopy For Single proprietorship: Certificate – 1 photocopy	2. Security and Exchange Commission Department of Trade and Industry
3. List of names of officials and employees – 1 photocopy	3. Company
4. Board of Directors Resolution -1 photocopy	4. Company
5. Comprehensive General Liability Insurance (period of insurance should end exactly Dec. 31 of the current year)– 1 photocopy	5. Any Insurance Company
6. List of current room rates – 1 photocopy	6. Company
7. Sketch (Location) – 1 photocopy	7. Company
8. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy	8. City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand
2. None	2. Approve application	None	10 Minutes	Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril
3. Receive Tourism Certificate	3. Release Tourism certificate	None	10 Minutes	Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/



				Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		*Please see table below for Applicable fees	30 Minutes	

APPLICABLE FEES

FEES	1 ST CLASS	2 ND CLASS	3 RD CLASS
	NEW	NEW	NEW
Registration Fee (One-Time)	Php 3,000.00	Php 2,000.00	Php 1,000.00
Licensing Fee	Php 3,000.00	Php 2,000.00	Php 1,000.00
Filing Fee	Php 150.00	Php 150.00	Php 150.00
Legal Research Fee	Php 10.00	Php 10.00	Php 10.00
License Certificate Fee	Php 60.00	Php 60.00	Php 60.00
TOTAL:	Php 6,220.00	Php 4,220.00	Php 2,220.00
Note: Surcharge for late filings 25%, Additional surcharge of 2% every month after renewal period.			



4. Issuance of License to Operate as Tourist Inn/ Apartelle/ Lodging House/ Motels/ Self-Styled Accommodation (Renewal Application)

Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tourist Inn/ Apartelle/ Lodging house/ Motels/ Self-styled Accommodation owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. DOT Accreditation – 1 photocopy		2. Department of Tourism		
3. Comprehensive General Liability Insurance (period of insurance should end exactly December 31 of the current year) – 1 photocopy		3. Any Insurance Company		
4. Official Receipt (Tourism Fee/ Tourism Registration) - 1 photocopy		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand
2. None	2. Approve application	None	10 Minutes	Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan,
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		*Please see table below for Applicable fees	30 Minutes	



APPLICABLE FEES

FEES	1 ST CLASS	2 ND CLASS	3 RD CLASS
	RENEWAL	RENEWAL	RENEWAL
Registration Fee (One-Time)	-	-	-
Licensing Fee	Php 3,000.00	Php 2,000.00	Php 1,000.00
Filing Fee	Php 150.00	Php 150.00	Php 150.00
Legal Research Fee	Php 10.00	Php 10.00	Php 10.00
License Certificate Fee	Php 60.00	Php 60.00	Php 60.00
TOTAL:	Php 3,220.00	Php 2,220.00	Php 1,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.			



5. Issuance of License to Operate as Tour Guide (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tour Guide Owner			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. DOT Accreditation – 1 photocopy		2. Department of Tourism		
3. NBI Clearance - 1 photocopy		3. National Bureau of Investigation		
4. Working Visa for Alien - 1 photocopy		4. Bureau of Immigration		
5. Health Certificate – 1 photocopy		5. Any Public Hospital		
6. O.R. Tourism Fee– 1 photocopy		6. City Treasurer’s Office		
7. Drug Test– 1 photocopy		7. Any Accredited Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 870.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		Php 870.00	30 Minutes	

*Please see table below for breakdown of fees



BREAKDOWN FEES

FEES	NEW
Registration Fee (One-Time)	Php 500.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 870.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



6. Issuance of License to Operate as Tour Guide (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tour Guide Owner			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. DOT Accreditation – 1 photocopy		2. Department of Tourism		
3. NBI Clearance - 1 photocopy		3. National Bureau of Investigation		
4. Certificate of good health – 1 photocopy		4. Bureau of Immigration		
5. Health Certificate – 1 photocopy		5. Any Public Hospital		
6. O.R. Tourism Fee– 1 photocopy		6. City Treasurer’s Office		
7. Drug Test– 1 photocopy		7. Any Accredited Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 370.00	5 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	5 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	5-10 Minutes	
TOTAL:		Php 370.00	20 Minutes	

*Please see table below for breakdown of fees



BREAKDOWN OF FEES

FEES	RENEWAL
Registration Fee (One-Time)	-
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 370.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



7. Issuance of License to Operate as Tourism Related Establishment (Coffee Shop, KTV Bar, Night Club, Sports, Amusement, Recreational Facilities, Dive Shop, etc.) (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tourism Related Establishment Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. Board of Directors Resolution - 1 photocopy		3. Company		
4. List of employees, Notarized - 1 photocopy		4. Company		
5. Working Visa for Alien - 1 photocopy		5. Bureau of Immigration		
6. Official Receipt (Tourism Fee/ Tourism Registration) - 1 photocopy		6. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 1,070.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		Php 1,070.00	30 Minutes	

*Please see table below for breakdown of fee



BREAKDOWN OF FEES

FEES	NEW
Registration Fee (One-Time)	Php 500.00
Licensing Fee	350.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 1,070.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



8. Issuance of License to Operate as Tourism Related Establishment (Coffee Shop, KTV Bar, Night Club, Sports, Amusement, Recreational Facilities, Dive Shop, etc.) (Renewal Application)

Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.

Office or Division Davao City Tourism Operations Office

Classification Simple

Type of Transaction G2B – Government to Business

Who may avail Tourism Related Establishment Owners

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Official Receipt (Tourism Fee) - 1 photocopy		2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 570.00	10 Minutes	
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		Php 570.00	30 Minutes	

*Please see table below for breakdown of fees

BREKDOWN OF FEES

FEES	RENEWAL
Registration Fee (One-Time)	-
Licensing Fee	350.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 570.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



9. Issuance of License to Operate as Hotel (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Hotel Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. Board of Directors Resolution - 1 photocopy		3. Company		
4. List of employees (Notarized) - 1 photocopy		4. Company		
5. Working Visa for Alien - 1 photocopy		5. Bureau of Immigration		
6. Comprehensive General Liability Insurance (period of insurance should end exactly Dec. 31 of the current year) – 1 photocopy		6. Any Insurance Company		
7. Food and beverages price list and room rates – 1 photocopy		7. Company		
8. Sketch (Location) – 1 photocopy		8. Company		
9. DOT Accreditation– 1 photocopy		9. Department of Tourism		
10. Official Receipt (Tourism Fee/ Tourism Registration) - 1 photocopy		10. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand
2. None	2. Approve application	None	10 Minutes	Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators –
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				City Tourism Operations Office
TOTAL:		*Please see table below for Applicable fees	30 Minutes	

APPLICABLE FEES

FEES	DE LUXE	FIRST CLASS	STANDARD	ECONOMY
	NEW	NEW	NEW	NEW
Registration Fee (One-Time)	Php 10,000.00	Php 8,800.00	Php 5,000.00	Php 3,000.00
Licensing Fee	2,800.00	2,500.00	2,250.00	2,000.00
Filing Fee	150.00	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00	10.00
License Certificate Fee	600.00	60.00	60.00	60.00
TOTAL:	Php 13,020.00	Php 10,720.00	Php 7,470.00	Php 5,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.				



10. Issuance of License to Operate as Hotel (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Hotel Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Comprehensive General Liability Insurance (period of insurance should end exactly Dec. 31 of the current year) – 1 photocopy		2. Any Insurance Company		
3. DOT Accreditation– 1 photocopy		3. Department of Tourism		
4. Official Receipt (Tourism Fee/ Tourism Registration) - 1 photocopy		4. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table below for Applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please see table below for Applicable fees	30 Minutes	



APPLICABLE FEES

FEES	DE LUXE	FIRST CLASS	STANDARD	ECONOMY
	NEW	NEW	NEW	NEW
Registration Fee (One-Time)	-	-	-	-
Licensing Fee	2,800.00	2,500.00	2,250.00	2,000.00
Filing Fee	150.00	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00	10.00
License Certificate Fee	600.00	60.00	60.00	60.00
TOTAL:	Php 3,020.00	Php 2,720.00	Php 2,470.00	Php 2,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.				



11. Issuance of License to Operate as Professional Congress Organizer (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Professional Congress Organizer			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. Board of Directors Resolution - 1 photocopy		3. Company		
4. List of employees (Notarized) - 1 photocopy		4. Company		
5. Latest Income Tax Returns and Audited Financial Statements – 1 photocopy		5. Bureau of Internal Revenue		
6. Comprehensive General Liability Insurance (period of insurance should end exactly Dec. 31 of the current year) – 1 photocopy		6. Any Insurance Company		
7. Proof that the applicant has successfully organized and managed conventions - 1 photocopy		7. Company		
8. NBI Clearance – 1 photocopy		8. National Bureau of Investigation		
9. Sketch (Location) – 1 photocopy		9. Company		
10. DOT Accreditation – 1 photocopy		10. Department of Tourism		
11. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy		11. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 2,770.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		Php 2,770.00	30 Minutes	

*Please see table below for breakdown of fees

BREAKDOWN FEES

FEES	NEW
Registration Fee (One-Time)	Php 2,000.00
Licensing Fee	550.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 2,770.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



12. Issuance of License to Operate as Professional Congress Organizer (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Professional Congress Organizer			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. DOT Accreditation – 1 photocopy		2. Department of Tourism		
3. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy		3. City Treasurer’s Office		
4. List of previous events – 1 photocopy		4. Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 770.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		Php 770.00	30 Minutes	

*Please see table for breakdown of fees



BREAKDOWN OF FEES

FEES	NEW
Registration Fee (One-Time)	-
Licensing Fee	550.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 770.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.	



13. Issuance of License to Operate as Boutique/ Souvenir/ Giftshop (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Boutiques/ Souvenir/ Giftshops Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. List of employees – 1 photocopy		3. Company		
4. Price list of items – 1 photocopy		4. Company		
5. Sketch (Location) – 1 photocopy		5. Company		
6. Board of Directors Resolution – 1 photocopy		6. Company		
7. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy		7. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please see table	30 Minutes	



	for applicable fees		
--	------------------------------------	--	--

APPLICABLE FEES

FEES	1 ST CLASS	2 ND CLASS	3 RD CLASS
	NEW	NEW	NEW
Registration Fee (One-Time)	Php 3,000.00	Php 2,000.00	Php 1,000.00
Licensing Fee	3,000.00	2,000.00	1,000.00
Filing Fee	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00
License Certificate Fee	60.00	60.00	60.00
TOTAL:	Php 6,220.00	Php 4,220.00	Php 2,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.			



14. Issuance of License to Operate as Boutique/ Souvenir/ Giftshop (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division		Davao City Tourism Operations Office		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Boutiques/ Souvenir/ Giftshops Owners		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy		2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please see table for applicable fees	30 Minutes	



APPLICABLE FEES

FEES	1 ST CLASS	2 ND CLASS	3 RD CLASS
	RENEWAL	RENEWAL	RENEWAL
Registration Fee (One-Time)	-	-	-
Licensing Fee	Php 3,000.00	Php 2,000.00	Php 1,000.00
Filing Fee	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00
License Certificate Fee	60.00	60.00	60.00
TOTAL:	Php 3,220.00	Php 2,220.00	Php 1,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.			



15. Issuance of License for Tourist Transport Operators – Land Transport (New Application)

Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.	
Office or Division	Davao City Tourism Operations Office
Classification	Simple
Type of Transaction	G2B – Government to Business
Who may avail	Tourist Land Transport Operators Owners

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form (Notarized) - 1 original	1. Davao City Tourism Operations Office
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy	2. Securities and Exchange Commission Department of Trade and Industry
3. Board of Directors Resolution – 1 photocopy	3. Company
4. List of employees – 1 photocopy	4. Company
5. Surety Bond of Php 100,000.00 in favor of the City Government of Davao – 1 photocopy	5. Any Insurance Company
6. Proof of ownership – 1 photocopy	6. Land Transportation Franchising and Regulatory Board
7. Official Receipt and Certificate of Registration of Vehicle – 1 photocopy	7. Land Transportation Office
8. LTFRB Franchise – 1 photocopy	8. Land Transportation Franchising and Regulatory Board
9. Motor Vehicle Liability Insurance – 1 photocopy	9. Any Insurance Company
10. Transportation rates as approved by LTFRB. – 1 photocopy	10. Land Transportation Franchising and Regulatory Board
11. Pictures of vehicles – 1 photocopy	11. Company
12. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy	12. City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G.
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		*Please see table for applicable fees	30 Minutes	

APPLICABLE FEES

FEES – MINI VAN	NEW
Registration Fee (One-Time)	Php 500.00
Mini Van	120.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 990.00

FEES – BUS	NEW
Registration Fee (One-Time)	Php 500.00
Bus	275.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 1,145.00

FEES – BUS	NEW
Registration Fee (One-Time)	Php 500.00
Coaster	165.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00



TOTAL:	Php 1,035.00
---------------	--------------

FEES – BUS	NEW
Registration Fee (One-Time)	Php 500.00
Cars	100.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 970.00



16. Issuance of License for Tourist Transport Operators – Land Transport (Renewal Application)

Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.	
Office or Division	Davao City Tourism Operations Office
Classification	Simple
Type of Transaction	G2B – Government to Business
Who may avail	Tourist Land Transport Operators Owners

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form (Notarized) - 1 original	1. Davao City Tourism Operations Office
2. Department of Tourism (DOT) Accreditation – 1 photocopy	2. Department of Tourism
3. Pictures of vehicles with DOT sticker and plate number – 1 photocopy	3. Company
4. Proof of ownership – 1 photocopy	4. Land Transportation Franchising and Regulatory Board
5. Official Receipt and Certificate of Registration of Vehicle – 1 photocopy	5. Land Transportation Office
6. LTFRB Franchise – 1 photocopy	6. Land Transportation Franchising and Regulatory Board
7. Motor Vehicle Liability Insurance – 1 photocopy	7. Any Insurance Company
8. Transportation rates as approved by LTFRB. – 1 photocopy	8. Land Transportation Franchising and Regulatory Board
9. Inspection Report – 1 photocopy	9. Land Transportation Franchising and Regulatory Board
10. Official Receipt (Tourism Fee/ Tourism Registration) – 1 photocopy	10. City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		*Please see table for applicable fees	30 Minutes	

APPLICABLE FEES

FEES – MINI VAN	NEW
Mini Van	120.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 490.00

FEES – BUS	NEW
Bus	275.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 645.00

FEES – COASTER	NEW
Registration Fee (One-Time)	Php 500.00
Coaster	165.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 535.00



FEES – CARS	NEW
Registration Fee (One-Time)	Php 500.00
Cars	100.00
Licensing Fee	150.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 470.00



17. Issuance of License to Operate as a Resort (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Resort Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. Resolution of the Board of Directors of the Corporation – 1 photocopy		3. Company		
4. List of employees (Notarized) – 1 photocopy		4. Company		
5. List of all services offered, room rates, and price list of all food and beverages – 1 photocopy		5. Company		
6. Comprehensive General Liability Insurance – 1 photocopy		6. Any Insurance Company		
7. Sketch (Location) – 1 photocopy		7. Company		
8. DOT Accreditation – 1 photocopy		8. Department of Tourism		
9. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		9. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand
2. None	2. Approve application	None	10 Minutes	Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Coordinators – City Tourism Operations Office
TOTAL:		*Please see table for applicable fees	30 Minutes	

APPLICABLE FEES

FEES	AAA	AA	A	SPECIAL INTEREST
	NEW	NEW	NEW	NEW
Registration Fee (One-Time)	Php 10,000.00	Php 5,000.00	Php 3,000.00	Php 1,500.00
Licensing Fee	2,000.00	1,000.00	850.00	850.00
Filing Fee	150.00	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	0.00	10.00
License Certificate Fee	60.00	60.00	60.00	60.00
TOTAL:	Php 12,220.00	Php 6,220.00	Php 4,070.00	Php 2,570.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.				



18. Issuance of License to Operate as a Resort (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Resort Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Comprehensive General Liability Insurance – 1 photocopy		2. Any Insurance Company		
3. DOT Accreditation – 1 photocopy		3. Department of Tourism		
4. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please see table for applicable fees	30 Minutes	



APPLICABLE FEES

FEES	AAA	AA	A	SPECIAL INTEREST
	RENEWAL	RENEWAL	RENEWAL	RENEWAL
Registration Fee (One-Time)	-	-	-	-
Licensing Fee	Php2,000.00	Php1,000.00	Php850.00	Php850.00
Filing Fee	150.00	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00	10.00
License Certificate Fee	60.00	60.00	60.00	60.00
TOTAL:	Php 2,220.00	Php 1,220.00	Php 1,070.00	Php 1,070.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.				



19. Issuance of License to Operate as Restaurant (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Restaurant Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. List of employees (Notarized) – 1 photocopy		3. Company		
4. Comprehensive General Liability Insurance – 1 photocopy		4. Any Insurance Company		
5. Copy of menu and current price list – 1 photocopy		5. Company		
6. Sketch (Location) – 1 photocopy		6. Company		
7. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		7. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please	30 Minutes	



	see table for applicable fees		
--	--	--	--

APPLICABLE FEES

FEES	AAA	AA	A
	Hotel, Restaurants, Fine Dining, Bar & Restaurants	Cafeteria, Canteen, Fast Food, Bakeshop, Cafes	Refreshment Parlor
	NEW	NEW	NEW
Registration Fee (one-time)	Php 1,000.00	Php 800.00	Php 500.00
Licensing Fee	Php 700.00	Php 600.00	Php 500.00
Filing Fee	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00
License Certificate Fee	60.00	60.00	60.00
TOTAL:	Php 1,920.00	Php 1,620.00	Php 1,220.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.			



20. Issuance of License to Operate as Restaurant (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Restaurant Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Comprehensive General Liability Insurance – 1 photocopy		2. Any Insurance Company		
3. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		3. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	*Please see table for applicable fees	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		*Please see table for applicable fees	30 Minutes	



APPLICABLE FEES

FEES	AAA	AA	A
	Hotel, Restaurants, Fine Dining, Bar & Restaurants	Cafeteria, Canteen, Fast Food, Bakeshop, Cafes	Refreshment Parlor
	RENEWAL	RENEWAL	RENEWAL
Registration Fee (one-time)	-	-	-
Licensing Fee	Php 700.00	Php 600.00	Php 500.00
Filing Fee	150.00	150.00	150.00
Legal Research Fee	10.00	10.00	10.00
License Certificate Fee	60.00	60.00	60.00
TOTAL:	Php 920.00	Php 820.00	Php 720.00
Note: Surcharge for late filing is 25%, Additional surcharge of 2% every month after the renewal period.			



21. Issuance of License for Tourist Transport Operators – Sea Transport (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tourist Sea Transport Operators Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. For corporation or partnership: Articles and By-Laws - 1 photocopy For Single proprietorship: Certificate - 1 photocopy		2. Securities and Exchange Commission Department of Trade and Industry		
3. Resolution of the Board of Directors of the Corporation – 1 photocopy		3. Company		
4. List of employees (Notarized) – 1 photocopy		4. Company		
5. Inspection Report – 1 photocopy		5. MARINA		
6. Certificate of Public Convenience of the tourist boat – 1 photocopy		6. MARINA		
7. Transportation rates as approved by MARINA – 1 photocopy		7. Company		
8. Pictures of vehicles – 1 photocopy		8. Company		
9. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		9. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 1,870.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Coordinators – City Tourism Operations Office
TOTAL:		Php 1,870.00	30 Minutes	

*Please see table for breakdown of fees

BREAKDOWN OF FEES

FEES	NEW
Registration Fee (One-Time)	Php 500.00
Licensing Fee	150.00
Vessel	1,000.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 1,870.00



22. Issuance of License for Tourist Transport Operators – Sea Transport (Renewal Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Tourist Sea Transport Operators Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. DOT Accreditation		2. Department of Tourism		
3. Inspection Report – 1 photocopy		3. MARINA		
4. Certificate of Public Convenience of the tourist boat – 1 photocopy		4. MARINA		
5. Transportation rates as approved by LTFRB/ Own rates – 1 photocopy		5. Company		
6. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		6. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 1,370.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation Officer/ Tourism Coordinators – City Tourism Operations Office
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	
TOTAL:		Php 1,370.00	30 Minutes	

*Please see table for breakdown of fees



BREAKDOWN OF FEES

FEES	RENEWAL
Registration Fee (One-Time)	-
Licensing Fee	Php 150.00
Vessel	1,000.00
Filing Fee	150.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 1,370.00



23. Issuance of License to Operate as Travel and Tour Agency (New Application)				
Tourism Certificate is issued to Primary and Secondary Tourism Enterprise stating that he/she has no pending complaint filed in the Davao City Tourism Operations Office.				
Office or Division	Davao City Tourism Operations Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Travel and Tour Agency Owners			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form (Notarized) - 1 original		1. Davao City Tourism Operations Office		
2. Working capital of Php 500,000.00 – 1 photocopy		2. Any Insurance Company		
3. For general manager, application for permit to work – 1 photocopy		3. Department of Tourism		
4. NBI Clearance – 1 photocopy		4. National Bureau of Investigation		
5. List of employees – 1 photocopy		5. Company		
6. Names of at least 2 licensed tour guides – 1 photocopy		6. Company		
7. Working Visa for alien – 1 photocopy		7. Bureau of Immigration		
8. For corporation or partnership: Articles and By-Laws – 1 photocopy For single proprietorship: Certificate – 1 photocopy		8. Securities and Exchange Commission Department of Trade and Industry		
9. Contract of lease – 1 photocopy		9. Company		
10. Sketch (Location) – 1 photocopy		10. Company		
11. Official Receipt (Tourism Fee/ Tourism Registration) -1 photocopy		11. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Accept and evaluate documents	Php 1,825.00	10 Minutes	Siegfred G. Tumanda/ Warren S. Macuja/ Sunshine L. Arnaiz/ Leand Carlos G. Garcia/ Krizia Mae G. Pabrigar/ Myril Joy Y. Latagan, City Tourism Licensing Staff (JO)/ Operations Assistant/ Tourism Relation
2. None	2. Approve application	None	10 Minutes	
3. Receive Tourism Certificate	3. Release Tourism Certificate	None	10 Minutes	



				Officer/ Tourism Coordinators – City Tourism Operations Office
TOTAL:		Php 1,825.00	30 Minutes	

*Please see table for breakdown of fees

BREAKDOWN OF FEES

FEES	NEW
Registration Fee (one-time)	Php 500.00
Licensing Fee	1,000.00
Filing Fee	150.00
Annual Fee for Manager	90.00
Annual Fee for Office Staff	15.00
Legal Research Fee	10.00
License Certificate Fee	60.00
TOTAL:	Php 1,825.00



**CITY TRANSPORT AND TRAFFIC MANAGEMENT
OFFICE
EXTERNAL SERVICES**



1. Issuance of Citation Tickets				
Citation tickets issued by traffic enforcers to violators of the traffic code.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	N/A			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Enforcers must indorse the citation tickets within twenty-four (24) Hours from the date and time of apprehension and submit the used citation ticket to the CTTMO Personnel	None	10 Minutes	Jan Leoniel Vince B. Tandog - Data Section Unit- In-Charge – CTTMO
2. None	2. Encoding and enlisting of the citation tickets to the corresponding violations	None	10 Minutes	Jan Leoniel Vince B. Tandog - Data Section Unit- In-Charge – CTTMO
3. None	3. Indorsement of citation tickets to City Treasurer's Office	None	10 Minutes	Erring Traffic Violators
4. Traffic violators shall present the citation ticket and pay for the corresponding violation at City Treasurer's Office	4.1 City Treasurer's Office shall receive the payment for the issued citation tickets from the violator	All fees and charges for shall apply in accordance with City Ordinance No. 03340-12	10 Minutes	Cashier – City Treasurer's Office



	4.2 City Treasurer's Office shall indorse the paid citation tickets back to City Transport and Traffic Management Office	All fees and charges for shall apply in accordance with City Ordinance No. 03340-12	10 Minutes	Jan Leoniel Vince B. Tandog - Data Section Unit-In-Charge – CTTMO
TOTAL:		See attached Annex "1"	50 Minutes	



ANNEX 1

LIST OF VIOLATIONS

Violating Operation of Student Carpool Transport Service (Sec. 178)	PHP1000.00
Non-production of Vehicle Registration Document (Sec. 180)	500.00
Improper Opening Doors and Alighting Vehicles (Sec. 181)	500.00
Opening Doors and Alighting from Public Utility Bus (Sec. 182)	500.00
Improper use of Horns, etc. (Sec. 183)	500.00
Modification of Muffler on Motorcycle (Sec. 184 (a))	500.00
Obstructing roads by person, motor vehicles including stalled vehicles (Sec. 185)	500.00

FOR PEDESTRIANS

Violating Restrictions on Pedestrians (Sec. 158)	100.00
Putting Glass etc. on any City Road or Highway (Sec. 168)	1000.00
Violating Restrictions of Animals and Livestock on Roads (Sec 171)	200.00
Improper Opening Doors and Alighting from Vehicles (Sec 185)	500.00
Obstructing roads by person, motor vehicles, including stalled vehicles (Sec 185)	500.00
Obstructing roads or sidewalks by residential vendors or commercial establishments (Sec 186)	500.00

FOR ESTABLISHMENT

Erection and Interference with Traffic Control Items (Sec 6)	500.00
Display of Dazzling Lights (Sec 9)	500.00
Operating without approved Traffic Impact Assessment (Sec 56 (b))	5000.00
Violation of Public Utility Van Transport Terminal	5000.00
Violation or non-compliance regarding security guards, CCTV, facilities, etc (Sec 56 (d))	5000.00
Private Garage for Vehicles-for-Hire without permit (Sec 57 (b))	5000.00
Non-provision of six (6) meters setback for angle parking (Sec 58)	2000.00
Violation of Procedure involving Traffic Accidents (Article XIII)	500.00
Obstruction to Drivers View or Driving Mechanism (Sec 166)	500.00
Putting Glass etc. on any City Road or Highway (Sec168)	1000.00
Violating Operation of Student Carpool Transport Service (Sec 178)	1000.00
Obstructing roads or sidewalks by residential, vendors or commercial establishment (Sec186)	500.00
Street diggings or road closure without permit (Sec 186)	2000.00
Unlawful restrictions on road access (Sec 188)	2000.00
Violating Requirement of Transport/Traffic Impact Assessment (Sec 189)	2000.00
Prohibition on Production of Road Signs (Sec 190)	1000.00



COMMON VIOLATIONS – SIMPLIFIED	
Careless Driving/ Using CP While Driving (Sec 61)	PHP 500.00
Defective Headlight (Article XVIII)	300.00
Disregarding Traffic Official	500.00
Disregarding/Disobedience Traffic Signs (Sec 10-13)	500.00
Driving under influence of Liquor/Drugs	5000.00
Excess Loads (Sec 139)	500.00
Excess Passenger (Sec 140)	500.00
Failure to Switch on Headlight (Sec 175 (c))	1000.00
Illegal Attachment of Sidecar (Sec 92)	500.00
Illegal Parking (Sec 43-50)	500.00
Improvised Mudguard (Sec 176)	300.00
Loading/Unloading in Undesignated Area (Sec 51 (b))	1000.00
Loads Not Properly Secured (Sec 141)	1000.00
Loud Sounds (Sec 105)	1000.00
Modified Muffler (Sec 184 (a))	500.00
No Driver's License/Expired License/Failure to carry Driver's License (Sec176)	500.00
No Registration/Expired Registration/Failure to carry OR/CR (Sec 180)	500.00
No Helmet (Sec 174 (a-c))	500.00
No PUV ID/Failure to Carry PUV ID	1000.00
Not Wearing Seatbelt (Article XIX)	300.00
Obstruction (Sec 185)	500.00
Operating without Franchise (Sec 172)	1000.00
Out of line/ Trip Cutting (Sec 170 (e))	1500.00
Overloading (Sec 148 (a))	500.00
Reckless and Dangerous Driving	1500.00
Refuse to Pay/Non-payment of Pay Parking Fees	500.00
Traversing Along National Highway (Sec 86)	500.00
Truck Ban (Article XXI)	1000.00
Unnecessary Lights (Sec 9)	500.00
Wearing Slippers (Sec 174 (d)) MC	1000.00
Wearing Slippers (Sec 174 (d)) PUJ	1500.00
Wearing Slippers (Sec 174 (d)) Tricycle-For-Hire	100.00

FOR DRIVER	
Disobedience to Official Control Signal (Sec 10)	PHP 500.00
Disobedience to Official Traffic Signs (Sec 11)	500.00
Disobedience to Official Traffic Road or Pavement Markings (Sec 12)	500.00
Disobedience to Official Traffic Signals and Instructions (Sec 13)	500.00
Any Violation of General Driving Rules (Article V)	500.00



Not Giving Way at Intersection (Sec 26)	500.00
Not Giving Way During Turns (Sec 27)	PHP 500.00
Improper Movement to or From Parking Area (Sec 28)	1000.00
Not Giving Way to Emergency Vehicles (Sec 29)	500.00
Not Giving Way to Roundabouts or Rotundas (Sec 31)	500.00
Violating Speed Limit (Article VII)	500.00
Violating Operating Rule on One-way Streets (Sec 36)	500.00
Improper Turning, Reversing or Stopping (Article IX)	500.00
Parking, Waiting or Standing in Prohibited Areas (Sec 43 & 44)	500.00
Parking during Certain Hours Prohibited (Sec 45)	500.00
Parking for Certain Purpose Prohibited (Sec 46)	2000.00
Non-stopping at Special Stops (Sec 47)	500.00
Improper Method of Parking Vehicles (Sec 48)	500.00
Parking near Grade or Curve area (Sec 49)	500.00
Parking on Parade routes and on Any Special Occasion (Sec 50)	500.00
Loading/Unloading at Loading Zone Without the presence of Driver (Sec 51 (a))	500.00
Loading/Unloading of Passengers of PUJ in undesignated zone (Sec 51 (b))	1000.00
Loading/Unloading of Passengers in private garage (Sec 57 (c))	2000.00
Non-payment of Parking Fees (Sec 59)	500.00
Violations in Public Pay Parking Areas (Sec 63)	500.00
Careless Driving (Sec 64)	500.00
Reckless and Dangerous Driving (Section 65)	1500.00
Driving a Motor Vehicle while under the influence of Liquor or Incapacitating Drugs (Sec 66)	5000.00
Violation or non-compliance with any section or Article XVIII regarding lights, warning signs, equipment, etc. (Article XVIII)	300.00
Violation or non-compliance with any section of Article XIX regarding Seatbelt	300.00
Exceeding Gross Weight, Axle and Weight Loads (Sec 139)	500.00
Projecting Loads on Passenger Vehicles (Sec 140)	500.00
Loads not Properly Secured (Sec 141)	1000.00
Refusal to Have Vehicles Weighed and/ or Remove Excess Load (Sec 142)	1000.00
Violation of Restriction or Limits in the use of Bridge (Sec 144)	500.00
No permit to move Equipment and/or Load of Excessive Weight, Width, or Height (Sec 145)	1000.00
Passing of Vehicles over Five Tons on Subdivision Road already convicted to City Streets (Sec 147)	1000.00
Public Transport Utility Vehicle with more than Eighteen Passengers Passing Secondary Streets (Sec 148)	500.00
Movement of Trailers, Trucks or any Approved Transportation Medium Linked to a Container Van (Sec 149)	2000.00



Truck ban, Non-Complying Buses and Jeepneys (Article XXI)	PHP1000.00
Violating Pedestrian Crossing Rules (Sec 156)	200.00
No PUV Drivers Identification Card (Sec 165)	1000.00
Following Fire Vehicles (Sec 167)	500.00
Putting Glass, etc. on any City Road or Highway (Sec 168)	1000.00
Tracking Mud unto City Road or Highway (Sec 169)	1000.00
Driving Through Funeral or Other Processions (Sec 170)	500.00
Violating Restrictions of Animals and Livestock on Roads (Sec 171)	200.00
Violating Operation of Public Utility Jeepneys (Sec 172)	1500.00
Non-wearing and/or no safety helmet for motorcyclist	500.00
Non-turning on the headlight while driving along city roads and highways (Sec 174 (c))	1000.00
Violating Passenger/Cargo of Motorcyclist (Sec 174 (e))	1000.00
Violating Standard or Improvised Mudguard (Sec 175)	300.00
Non-production of LTO-issued Driver's License (Sec 176)	500.00



2. Request for Towing				
Services provided to requesting clients or agencies for towing of motor vehicles obstructing in the area.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Individuals or agencies desiring to avail of the towing service			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Police Report - 1 original, 1 photocopy		1. Davao City Police Office		
2. Letter Request or Indorsement - 1 original, 1 photocopy		2. Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Police Report from Davao City Police Office	1. Assess the request	None	10 Minutes	Police Officer – Police station of the nearest area of the requested vehicle to be towed
2. Send a formal letter-request and Police Report to CTTMO Officer-In-Charge	2.1 Assess the request	None	10 Minutes	PCOL. DIONISIO C. ABUDE, ret., Officer-In-Charge - CTTMO
	2.2 Approval or Disapproval of Request	None	20 Minutes	T/E Anthony Ryan S. Villegas - Towing Unit-In-Charge - CTTMO
	2.3 Inspect the area where the vehicle is placed for towing.	None	30 Minutes	ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge - CTTMO
	2.4 Tow the vehicle	None	30 Minutes	ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge - CTTMO
TOTAL:		None	1 Hour and 40 Minutes	



3. Releasing of Impounded Motor Vehicle Unit				
Releasing of Motor Vehicle Units that are impounded by the office.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Owner of Vehicles or Drivers of the Vehicle			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official Receipt and Certificate of Registration of the Motor Vehicle Unit - 1 original		1. Land Transportation Office		
2. Valid ID of Driver - 1 original		2. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OR/CR of the MV Unit and valid ID of Driver or Owner	1. Verify documents	None	10 Minutes	Joan T. Cabali - Technical Assistant - CTTMO
2. Emission Testing of Vehicle accompanied by CTTMO Personnel	2. Accompany client to Emission Testing Centers accredited by the LTO	PHP 250 - 275 (Motor-cycle) PHP 450 (Car)	30 Minutes	Joan T. Cabali - Technical Assistant - CTTMO
3. Retrieval of Impounded Motor Vehicle Unit	3. Release Motor Vehicle Unit	None	10 Minutes	Joan T. Cabali - Technical Assistant - CTTMO
TOTAL:		Motor Vehicle: PHP 250.00 to 275.00 Car: PHP 450.00	50 Minutes	



4. Releasing of Impounded Trisikad				
Releasing of trisikad that are impounded by the office.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Owner of trisikad			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of Registration - 3 original		1. DCPO - Traffic Group		
2. Proof of Payment - 1 photocopy		2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Registration issued by the DCPO - Traffic Group and Proof of Payment from the City Treasurer's Office	1. Issue Payment Order by the CTTMO Trisikad-In-Charge, to be paid at the City Treasurer's Office	None	20 Minutes	Gemma G. Guhao -Trisikad-In-Charge – CTTMO
2. Present Proof of Payment from the City Treasurer's Office with photocopies of Certificate of Registration and Receipt and submit a copy to the CTTMO Trisikad-In-Charge	2. Evaluate and check the documents. If found satisfactory, release the trisikad	None	20 Minutes	Gemma G. Guhao -Trisikad-In-Charge – CTTMO
TOTAL:		None	40 Minutes	



5. Request for Pedestrian Lane or any Road Marking				
A service provided to requesting client or agencies for painting of pedestrian lanes or any road marking using thermoplastic paint.				
Office or Division	City Transport and Traffic Management Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request or Indorsement - 1 original, 1 photocopy		1. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to CTTMO Officer-In-Charge	1.1 Assess the request	None	10 Minutes	PCOL. DIONISIO C. ABUDE, ret., Officer-In-Charge - CTTMO
	1.2 Check the availability of the materials (If the requesting party will shoulder the materials)	None	30 Minutes	ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge, Dennis Flaviano - Engineering Personnel - CTTMO
	1.3 Inspect the area where pedestrian lane or road markings will be installed	None	30 Minutes	ENGR. Roumel A. Peroy - TEID Chief Designated, George L. Jumamoy Sr.- Technical Assistant - CTTMO
	1.4 Approval or Disapproval of Request (Depending if the said request is prioritized or not)	None	Within 3 Days	ENGR. Roumel A. Peroy - TEID Chief Designated- CTTMO
	1.5 Schedule for application of the road markings or pedestrian lane	None	1 Hour	Dennis Flaviano - Engineering Personnel - CTTMO



	1.6 Application of the road markings in the area/s	None	3 Days	Dennis Flaviano - Engineering Personnel - CTTMO
TOTAL:		None	6 Days, 2 Hours and 10 Minutes	



6. Request for Railings or any Traffic Signages				
A service provided to requesting clients or agencies for the installation of traffic signages.				
Office or Division	City Transport and Traffic Management Office			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Clients or Agencies			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request or Indorsement - 1 original, 1 photocopy		1. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to CTTMO Officer-In-Charge	1.1 Assess the request	None	10 Minutes	PCOL. DIONISIO C. ABUDE, ret., Officer-In-Charge - CTTMO
	1.2 Checking the availability of the materials (If the requesting party will shoulder the materials)	None	30 Minutes	ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge, Glen Ortega - Engineering Personnel - CTTMO
	1.3 Approval or Disapproval of Request (Depends if the said request is prioritized or not)	None	30 Minutes	ENGR. Roumel A. Peroy - TEID Chief Designated-CTTMO
	1.4 Inspection of the area where signage/railings will be installed	None	Within 3 Days	ENGR. Roumel A. Peroy - TEID Chief, ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge, George L. Jumamoy Sr. - Technical Assistant CTTMO



	1.5 Installation of traffic signage/ railings in the area	None	3 Days	ENGR. Hermenegildo C. Zerrudo II - Engineering Unit-in-Charge - CTTMO
TOTAL:		None	6 Days, 1 Hour and 10 Minutes	



7. Request for Traffic Assistance				
A service provided by traffic enforcers to assist in the traffic flow during events or activities.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Approved Special Mayor's Permit		1. Business Bureau		
2. Letter request - 1 original, 1 photocopy		2. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to CTTMO Officer-In-Charge. Requirements will depend on what activity is requested for assistance.	1.1 Assess the request (Motorcade, Fun Run, Parade, and Rally will require Special Mayor's Permit)	None	10 Minutes	PCOL. DIONISIO C. ABUDE, ret., Officer-In-Charge - CTTMO
	1.2 Indorse to the Traffic Enforcement and Street Management Division	None	20 Minutes	PMAJ. Leonardo Y. Pamplona Jr., ret., - TESMD Chief Designated-CTTMO
	1.3 Coordinate or communicate with the assigned traffic personnel.	None	20 Minutes	PMAJ. Leonardo Y. Pamplona Jr., ret., - TESMD Chief Designated-CTTMO
TOTAL:		None	50 Minutes	



8. CTTMB Resolution Approving Traffic Impact Assessment (TIA) Study for a Proposed Project/Development

As part of the Secretariat and Technical Working Group of the City Transport and Traffic Management Board (CTTMB), CTTMO receives request for approval of a TIA study relative to a proposed project/development.

Based on Section 187, City Ordinance No. 0334-12:

“All major commercial, industrial, housing and condominiums, institutional developments, as may be determined by the CTTMO, shall submit a transportation/traffic impact assessment to the CTTMO for evaluation and recommendation of approval to the CTTMB as preliminary documentary requirement in the application of Building Permit.”

Office or Division	CTTMO – Transport Planning and Management Division	
Classification	Complex	
Type of Transaction	G2B- Government to Business	
Who may avail	Business Owners, Project Developers, TIA Preparers, Housing Associations	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Letter-Request for Inspection and approval of TIA study		1. Client
2. Traffic Impact Assessment (TIA) Study/Report		2. TIA Preparer (Transportation Engineer or Planner as certified by the Environmental Management Bureau and the National Center for Transportation Studies or licensed Environmental Planner duly-recognized by the Professional Regulations Commission)
3. Site Development Plan (based on Relocation Survey as signed by Geodetic Engineer)		3. Client, Geodetic Engineer
4. Zoning Certification (per title)		4. City Planning and Development Office (CPDO)
5. Vicinity Map (preferably Google map screenshot in a satellite mode showing nearest major roads, landmarks, and waterways)		5. Client
6. Title/s (or any document showing proof of ownership of the site location)		6. Client
7. Public Road Network Certification (with road width)		7. Department of Public Works and Highways (DPWH) if national road/highway, City Engineer's Office (CEO) if city road/street, or Barangay Council if barangay road for road verification/classification whether road is private or public and if said council cannot provide, CEO should issue certification on the road-right-of-way



8. Plan or any document showing parking requirement as mandated by the Implementing Rules and Regulations (IRR) of the National Building Code		8. Client		
9. Subdivision Plan (applicable only for housing projects)		9. Client		
10. Approved Masterplan (applicable only for those existing development and intended to add another development or change the approved previous plan or there is new development on the adjacent property which has the same owner).		10. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for inspection and approval of TIA study.	1. Inform and give a copy of the requirements/ checklist to the applicant, and get the contact number for scheduling of the inspection	None	20 Minutes	Princess Guillen M. Albano, Ma. Viktoria Louissa L. Diosana - Planning Officer - Transport Planning and Management Division
2. Submit the requirements, preferably before the inspection date	2. Evaluate the submitted requirements and give feedback	None	1 Day	Princess Guillen M. Albano, Ma. Viktoria Louissa L. Diosana - Planning Officer - Transport Planning and Management Division
3. Receive information on the schedule of inspection	3. Inspect the site location of the project/development	None	1 Day	CTTMB Technical Working Group, Representatives from Transport Planning and Management Division, Representatives from City Transport and Traffic Management



				Office, Representatives from City Engineer's Office, Office of the Building Official, Land Transportation Office XI, Land, Transportation Franchising and Regulatory Board XI, Business Bureau, Traffic Enforcement Unit of the Davao City Police Office Highway Patrol Group of the Philippine National Police
4. Receive information on the CTTMB Meeting	4. Agendum for CTTMB Meeting Re: TIA Study/Report on the proposed project/development	None	30 Minutes	Princess Guillen M. Albano, Ma. Viktoria Louissa L. Diosana - Planning Officer - Transport Planning and Management Division
5. Receive invitation on CTTMB meeting	5. CTTMB will deliberate (Approved, Disapproved, Pending) If approved: Prepare a resolution for the approval of the TIA study/report on the proposed project/development	None	7 Days	CTTMB Members: Representative from City Mayor's Office, CTTMO, LTO XI, LTFRB XI, DPWH XI, CEO, OCBO, CPDO, TEU-DCPO, Sangguniang Panlungsod, City



				Legal Office, Davao City Chamber of Commerce, Inc., Professional Group (appointed by the City Mayor), representative of the transport group (appointed by the City Mayor), representative from the non-government organization (appointed by the City Mayor), CTTMB Technical Working Group and Secretariat
6. Receive a copy of the minutes of meeting	6. Send a copy of the minutes of meeting (if requested by the applicant for compliance of other regulatory bodies)	None	4 Days	Princess Guillen M. Albano, Ma. Viktoria Louissa L. Diosana - Planning Officer - CTTMB Secretariat - Transport Planning and Management Division
7. Receive a copy of the approved and duly-signed CTTMB resolution	7. Ensure the majority of the CTTMB members have signed the duly-approved resolution approving the TIA study on the proposed project/report	None	5 Days	Princess Guillen M. Albano, Ma. Viktoria Louissa L. Diosana - Planning Officer - CTTMB Secretariat - Transport Planning and Management Division



TOTAL:	None	18 Days 50 Minutes	
---------------	-------------	-------------------------------	--



9. Request for City Mayor's Permit/Clearance for Road Excavation, Drainage, Restoration, Widening				
Based on paragraph a of Section 184, City Ordinance No. 0334-12: "It is unlawful for any person or entities, whether on their own or as contractors to any government agency, local or national, to excavate or dig for purposes of installing water pipes, telecommunication lines, poles, drainage pipes, and other underground facilities, within city roads, streets, thoroughfares, and alleys, including highways without first securing an excavation permit from the CTTMO and City Engineer's Office (CEO), except in cases of emergency, provided that the permit should be secured within three (3) calendar days from the emergency work."				
Office or Division	Traffic Engineering and Infrastructure Division (TEID)			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Approved and duly-issued Excavation Permit (if applicable)		1. CEO		
2. Letter-request - 1 original, 1 photocopy		2. Requesting party		
3. Traffic Management Plan with corresponding map (if applicable)		3. Requesting party		
4. Document showing government project duration and important details		4. Requesting party, appropriate government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to CTTMO Officer-In-Charge and get information on the requirements (depend on what road activities - excavation, drainage, restoration, or widening will be done).	1.1 Assess and evaluate the request	None	10 Minutes	PCOL. DIONISIO C. ABUDE, ret., Officer-In-Charge - CTTMO
	1.2 Indorse to the Traffic Engineering and Infrastructure Division for the draft of the permit	None	20 Minutes	ENGR. Roumel A. Peroy -TEID Chief Designated, George L. Jumamoy Sr. - Technical Assistant - CTTMO
	1.3 Coordinate or communicate with the traffic personnel assigned at the area(s) affected by road activities	None	20 Minutes	George L. Jumamoy Sr. - Technical Assistant, Site Inspector (Field Inspector) - CTTMO



2. Get a copy of the City Mayor's permit.	2. Indorse the draft permit to the Office of the City Admin for signature	None	4 Days	ENGR. Roumel A. Peroy -TEID Chief Designated, George L. Jumamoy Sr. - Technical Assistant - CTTMO, Office of the City Admin
TOTAL:		None	4 Days 50 Minutes	



10. Request for City Mayor's Permit Exemption from the Limited Truck Ban				
Based on paragraph a of Section 149, City Ordinance No. 0334-12:				
1. Without corresponding permit				
(a) Government-owned garbage trucks or government-contracted garbage trucks;				
(b) Fire trucks;				
(c) Government-owned or private towing trucks responding to emergency situation;				
(d) Private utility trucks responding to emergency circumstances;				
(e) Trucks and vans carrying hospital or health-related cargo;				
(f) Armored trucks and vans of banks and financial institutions;				
(g) Trucks carrying fuel and petroleum products;				
(h) Trucks carrying merchandise for purposes of donation and free distribution to various social welfare institutions; and				
(i) Government trucks responding to emergency situations.				
2. With corresponding permit				
(a) Private cargo and hauling trucks carrying unprocessed fruits and vegetables, fresh water and marine products, live fowls and hogs, unprocessed/unpreserved dressed chicken and/or meat and the like, which are perishable in nature; and				
(b) Private transit concrete mixers and dump trucks for use or intended to be used for government projects				
3. Application for exemption shall be filed at the City Transport and Traffic Management Office (CTTMO) and shall pay corresponding annual permit fee of Php 5,000.00 per vehicle at the City Treasurer's Office which shall be deposited in the General Fund."				
Office or Division	City Transport and Traffic Management Office			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent, indicating the number of trucks, plate numbers, and corresponding photocopies of Official Receipt / Certificate of Registration (OR/CR)		1. Requesting party		
2. Map showing the specific route		2. Requesting party		
3. Business Permits		3. Requesting party		
4. Photocopy of Contract to a Government Entity (if applicable)		4. Requesting party, appropriate government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Send a formal letter-request and the requirements to the assigned CTTMO Personnel.	1. Assess and evaluate the request and the submitted requirements	None	30 Minutes	Eduardo Perez IV - Transport Planning and Management Division Chief Designated - CTTMO
2. Get the order of payment as signed by the CTTMO Officer-In-Charge.	2. Issue the necessary order of payment as per evaluation of the requirements and request	None	30 Minutes	Eduardo Perez IV - Transport Planning and Management Division Chief Designated - CTTMO
3. Pay the order of payment at the City Treasurer's Office and then submit the receipt to the CTTMO.	3. Accept the receipt after payment and make a draft of the permit.	As per Order of Payment (Php5,000 per truck)	1 Day	Eduardo Perez IV - Transport Planning and Management Division Chief Designated - CTTMO, Cashier City Treasurer's Office
4. Get a copy of the City Mayor's permit.	4. Indorse the draft permit and other pertinent documents to the Office of the City Admin for signature	None	4 Days	For the City Mayor: Atty. Janis Louis H. Espacia - Acting Asst. City Administrator (Operations)
TOTAL:		Php5,000 per truck	5 Days and 1 Hour	



11. Public Pay Parking Zones Permit				
Pursuant to City Ordinance No. 0334-12, Series of 2012, as amended by City Ordinance No. 052-13, Series of 2013):				
Section 55. DESIGNATION OF PUBLIC PAY PARKING ZONES. —				
(a) The City Transport and Traffic Management Office (CTTMO) is hereby authorized and directed to establish, mark and designate portions of a thoroughfare as on-street public pay parking zones;				
(b) The streets listed under Appendix IV (Public Pay Parking Zones) are hereby designated as either one-sided or two sided on-street public pay parking zones. The City Transport and Traffic Management Office is hereby authorized to expand, reduce, amend or modify from time to time the list as it sees fit, subject to the approval of the City Transport and Traffic Management Board for any changes or revision; provided however, that the City Transport and Traffic Management Office recommend it to the Sangguniang Panlungsod for approval. The revised list shall be deemed final if not acted by the Sangguniang Panlungsod within six (6) months upon receipt thereof;				
(c) Pay parking shall commence beginning 6:00 o'clock A.M. to 9:00 o'clock P.M. from Monday to Saturday;				
(d) Except otherwise provided in this Code, the left side of any street designated as one-way-street listed in Appendix I, shall be assigned as parking zone while the right side shall be designated for loading and unloading area.				
Office or Division	City Transport and Traffic Management Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Driver/owner must pay immediately upon parking (PAY AS YOU PARK), and secure the corresponding duly-issued receipt before leaving your parked vehicle.		Parking Fee Collector		
2. For extension of time, present the corresponding receipt to the collector, otherwise, the payment of the previous parked hours will not be considered.				
3. Valid only to parking zone specified above.				
4. Security measures should be observed by the driver/owner of the vehicle on the parking area at all times. The City shall not be held responsible for any loss or damage of the vehicle parts, any of the accessories or any articles left therein.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Parking on the Area.	1. A Pay Parking Enforcer (PPE) will automatically write the Date, Time, Area, Plate No., how much Fee to pay and Signature on the Order of Payment (OP) before giving the OP to the driver	For first 2 hours: Bicycle: ₱2 Motorcycle: ₱5 Light Vehicles: ₱20 Heavy Vehicles and Trucks: ₱100	30 seconds	Carlito N. Abello Jr. - Pay Parking Enforcement Unit-In-Charge, Pay Parking Enforcer assigned in a particular area – CTTMO
2. Leaving the Pay Parking Area. After two hours have passed or less, he can now leave the parking area.	2. The PPE will help the driver maneuvering his vehicle out.	None	1-2 Minutes	Pay Parking Enforcer assigned in a particular area, Driver
3. Staying for more than 2 Hours, the driver must present his first OP to the PPE	3. If the driver decides to stay for more than 2 hours, the PPE must see his first OP first then proceeds to make the additional OP and must be given to the driver.	For the extending hours: Bicycle: ₱1/hour Motorcycles: ₱1/hour Light Vehicles: ₱5/hour Heavy Vehicles and Trucks: ₱20	20 Seconds	Pay Parking Enforcer assigned in a particular area – CTTMO
4. Leaving the Pay Parking Area. After the extended time have passed, he can now leave the parking area.	4. The PPE will help the driver maneuvering his vehicle out.	None	1-2 Minutes	Pay Parking Enforcer assigned in a particular area, Driver
TOTAL:		Bicycle: ₱3:00	4 minutes and 50 seconds	



	Motorcycles: ₱6:00 Light Vehicles: ₱25:00 Heavy Vehicles and Trucks: ₱120:00		
--	---	--	--



12. CTTMO Hearing Committee				
As the recently designated acting heads of all divisions under this Office, the increasing number of complaints lodged, and the need to address the public's concerns, the CTTMO Hearing Committee was created to hear all the road traffic/incident complaints formally.				
The hearing committee is tasked with facilitating all complaints received through the CTTMO, providing avenues so that concerned parties will be heard, and recommending appropriate actions to the undersigned to cater to complaints more efficiently and systematically.				
Office or Division	CTTMO – Expanded Hearing Committee			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter-complaint lodged through the Hearing Committee Secretariat.		Client		
2. Provide attachments or proof of allegations, complaints, and issues if available.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letters and attachments or proof of allegations, complaints, and issues, if available, to the Hearing Committee Secretariat	1. Enter the complaint/issue in the Secretariat's logbook for assessment before scheduling and endorsing the complaint/issue to the appropriate hearing committee member/s	None	20 Minutes	Maria Cristina Angela J. Serrano, Francis Louise H. Godofredo - CTTMO Hearing Committee Secretariat



<p>2. Appear before the Hearing Committee on the schedule provided by the Secretariat</p>	<p>2. The Member/s of the Hearing Committee shall hear thoroughly and decide the complaint/issue, together with the other parties involved.</p>	<p>None</p>	<p>30 Minutes</p>	<p>PCOL. Dionisio C. Abude, ret., Officer-In-Charge, Charlotte B. Parba - ASD Chief Designated, PMAJ. Leonardo Y. Pamplona Jr., ret., - TESMD Chief Designated, Bonifacio C. Capricho, Roumel A. Peroy - TEID Chief Designated, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL)- FMOD Chief , Dr. Chona N. Advincula, MPA, REB, EDL - MVFRD Chief, Eduardo B. Perez IV - TPMD Chief, Designated Frederick Antioquia II - OIC- Designated - Hearing Committee Members</p>
<p>3. Receive a copy of the decision or duly-signed CTTMO Hearing Committee Resolution</p>	<p>3.1 The Secretariat ensures that member/s of the Hearing Committee shall have signed the decision, recommendation, or resolution made by</p>	<p>None</p>	<p>1 Day</p>	<p>Maria Cristina Angela J. Serrano, Francis Louise H. Godofredo - CTTMO Hearing Committee Secretariat</p>



	<p>them upon hearing all the concerned parties.</p>			
	<p>3.2 The secretariat shall have entered the decision, recommendation, or resolution in the logbook for proper documentation and record purposes.</p>			
TOTAL:		None	1 Day and 50 Minutes	



13. Application for Motorized Tricycle-for-Hire (MTH) Registration				
Sec. 90, Art. XV, Ordinance No. 0334-12.				
REGISTRATION AND LICENSING: An owner/operator/driver shall register and secure a license from CTTMO in order to operate an authorized motorized tricycle for hire.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
OPERATOR				
1. Accomplished Registration Form – 1 original		1. Motorized Vehicle Franchising and Regulatory Division		
2. Official Receipt and Certificate of Registration (OR/CR) – 2 photocopies		2. Land Transportation Office (LTO)		
3. Common Carrier Insurance for Passengers – 1 photocopy		3. Any insurance provider		
4. Professional Driver's License of Driver/Operator – 1 photocopy		4. Land Transportation Office (LTO)		
5. Barangay Clearance – 1 original		5. Local Government Unit – Barangay		
6. Police Clearance – 1 original		6. Davao City Police Office (DCPO)		
7. Residence Certificate/cedula – 1 photocopy		7. City Treasurer's Office (CTO)		
8. Medical Certificate – 1 original		8. Any medical clinic		
9. Inspection Report – 1 original		9. Motorized Vehicle Franchising and Regulatory Division		
10. Order of Payment and Official Receipt as proof of payment of Registration Fee – 2 photocopies		10. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer's Office		
DRIVER				
1. Professional Driver's License – 1 photocopy		1. Land Transportation Office (LTO)		
2. Barangay Clearance – 1 original		2. Local Government Unit – Barangay		
3. Police Clearance – 1 original		3. Davao City Police Office (DCPO)		
4. Medical Certificate – 1 original		4. Any medical clinic		
5. Residence Certificate/cedula – 1 photocopy		5. City Treasurer's Office (CTO)		
6. Owner's Certification – 1 original		6. Owner/Operator of Motorized Tricycle-for-Hire Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Bring all required documents for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	None	5 Minutes	Bettina Mae G. Adalin - Transportation Regulation Officer I Designate - Motorized Vehicle Franchising and Regulatory Division
2. Bring Motorized Tricycle-for-Hire for Inspection at the Motorized Vehicle Franchising and Regulatory Division	2. Motorized Tricycle-for-Hire is inspected. The Inspection Report is attached to the filed application.	None	10 Minutes	Dante C. Bendoy Security Guard II - Motorized Vehicle Franchising and Regulatory Division
3. Process Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.	3. Order of Payment is issued based on the assessment of application	As per Order of Payment	4 Minutes	Bettina Mae G. Adalin - Transportation Regulation Officer I Designate - Motorized Vehicle Franchising and Regulatory Division
4. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.	4. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.	Filing Fee/ Registration Fee 04-02-01-020 PHP 500.00 Total: PHP 500.00	15 Minutes	Collector – City Treasurer's Office



<p>5. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the application. The operator is issued a Body Number for his/her Motorized Tricycle-for-Hire</p>	<p>5. Photocopies are attached to the application for docketing. A Body Number for Motorized Tricycle-for-Hire is issued upon completion of the requirements.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Bettina Mae G. Adalin - Transportation Regulation Officer I Designate - Motorized Vehicle Franchising and Regulatory Division</p>
<p>6. None</p>	<p>6. Certificate of Registration is encoded and printed indicating the issued Body Number of the Motorized Tricycle-for-Hire, Make, Engine No., Chassis No., and Plate/MV File No. of the motorcycle.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Shania C. Araneta - Information Systems Operator - Motorized Vehicle Franchising and Regulatory Division</p>
<p>7. None</p>	<p>7. Signatories affix their signatures on the Certificate of Registration</p>	<p>None</p>	<p>2 Minutes</p>	<p>Dr. Chona N. Advincula, MPA, REB, EDL - Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division</p>
			<p>2 Minutes</p>	<p>Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory</p>



				Division
			2 Minutes	PCOL. Dionisio C. Abude, Ret., - Officer-in-Charge - City Transport and Traffic Management Office
8. Bring and present the Official Receipt as proof of payment of the Registration Fee issued by the City Treasurer's Office and the Official Receipt and Certificate of Registration (OR/CR) issued by the Land Transportation Office before Releasing Officer at the Motorized Vehicle Franchising and Regulatory	8. Duly signed Certificate of Registration is released to the operator.	None	5 Minutes	Kevin Clark R. Ariola - Information Systems Operator - Motorized Vehicle Franchising and Regulatory Division
TOTAL:		Php 500.00	1 Hour	



14. Application for New of Motorized Tricycle Operator's Permit (MTOPI)				
Par. II, Sec. 27, Art. VI, Ordinance No. 0410-10				
Petition for new Motorized Tricycle Operator's Permit (MTOPI)/Renewal every three years.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Verified Petition – 5 original		1. Applicant		
2. Statement of Assets and Liabilities – 3 original		2. Applicant		
3. Proof of Filipino Citizenship (Birth Certificate or Voter's ID) – 3 photocopies		3. Birth Certificate: Philippine Statistics Authority (PSA) Voter's ID: Commission on Elections (COMELEC)		
4. Income Tax Return or Affidavit of Undertaking (Operator will register with the Bureau of Internal Revenue after issuance of Motorized Tricycle Operator's Permit) – 3 photocopies		4. Income Tax Return: Bureau of Internal Revenue (BIR) Affidavit of Undertaking: any Notary Public		
5. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		5. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer's Office		
6. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit– 3 photocopies		6. Land Transportation Office (LTO)		
7. Sketch Location of the Garage – 1 original		7. Applicant		
8. Picture of the Motorized Tricycle-for-Hire Unit (front view) – 1 original		8. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder. District 1: Yellow Folder	1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	None	5 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division



District 2: Red Folder District 3: Blue Folder Mintal/ Calinan District: Green Folder				
2. Process Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.	2. Order of Payment is issued based on the assessment of application	As per Order of Payment	4 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.	3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.	Filing Fee 4-02-01-020 PHP 50.00 Confirmation Fee 4-02-01-990 PHP 10.00 Legal Research Fee 4-02-01-990 PHP 10.00 Annual Franchise Fee 4-02-01-010 PHP 1,000.00 Fare Matrix Fee 4-02-01-	15 Minutes	Collector – City Treasurer's Office



		010 PHP 50.00		
		Sticker Fee 648-7 PHP 25.00		
		Total: PHP 1,145.00		
4. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the application.	4. Photocopies are attached to the application for docketing.	None	5 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
5. Bring the Motorized Tricycle-for-Hire (MTH) at the Motorized Vehicle Franchising and Regulatory Division for inspection.	5. Motorized Tricycle-for-Hire (MTH) unit is inspected and the Inspection Report is attached to the filed application.	None	10 Minutes	Arnel T. Bustamante – Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
6. Applicant receives Notice of Hearing. (Hearing is scheduled on the third Day after receipt of complete documents.)	6. Notice of Hearing is prepared, signed, and served to the applicant.	None	Preparation: 5 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL - Senior Transportation



				Regulation Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
7. Bring all the original copies of the required documents and present the same before the Hearing Officer at the Motorized Vehicle Franchising and Regulatory Division	7. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the Petition is heard.	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
8. None	8. The Decision/ Provisional Authority is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
9. None	9. Signatories affix their signatures on	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL -



	the Decision/ Provisional Authority.			Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C. Abude, Ret., - Officer-in-Charge - City Transport and Traffic Management Office
10. Bring and present the claim stub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	10. Two (2) Original copies of the Decision/ Provisional Authority is released to the applicant.	None	2 minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
11. Submit 1 original of Decision/ Provisional Authority to the Land Transportation Office and apply for Change Classification from Private to For-Hire and Change Denomination from Without Side Car/Center Car to With Side Car/Center Car.	11. A new Certificate of Registration issued by the Land Transportation Office is released to the operator.	None	5 Days	Land Transportation Office personnel



<p>12. Bring and submit the photocopy of the new Certificate of Registration bearing the For-Hire Classification and With Side Car/Center Car Denomination with the Official Receipt (OR/CR) to the Motorized Vehicle Franchising and Regulatory Division.</p>	<p>12. A claim stub is issued to the operator bearing the date to claim the Motorized Tricycle Operator's Permit (MTOPI).</p>	<p>None</p>	<p>2 Minutes</p>	<p>Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</p>
<p>13. None</p>	<p>13. The Motorized Tricycle Operator's Permit (MTOPI) is encoded and printed.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</p>
<p>14. None</p>	<p>14. Signatories affix their signatures on the Motorized Tricycle Operator's Permit (MTOPI).</p>	<p>None</p>	<p>2 Minutes</p>	<p>Dr. Chona N. Advincula, MPA, REB, EDL - Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division</p>
			<p>2 Minutes</p>	<p>Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division</p>



			3 Days	PCOL. Dionisio C. Abude, Ret., - Officer-in-Charge - City Transport and Traffic Management Office
15. None	15. The Motorized Tricycle Operator's Permit is indorsed to the City Mayor for approval.	None	3 Days	For the City Mayor: Atty. Janis Louis H. Esparcia - Acting Asst. City Administrator (Operations)
16. Bring and present the claim stub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	16. Two (2) original copies of the Motorized Tricycle Operator's Permit (MTO) is released to the applicant.	None	2 minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
TOTAL:		PHP 1,145.00	14 Days, 3 Hours and 32 Minutes	



15. Application for Renewal of Motorized Tricycle Operators Permit (MTOP)				
Par. III, Sec. 27, Art. VI, Ordinance No.0410-10 Application for Extension of Motorized Tricycle Operator's Permit (MTOP) three Years.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Verified Petition – 5 original		1. Applicant		
2. Statement of Assets and Liabilities – 3 original		2. Applicant		
3. Proof of Filipino Citizenship (Birth Certificate or Voter's ID) – 3 photocopies		3. Birth Certificate: Philippine Statistics Authority (PSA) Voter's ID: Commission on Elections (COMELEC)		
4. Motorized Tricycle Operator's Permit (MTOP) – 1 original, 3 photocopies		4. Applicant		
5. Income Tax Return – 3 photocopies		5. Bureau of Internal Revenue (BIR)		
6. Proof of payment of quarterly percentage taxes for the preceding year – 3 photocopies		6. Bureau of Internal Revenue (BIR)		
7. Social Security System (SSS) Clearance – 3 photocopies		7. Social Security System (SSS)		
8. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		8. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer's Office		
9. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit– 3 photocopies		9. Land Transportation Office (LTO)		
10. Sketch Location of the Garage – 1 original		10. Applicant		
11. Picture of the Motorized Tricycle-for-Hire Unit (front view) – 1 original		11. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder.</p> <p>District 1: Yellow Folder District 2: Red Folder District 3: Blue Folder Mintal/ Calinan District: Green Folder</p>	<p>1. Documents are received for evaluation and assessment</p>	<p>None</p>	<p>5 Minutes</p>	<p>Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</p>
<p>2. Issuance of Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.</p>	<p>2. Order of Payment is issued based on the assessment of application</p>	<p>As per Order of Payment</p>	<p>4 Minutes</p>	<p>Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</p>
<p>3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies..</p>	<p>3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.</p>	<p>Filing Fee 4-02-01-020 PHP 50.00</p> <p>Confirmation Fee 4-02-01-990 PHP 10.00</p> <p>Legal Research Fee 4-02-01-990 PHP 10.00</p>	<p>15 Minutes</p>	<p>Collector – City Treasurer's Office</p>



		Annual Franchise Fee 4-02-01-010 PHP 1,000.00 Fare Matrix Fee 4-02-01-010 PHP 50.00 Sticker Fee 648-7 PHP 25.00 Total: PHP 1,145.00 Franchise Non-Renewal Fee 4-02-01-010 PHP 250.00 * * Total (with penalty): PHP 1,395.00		
4. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle	4. Photocopies are attached to the application for docketing.	None	5 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle



Franchising and Regulatory Division to complete the application.				Franchising and Regulatory Division
5. Bring the Motorized Tricycle-for-Hire (MTH) at the Motorized Vehicle Franchising and Regulatory Division for inspection.	5. Motorized Tricycle-for-Hire (MTH) unit is inspected and the Inspection Report is attached to the filed application.	None	10 Minutes	Arnel T. Bustamante - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
6. Applicant receives Notice of Hearing. (Hearing is scheduled on the third Day after receipt of complete documents.)	6. Notice of Hearing is prepared, signed, and served to the applicant.	None	Preparation: 5 Minutes	Ledonbert S. Banluta - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL - Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante - Administrative Service Officer - Motorized Vehicle



				Franchising and Regulatory Division
7. Bring all the original copies of the required documents and present the same before the Hearing Officer at the Motorized Vehicle Franchising and Regulatory Division	7. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the Petition is heard.	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
8. None	8. The Motorized Tricycle Operator's Permit (MTO) is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
9. None	9. Signatories affix their signatures on the Motorized Tricycle Operator's Permit (MTO).	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL - Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C. Abude, Ret., - Officer-in-Charge - City Transport and Traffic



				Management Office
10. None	10. The Motorized Tricycle Operator's Permit is indorsed to the City Mayor for approval.	None	3 Days	For the City Mayor: Atty. Janis Louis H. Esparcia - Acting Asst. City Administrator (Operations)
11. Bring and present the claim stub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	11. Two (2) original of the Motorized Tricycle Operator's Permit (MTO) is released to the applicant.	None	2 Minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
TOTAL:		Without Penalty: PHP 1,145.00 With Penalty: PHP 1,395.00	6 Days, 3 Hours and 14 Minutes	



16. Application for Sale and Transfer of Motorized Tricycle Operator's Permit (MTO)				
A service rendered to those desiring to sell or transfer their motorized tricycle operator's permit.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Joint Verified Petition of vendor/granted and vendees/petitioner – 5 original		1. Applicant		
2. Statement of Assets and Liabilities – 3 original		2. Applicant		
3. Deed of Sale and Transfer – 3 photocopies		3. Applicant		
4. Proof of Filipino Citizenship of Vendee (Birth Certificate or Voter's ID) – 3 photocopies		4. Birth Certificate: Philippine Statistics Authority (PSA) Voter's ID: Commission on Elections (COMELEC)		
5. Motorized Tricycle Operator's Permit (MTO) – 1 original and 3 photocopies		5. Applicant		
6. Proof of payment of quarterly percentage tax for the preceding year – 3 photocopies		6. Bureau of Internal Revenue (BIR)		
7. Social Security System (SSS) Clearance – 3 photocopies		7. Social Security System (SSS)		
8. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		8. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer's Office		
9. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit to be sold and transferred – 3 photocopies		9. Land Transportation Office (LTO)		
10. Sketch Location of the Garage – 1 original		10. Applicant		
11. Picture of the Motorized Tricycle-for-Hire Unit (front view) – 1 original		11. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder.</p> <p>District 1: Yellow Folder District 2: Red Folder District 3: Blue Folder Mintal/Calinan District: Green Folder</p>	<p>1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i></p>
<p>2. Process Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.</p>	<p>2. Order of Payment is issued based on the assessment of application</p>	<p>As per Order of Payment</p>	<p>4 Minutes</p>	<p>Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i></p>
<p>3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.</p>	<p>3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.</p>	<p>Filing Fee 04-02-01-020 PHP 700.00</p> <p>Confirmation Fee 4-02-01-990 PHP 10.00</p> <p>Legal Research Fee 4-02-01-990 PHP 10.00</p>	<p>15 Minutes</p>	<p>Collector – City Treasurer's Office</p>



		Total: PHP 720.00		
4. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the application.	4. Photocopies are attached to the application for docketing.	None	5 Minutes	Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
5. Bring the Motorized Tricycle-for-Hire (MTH) at the Motorized Vehicle Franchising and Regulatory Division for inspection.	5. Motorized Tricycle-for-Hire (MTH) unit is inspected and the Inspection Report is attached to the filed application.	None	10 Minutes	Arnel T. Bustamante <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
6. Applicant receives Notice of Hearing. (Hearing is scheduled on the third Day after receipt of complete documents.)	6. Notice of Hearing is prepared, signed, and served to the applicant.	None	Preparation: 5 Minutes	Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL <i>Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division</i>
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and



				Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
7. The vendee and vendor shall bring all the original copies of the required documents, and present the same before the Hearing Officer at the Motorized Vehicle Franchising and Regulatory Division	7. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the Petition is heard.	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
8. None	8. The Decision is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
9. None	9. Signatories affix their signatures on the Decision.	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL <i>Senior Transportation Regulation Officer</i> Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer



				Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C Abude, Ret., <i>Officer-in-Charge</i> City Transport and Traffic Management Office
10. Bring and present the claim sub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	10. Two (2) original of the Decision is released to the applicant.	None	2 Minutes	Xyza Veronica U. Nuñez <i>Administrative Service Officer -</i> Motorized Vehicle Franchising and Regulatory Division
TOTAL:		PHP 720.00	3 Days, 3 Hours and 14 Minutes	



17. Application for Dropping and Substitution of Motorized Tricycle-for-Hire				
A service rendered to those desiring to drop and/or substitute their motorized tricycle-for-hire.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Verified Petition – 5 original		1. Applicant		
2. Statement of Assets and Liabilities – 3 original		2. Applicant		
3. Motorized Tricycle Operator’s Permit (MTO) – 3 photocopies		3. Applicant		
4. Receipt of returned plate for Motorized Tricycle-for-Hire to be dropped – 3 photocopies		4. Land Transportation Office (LTO)		
5. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		5. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer’s Office		
6. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit to be dropped – 3 photocopies		6. Land Transportation Office (LTO)		
7. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit to be substituted – 3 photocopies		7. Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder. District 1: Yellow Folder District 2: Red Folder District 3: Blue Folder Mintal/Calinan District:	1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	None	5 Minutes	Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>



Green Folder				
2. Process Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.	2. Order of Payment is issued based on the assessment of application	As per Order of Payment	4 Minutes	Ledonbert S. Banluta <i>Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division</i>
3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.	3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.	Filing Fee 04-02-01-020 PHP 150.00 Confirmation Fee 04-02-01-990 PHP 10.00 Legal Research Fee 04-02-01-990 PHP 10.00 Annual Franchise Fee 4-02-01-010 PHP 40.00 Total: PHP 210.00	15 Minutes	Collector – City Treasurer's Office
4. Submit the photocopies of the	4. Photocopies are attached to the	None	5 Minutes	Ledonbert S. Banluta



Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the application.	application for docketing.			Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
5. Bring the Motorized Tricycle-for-Hire (MTH) at the Motorized Vehicle Franchising and Regulatory Division for inspection.	5. Motorized Tricycle-for-Hire (MTH) unit is inspected and the Inspection Report is attached to the filed application.	None	10 Minutes	Arnel T. Bustamante Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
6. Applicant receives Notice of Hearing. (Hearing is scheduled on the third Day after receipt of complete documents.)	6. Notice of Hearing is prepared, signed, and served to the applicant.	None	Preparation: 5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante <i>Administrative</i>



				Service Officer Motorized Vehicle Franchising and Regulatory Division
7. Bring all the original copies of the required documents, and present the same before the Hearing Officer at the Motorized Vehicle Franchising and Regulatory Division	7. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the Petition is heard.	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
8. None	8. The Decision is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
9. None	9. Signatories affix their signatures on the Decision.	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C Abude, Ret., Officer-in-Charge City Transport



				and Traffic Management Office
10. Bring and present the claim sub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	10. Two (2) original of the Decision is released to the applicant.	None	2 Minutes	Xyza Veronica U. Nuñez Administrative Service Officer Motorized Vehicle Franchising and Regulatory Division
TOTAL:		PHP 210.00	3 Days, 3 Hours, and 14 Minutes	



18. Application for Dropping of Motorized Tricycle Operators Permit (MTO)				
A service rendered to those desiring to drop and/or substitute their motorized tricycle-for-hire.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Verified Petition – 5 original		1. Applicant		
2. Motorized Tricycle Operator’s Permit (MTO) – 1 original and 3 photocopies		2. Applicant		
3. Receipt of returned plate – 3 photocopies		3. Land Transportation Office (LTO)		
4. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		4. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer’s Office		
5. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit to be dropped – 3 photocopies		5. Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder. District 1: Yellow Folder District 2: Red Folder District 3: Blue Folder Mintal/Calinan District: Green Folder	1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	None	5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
2. Process Order of Payment at the Motorized Vehicle Franchising and	2. Order of Payment is issued based on the assessment of application	As per Order of Payment	4 Minutes	Ledonbert S. Banluta Administrative Service Officer -



Regulatory Division.				Motorized Vehicle Franchising and Regulatory Division
3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.	3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.	<p>Filing Fee 04-02-01-020 PHP 150.00</p> <p>Confirmation Fee 04-02-01-990 PHP 10.00</p> <p>Legal Research Fee 04-02-01-990 PHP 10.00</p> <p>Annual Franchise Fee 4-02-01-010 PHP 40.00</p> <p>Total: PHP 210.00</p>	15 Minutes	Collector – City Treasurer's Office
4. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the	4. Photocopies are attached to the application for docketing.	None	5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division



application.				
5. Applicant receives Notice of Hearing. (Hearing is scheduled on the third Day after receipt of complete documents.)	5. Notice of Hearing is prepared, signed, and served to the applicant.	None	Preparation: 5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
6. Bring all the original copies of the required documents and present the same before the Hearing Officer at the Motorized	6. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory



Vehicle Franchising and Regulatory Division	Petition is heard.			Division
7. None	7. The Decision is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
8. None	8. Signatories affix their signatures on the Decision.	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C Abude, Ret., Officer-in-Charge City Transport and Traffic Management Office
9. Bring and present the claim sub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	9. Two (2) original of the Decision is released to the applicant.	None	2 minutes	Xyza Veronica U. Nuñez Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
TOTAL:		PHP	3 Days, 3	



	210.00	Hours, and 4 Minutes	
--	---------------	---------------------------------	--



19. Application for Extension of Time to Register				
A service rendered to those who desire to extend their time to register.				
Office or Division	CTTMO – Motorized Vehicle Franchising and Regulatory Division			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Verified Petition – 5 original		1. Applicant		
2. Statement of Assets and Liabilities – 3 original		2. Applicant		
3. Decision – 1 original and 3 photocopies		3. Applicant		
4. Order of Payment and Official Receipt for payment of annual franchise fee or Supervision Fee – 2 photocopies		4. Order of Payment: Motorized Vehicle Franchising and Regulatory Division Official Receipt: City Treasurer's Office		
5. Official Receipt and Certificate of Registration (OR/CR) of Motorized Tricycle-for-Hire unit– 3 photocopies		5. Land Transportation Office (LTO)		
6. Picture of the Motorized Tricycle-for-Hire Unit (front view) – 1 original		6. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all required documents for assessment at the Motorized Vehicle Franchising and Regulatory Division. Place and fasten the documents in the appropriate folder. District 1: Yellow Folder District 2: Red Folder District 3: Blue Folder Mintal/Calinan District: Green Folder	1. Documents are received for evaluation and assessment at the Motorized Vehicle Franchising and Regulatory Division.	None	5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
2. Process Order of Payment at the Motorized Vehicle Franchising and Regulatory Division.	2. Order of Payment is issued based on the assessment of application	As per Order of Payment	4 Minutes	Ledonbert S. Banluta Administrative Service Officer Motorized Vehicle Franchising and



				Regulatory Division
3. Bring Order of Payment to the City Treasurer's Office (CTO) for payment of fees. Photocopy the Order of Payment alongside the Official Receipt issued by the CTO – 2 photocopies.	3. Official Receipt is issued by the City Treasurer's Office (CTO) as proof of payment.	Filing Fee 04-02-01-020 PHP 150.00 Confirmation Fee 4-02-01-990 PHP 10.00 Total: PHP 160.00	15 Minutes	Collector – City Treasurer's Office
4. Submit the photocopies of the Order of Payment and Official Receipt at the Motorized Vehicle Franchising and Regulatory Division to complete the application.	4. Photocopies are attached to the application for docketing.	None	5 Minutes	Ledonbert S. Banluta Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
5. Bring the Motorized Tricycle-for-Hire (MTH) at the Motorized Vehicle Franchising and Regulatory Division for inspection. * Re-inspection is required if six (6) months from the initial inspection has lapsed.	5. Motorized Tricycle-for-Hire (MTH) unit is inspected and the Inspection Report is attached to the filed application.	None	10 Minutes	Arnel T. Bustamante Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
6. Applicant receives Notice of Hearing. (Hearing is scheduled	6. Notice of Hearing is prepared, signed, and served to the	None	Preparation: 10 Minutes	Ledonbert S. Banluta Administrative Service Officer -



on the third Day after receipt of complete documents.)	applicant.			Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Signatory: 2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			Serve: 2 Hours	Arnel T. Bustamante Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
7. Bring all the original copies of the required documents, and present the same before the Hearing Officer at the Motorized Vehicle Franchising and Regulatory Division	7. The original documents are examined alongside the applicant's filed Petition. A claim stub issued after the Petition is heard.	None	10 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
8. None	8. The Decision is encoded and printed.	None	10 Minutes	Xyza Veronica U. Nuñez Administrative Service Officer - Motorized Vehicle Franchising and



				Regulatory Division
9. None	9. Signatories affix their signatures on the Motorized Tricycle Operator's Permit (MTO).	None	2 Minutes	Dr. Chona N. Advincula, MPA, REB, EDL Senior Transportation Regulation Officer - Motorized Vehicle Franchising and Regulatory Division
			2 Minutes	Supervising Transportation Regulation Officer Motorized Vehicle Franchising and Regulatory Division
			3 Days	PCOL. Dionisio C Abude, Ret., Officer-in-Charge City Transport and Traffic Management Office
10. Bring and present the claim stub before the Releasing Officer at the Motorized Vehicle Franchising and Regulatory Division.	9. Two (2) original of the Decision is released to the applicant.	None	2 Minutes	Xyza Veronica U. Nuñez - Administrative Service Officer - Motorized Vehicle Franchising and Regulatory Division
TOTAL:		PHP 160.00	3 Days, 3 Hours, and 14 Minutes	



20. Usage of Terminal Bays and Space				
The use of terminal bays inside Davao City Overland Transport Terminal (DCOTT) is pursuant to the city ordinance wherein ingress and egress of provincial bus shall pay terminal fees.				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	Operators of public utility vehicles with provincial routes operating in this city			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		1. Client		
2. Photocopy of Certificate of Convenience (Issued by LTFRB to Bus Company)		2. LTFRB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit One (1) photocopy of certificate of public convenience (CPC) issued by the LTFRB	1. Receive, check and validate the authenticity of the documents Inspect and check the availability of bays and space for occupancy Bus company/operator occupy the bay/space if available.	A. PUJs – PHP 100.00/Day B. Vans and baby Buses – PHP 75.00/Trip C. Large Buses – PHP 200.00/trip	20 Minutes	Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst., Olga T. Manreal Mtg. & Audit Asst., - Facilities Management and Operations Division Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division



2. Pay terminal fee	2. Accept payment and issue official receipt		2 Minutes	Cashier at City Treasurer's Office – DCOTT District Office
3. Present Official Receipt to guards at gates.	3. Inspect receipt at gate to ensure payment is made for every departure of buses. Stamps on receipt.	None	5 Minutes	Renato Celevante and Team CSU Guard at gate 2 and gate 5 Facilities Management and Operations Division
4. Bus Exit	4. Record the body bus company number/plate number	None	5 Minutes	
5. Present official receipt to designated checkpoints for inspection	5. Check Official Receipt	None	10 Seconds	Harry Escovilla and Ritchel P. Gilot, Malic Ayco, Harold Saramosing, Javier Mamantas - CSU Guard at Ulas and Panacan Checkpoints - Facilities Management and Operations Division
TOTAL:		A. PUJ's – PHP 100.00/Day B. Vans and baby Buses – PHP 75.00/ trip C. Large Buses –	32 Minutes and 10 Seconds	



	PHP 200.00/ trip		
--	---------------------------------	--	--



21. Usage of Space by Commercial Stalls, Stands and Concessionaires				
Imposition of fees for the usage of space within and surrounding the Davao City Overland Transport Terminal (DCOTT) and maintenance of cleanliness within the vicinity.				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	Residents of Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		1. Client		
2. Photocopy of Certificate of Convenience (Issued by LTFRB to Bus Company)		2. LTFRB		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) photocopy of business permit issued by Business Bureau	1. Receive documents Check and validate the authenticity of documents from permanent files	None	20 Minutes	Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst., Kylie Asis - Administrative Staff Officer - Facilities Management and Operations Division
2. Receive copy of statement of account for monthly dues	2. Prepare statement of accounts of monthly dues Release to the stakeholders the statement of account	Category A - PHP 5,000.00/ stall traversing Candelaria and Maya Street with entrances outside terminal Category B -PHP 4,000.00/ stall within the terminal	10 Minutes	Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division, Cashier at City Treasurer's Office – DCOTT District



				Office
3. Pay to the CTO Cashier	3. Present original receipt of payment for recording	None	3 Minutes	Kylie Asis - Administrative Staff Officer - Facilities Management and Operations Division
4. Have Payment Recorded for CTTMO-FMOD records	4. Record payment in the ledger	None	5 Minutes	Kylie Asis - Administrative Staff Officer - Facilities Management and Operations Division
5. Maintains cleanliness	5. Monitor and inspect the stalls, stands and concessionaires' occupancy maintenance, cleanliness and electrical wirings.	None	1 Hour	Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division, Renato Celevante and Team Security Guards - Facilities Management and Operations Division
TOTAL:		Category A - PHP 5,000.00/ stall	1 hour and 38 Minutes	



	<p>traversing Candelaria and Maya Street with entrances outside terminal</p> <p>Category B -PHP 4,000.00/ stall within the terminal</p>		
--	---	--	--



22. Issuance of Certification for Bus Operators/Company for Ticketing Booth				
Imposition of fees for the issuance of certification for bus operators/company for ticketing booth within the Davao City Overland Transport Terminal (DCOTT).				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	Residents of Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent		1. Client		
2. Certificate of Convenience (Issued by LTFRB to Bus Company) – 1 photocopy		2. LTFRB		
3. Certification of no arrear- 3 original		3. CTO		
4. Official receipt of two months rental – 1 photocopy		4. CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present three (3) original copies of certification of no arrear issued by the City Treasurer's Office	1. Receive and file for documentation	PHP 50.00	3 Minutes	Cashier at City Treasurer's Office – DCOTT District Office, Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst. - Facilities Management and Operations Division
2. Present official receipt	2. Receive photocopies of official receipt representing 2 months rental payment	None	1 Minute	Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and



				Operations Division
3. Receive certification	3. Prepare and release certification to the client	PHP 50.00	5 Minutes	Kylie Asis - Administrative Staff Officer - Facilities Management and Operations Division
TOTAL:		PHP 50.00 for CTO Cert. of no arrears PHP 50.00 for certification- FMOD	9 Minutes	



23. Payment of arcabala from Porters and Peddlers				
Imposition of fees for the issuance of certification for bus operators/company for ticketing booth within the Davao City Overland Transport Terminal (DCOTT).				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	Porters and Peddlers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. List of members with corresponding ID numbers (1 photocopy); Barangay Clearance, Police Clearance, Valid ID		1. Organization concerned (e.g. EIMULCO, DESEMULCO, SUNGLASS and Porters)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit list of membership from Cooperative and/or organization	1. Encode list of members	None	20 Minutes	Cashier at City Treasurer's Office – DCOTT District Office
2. Receive ID signed by respective president and approved by DCOTT Manager	2.1 Prepare ID (FMOD/DCOTT ID)	None	30 Minutes	Elizabeth Nacilla - Operation Asst., Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division
	2.2 Issue and release the ID's			
3. Present to CTO for daily cash ticket (arcabala payment	3. Monitors and inspect daily payment of cash tickets(arcabala)	Peddlers – PHP 10.00/Day Porters – PHP 10.00/Day None	1 Minute	Renato Celevante and Team - CSU Guards Facilities Management and Operation Division
TOTAL:		Peddlers	51 Minutes	



	- PHP 10.00/Day		
	Porters - PHP 10.00/Day		



24. Issuance of Certification of Stalls and Stands				
Imposition of fees for the issuance of certification for bus operators/company for ticketing booth within the Davao City Overland Transport Terminal (DCOTT).				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Business entity			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Business Permit – 1 photocopy		1. Business Bureau		
2. Certification of No Arrears – 3 original		2. CTO		
3. Official receipt of two months rental – 1 original		3. CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present certificate of no arrears	1. Receive and file for documentation	PHP 50.00	3 Minutes	Cashier - City Treasurers Office, Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst., Kylie Asis - Admin Staff Officer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division



2. Present official receipt	2. Receive copies and photocopies for records purposes	None	5 Minutes	Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst., Kylie Asis - Admin Staff Officer - Facilities Management and Operations Division
3. Receive certification	3. Prepare and release the certification to the clients	PHP 50.00	5 Minute	Cashier at City Treasurer's Office – DCOTT District Office, Kylie Asis - Admin Staff Officer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division
TOTAL:		PHP 50.00 for CTO Cert. of no arrears PHP 50.00 for certification- FMOD	13 Minutes	



25. Issuance of Certification of Concessionaires				
Imposition of fees for the issuance of certification for bus operators/company for ticketing booth within the Davao City Overland Transport Terminal (DCOTT).				
Office or Division	CTTMO – Facilities Management and Operations Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	Business entity			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Business Permit – 1 photocopy		1. Business Bureau		
2. Certification of No Arrears – 3 original		2. CTO		
3. Official receipt of two months rental – 1 original		3. CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present certificate of no arrears	1. Receive and file for documentation	PHP 50.00	3 Minutes	Cashier - City Treasurers Office, Eric Dave Cadelina, Arah Mae Antioquia - Correspondence Asst., Kylie Asis - Admin Staff Officer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division



2. Present official receipt	2. Receive copies and photocopies for records purposes	None	5 Minutes	Kylie Asis Admin Staff Officer - Facilities Management and Operations Division
3. Receive certification	3. Prepare and release the certification to the clients	PHP 50.00	5 Minute	Cashier at City Treasurer's Office – DCOTT District Office, Kylie Asis - Admin Staff Officer - Facilities Management and Operations Division, Aisa S. Usop Al- Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/ DCOTT Manager - Facilities Management and Operations Division
TOTAL:		PHP 50.00 for CTO Cert. of no arrears PHP 50.00 for certificati on- FMOD	13 Minutes	



26. Issuance of Certificate of Compliance for Satellite Van Terminal				
A service rendered to those who desire to operate and manage for Satellite Van Terminal.				
Office or Division	Facilities Management and Operations Division			
Classification	Complex			
Type of Transaction	G2B – Government to Business			
Who may avail	Operators and drivers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Authenticity of the photocopies of certificate of cooperative by duly accredited operators and drivers.		1. Client		
2. Certificate of public convenience issued by the LTFRB to van operators		2. Cooperative Development Authority		
3. List of accredited members		3. Land Transportation Franchising and Regulatory Board (LTFRB)		
4. Inform applicant of the requirements stated under the SP ordinances (provide a copy of checklist)		4. Facilities Management and Operations Division - DCOTT Admin Office		
5. DCOTT Board Resolution		5. Technical Working Group/Secretariat – DCOTT Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1. Check and validate the documents	None	20 Minutes	Eric Dave Cadelina, Arah Mae Antioquia Correspondence Asst., Olga T. Manreal - Mgt & Audit Asst. Facilities Management and Operations Division



<p>2. Submit requirements to the office</p>	<p>2. Inform applicant of the requirements stated under the SP ordinances-No. 2021 s. 1994, No. 0192 s. 2006 LTFRB Memo Circ. No.2008-013 s.2008(provide a copy of checklist) Indorse to DCOTT Manager for review and calendar for DCOTT Board Meeting DCOTT Board scrutinize the documents presented then inform the TWG to inspect and indicate the propose area of satellite van terminal</p>	<p>None</p>	<p>10 Minutes</p>	<p>Diana Egot Laborer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/DCOTT Secretariat Facilities Management and Operations Division DCOTT Board Secretariat/TWG</p>
<p>3. Receive information on the schedule of inspection</p>	<p>3. TWG inspect the area and prepare for the report inspection based on the checklist stated in the ordinances</p>	<p>None</p>	<p>1 Day</p>	<p>DCOTT Technical Working Group Representative from Facilities Management and Operations Division Representative from City Transport and Traffic Management Office Representative from City Treasurer's Office Representative from Sangguniang</p>



				Panlungsod-Committee on Government Enterprise and Privatization Representative from City Legal Office Representative from Southern Mindanao Bus Operators Associations (SMBOA)
4. Receive information on the DCOTT Board Meeting	4. Agendum for DCOTT – Board Meeting Re: Inspection report of the amenities and facilities conducted by Technical Working Group	None	10 Minutes	Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Office Facilities Management and Operations Division
5. Receive invitation on DCOTT board meeting	5. DCOTT Board will deliberate (Approved, Disapproved) If approved: Prepare a Board Resolution for the issuance of Certificate of Compliance of the requirements provided under Ordinance Nos. 2021 series of 1994 and 0192 series of 2006	None	7 Days	DCOTT Board Members: Representative from City Mayor’s Office, City Treasurer’s Office, Sangguniang Panlungsod, Bus Operators (appointed by the City Mayor), representative of the business and civic organizations (appointed by the City Mayor)



				DCOTT Technical Working Group and Secretariat
6. Ask for Certification of Compliance of the requirements as pre-requisite for the application of Business Permit	6. Prepare certification after payment of pertinent fees	None	10 Minutes	Diana Egot Laborer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/Manager Facilities Management and Operations Division
7. Pay Certification Fee	7. Accept payment and issue Receipt	PHP 50.00	3 Minutes	Cashier at City Treasurer's Office –DCOTT District Office
8. Submit official Receipt to DCOTT Administration	8. Issue Certificate of Compliance	None	5 Minutes	Diana Egot Laborer, Aisa S. Usop Al-Hadj, JD/LIB,MPA PhD (EDL) - Supervising Transportation Regulation Officer/Manager - Facilities Management and Operations Division
TOTAL:		PHP 50.00 for CTO Cert. of no arrears PHP 50.00 for certification- FMOD	8 Days 58 Minutes	



CITY TREASURER'S OFFICE
EXTERNAL SERVICES



1. Transport Terminal Fees				
Collection Payment of Terminal Fees/ Stall Rental				
Office or Division	OFFICE OF THE CITY TREASURER / DCOTT			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Classification of bus per rate			City Treasurer's Office at Davao City Overland Transport Terminal Collection Unit (DCOTT)	
2. For Stall rental - Statement of Account for Space Renters			Facilities Management Operation Division (FMOD) Office, 2 nd Floor, Davao City Overland Transport Terminal's Building	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at the entrance of the office	1. Give priority number and advise client to wait for his/her number to be called	None	1 Minute	Michael John Reyes, Job Order – City Treasurer's Office
2. Once the client's number is called, he/she shall submit payment at windows 1 to 3 and secure Official Receipt/ Cash Ticket	2. Accept payment and issue official receipts	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 389 - The Rates of Fees and Charges	2 Minutes	Joselito Torres/ Michelle Josol/ Mascardo Galileo III/ Ann Lilybeth Rongcales / Pericles Gestuveo, Local Revenue Collection Officers I/ Collection Clerk I/Ticket Checkers – City Treasurer's Office
TOTAL:		Attached Annex - 1	3 Minutes	



ANNEX – 1

Section 389. The Rates of Fees and Charges

	Terminal Fees:
a.) PUJ's	P 100.00/day
b.) Vans and baby buses	75.00/trip
c.) Large buses	200.00/trip
	Rental Charges:
a.) Category A	P 5,000.00 a month
Stalls and stands traversing Candelaria and Maya streets with entrances outside the terminal	
b.) Category B	P 4,000.00 a month
Stalls within the terminal	
c.) Category C	10.00 sq./m. per day
Rate for land use	or a fraction thereof
d.) Advertisement materials, signage through Billboards, Neon lights, Posters, Tarpaulin minimum of six (6) months renewable	10.00 sq./m. per day
	Other Fees:
a.) Parking fee	P20.00 for first 3 hours, P5.00 every succeeding hr
DCOTT Hostel	100.00 sq./m. per day
b.) All Peddlers	10.00
c.) Porter	10.00
d.) Loading and unloading inside DCOTT such as:	
1.) Trucks	50.00
2.) Vans/Jeepneys/Taxi/Multicabs	20.00
3.) Motorcycles/Tricycles/Bicycle/Pushcarts	5.00



2. Slaughter Fees				
Collection of Slaughter Fees, Ante-Mortem, Post-Mortem issued to clients for payment.				
Office or Division	OFFICE OF THE CITY TREASURER/MAA Slaughterhouse Collection Unit, Toril, Calinan & Panacan			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Tax Order of Payment – 1 original		Economic Enterprise Unit / City Veterinarian's Office at the Slaughterhouse of Toril, Calinan, Panacan & Maa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Tax Order of Payment and submit payment at window 2	1. Accept payment and issue official receipt	Based on 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 383 – Imposition of Fees	2 Minutes	Jewel Mojares/ Jude Quiñones, Ticket Checkers – City Treasurer's Office
TOTAL:		Attached Annex - 2	2 Minutes	



ANNEX - 2

Permit Fee

	<u>Per Head</u>
Large cattle	P 100.00
Hogs a.)For Lechon	30.00
b.)Others	50.00
Goat/Sheep &All Others	20.00
Chicken& Fowls	1.00

Slaughterhouse Fee

	<u>Per Head</u>
Large cattle	P 300.00
Hogs	200.00
Goat/Sheep &All others	100.00
Chicken/fowls	
(a) Defeathering	5.00
(b) Evisceration	1.00
(c) Entrail Separation and Gizzard Cleaning	2.00
(d) Ledge scaling	3.00

Corral Fee

	<u>Per Head</u>
Large cattle	P 50.00
Hogs	20.00
Goat/Sheep &All others	10.00
Chicken and fowls	1.00

Delivery Fee Charge

	<u>Per Head</u>
1. Matina/ Poblacion/ Agdao/Buhangin:	
Large Cattle	P100.00
Hogs/Swine	50.00
Goat/Sheep &All others	30.00
Chicken/fowls	1.00



2.	Other Markets:	
	Large Cattle	P 150.00
	Hogs/Swine	80.00
	Goat/Sheep & All others	50.00
	Chicken/fowls	1.00

		<u>Per Head</u>
1.	Ante-Mortem Fee	
	Cattle	P 25.00
	Carabao/Buffaloes	25.00
	Hogs/Swine	15.00
	Goat, Sheep/Deer	5.00
	Poultry	1.00
2.	Post-Mortem Fee	
	Cattle	P 70.00
	Carabaos/Buffaloes	70.00
	Hogs: a) Lechon	50.00
	b) Others	50.00
	Goats, Sheep/Deer	20.00
	Poultry	1.00

Other Fees and Charges.

Ice Crusher	P 10.00 per
block Chilling facilities:	
Large Cattle	200.00 per head
Hog	100.00 per head
Goat/Sheep	50.00 per head
Chicken	500.00 per 1,000 heads or a fraction thereof
Washing of Hogs	10.00 per head



3. Sand and Gravel (SAG)/ Issuance of Quarry Ticket				
Assessment, Collection, and Issuance of SAG Quarry Tickets issued to concessionaires/permittees for payment per Revenue Code of Davao City.				
Office or Division	OFFICE OF THE CITY TREASURER – Buhangin DISTRICT/ other District with Concessionaire			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Permit to Quarry – 1 original, 1 photocopy			Environment and Natural Resources Office at Maa, Davao City	
2. Approved Business Permit – 1 original			Business Bureau at Sangguniang Panlungsod, Ground Floor	
3. Monthly report of extraction from concessionaires – 3 original			Concessionaires	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at the Officer of the Day	1. Give priority number and advise client to wait for his/her number to be called	None	1 Minute	Narissa Antonio, Job Order – City Treasurer's Office
2. Present required documents and secure Tax Order of Payment to Sand & Gravel In-Charge	2. Verify and issue Tax Order of Payment to the taxpayer	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 44 – Tax on Sand, Gravel and Other Quarry Resources	5 Minutes	Lina Reserva/ Narissa Antonio, Cashier II/ Job Order – City Treasurer's Office
3. Submit Tax Order of Payment to the District Collector for each district office	3. Accept payments and issue official receipt at CTO District Offices where concession is located		1 Minute	Geraldine Suarez/ Apolinaria Napallacan/ Lina Fajardo/ Edna Punzalan, Local Revenue Collection Officers I/ Revenue Collection Clerk I/ Ticket



				Checker – City Treasurer's Office
4. Present official receipt of payment to Sand & Gravel In-Charge	4. Issue Receipts (Sand & Gravel tickets) CTO District Offices where concession is located		5 Minutes	Geraldine Suarez/ Apolinaria Napallacan/ Lina Fajardo/ Edna Punzalan, Local Revenue Collection Officers / Revenue Collection Clerk / Ticket Checker – City Treasurer's Office
TOTAL:		Attached Annex - 3	12 Minutes	



ANNEX - 3

	Annual Fee
a) with an area of 500 sq. m. or less	P1,500.00
b) over 500 sq.m. but not more than 1,000sq.m.	1,750.00
c) over 1,000 sq.m. but not more than 1,500sq.m.	2,000.00
d) over 1,500 sq.m. but not more than 2,000sq.m.	2,500.00
e) over 2,000sq.m.	3,500.00
Special Permit Fee	200.00
Extraction Fee	30.00/cubic meter



4. Assessment and Payment for Real Property Transfer Tax with Certification

Assessment issued to taxpayer for payment (Revenue Code of Davao City) Certification of Payment

Office or Division OFFICE OF THE CITY TREASURER/Real Property Tax Division – assessment / Cash Receipts Division – collection / certification and other District Offices

Classification Simple Transaction

Type of Transaction G2C – Government to Citizen

Who may avail All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Deed of Transfer – 1 original	Lawyer – as per taxpayer’s reference
2. Declaration of Real Property Tax Valuation (DRPV) – 1 original	Office of the City Assessor
3. Community Tax Certificate (CTC) – 1 original	Office of the City Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at the Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	20 seconds	Group A: Joel Esporono/ Shamel Abdul Maylao Group B: Cesar Cimene/ Ramonito Placa, Job Orders/ Contract of Services – City Treasurer’s Office
2. Present all required documents at Counters 11 to 12, City Treasurer’s Office, Sangguniang Panlungsod	2. Verify documents and compute Transfer at Counters 11 to 12, City Treasurer’s Office, Sangguniang Panlungsod	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 34 –	5 Minutes	Leah Solis/ Ma. Teresita Domino, / Revenue Collection Clerks I – City Treasurer’s Office



<p>3. Present Tax Order of Payment and pay Transfer Tax & Certification Fee at windows 5 to 6, Treasurer's Office, Sangguniang Panlungsod, Lobby</p>	<p>3. Accept payment & issue Official Receipt at windows 5 to 8, 5 & 6 Treasurer's Office, Sangguniang Panglungsod, Lobby</p>	<p>Tax on Transfer of Real Property Ownership; Section 250 -</p>	<p>3 Minutes</p>	<p>Elisa Malicay/ Aileen Arinos/ Sapia Macarimbang/ Omira Umpar/ Astrid Laurice Gonzales/ Ma. Teresa Apurada, Local Treasury Operations I/ Local Revenue Collection Officer I/ Revenue Collection Clerk I, Ticket Checkers - City Treasurer's Office</p>
<p>4. Present Official Receipt and all required documents for the issuance of Certification</p>	<p>4. Issue Real Property Transfer Tax Certification</p>		<p>5 Minutes (computerized) 15 minutes (manual)</p>	<p>Cheryl Jardin/ Flordelina Tan, Ticket Checkers - City Treasurer's Office</p>
<p>TOTAL:</p>		<p>Attached Annex - 4</p>	<p>28.20 Minutes</p>	
<p>Note: In case of numerous requests, a claim stub will be issued for the scheduled release of Transfer Tax</p>				



ANNEX - 4

Clearances, certifications issued by other offices not herein specified (plus Twenty Pesos {P 20.00} for every additional page)

PHP 50.00

Transfer Tax is equal to 87% of 1% based on the consideration or the market value whichever is higher



5. Real Property Tax (RPT) Certification				
Statement of Account, Certification, Clearance for payment (Local Revenue Code of Davao City).				
Office or Division	OFFICE OF THE CITY TREASURER			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Declaration of Real Property Tax Valuation (DRPV) – 1 photocopy		Office of the City Assessor at window 12, Sangguniang Panlungsod or District Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number- Queuing machine at the Sangguniang Panlungsod, City Treasurer's Office (near entrance)	1. Give priority number and advise client to wait for his/her number to be called	None	20 seconds	Group A: Joel Esportono/ Shamel Abdul Maylao Group B: Cesar Cimene/ Ramonito Placa, Job Orders/ Contract of Services - City Treasurer's Office
2. Present all required documents at Real Property Tax Division, City Treasurer's Office	2. Verify documents and issue Tax Order of Payment at counter 8, Real Property Tax Division, City Treasurer's Office	None	2 Minutes	Gloria Garcia/ Jeren Ann Dureza, Job Orders - City Treasurer's Office
3. Submit Tax Order of Payment and pay Real Property Tax Certification Fee	3. Accept payment & issue Official Receipt (Serv./Cert. Fee) at windows 5 – 8, Sangguniang Panlungsod, taxpayers' lounge	None	3 Minutes	Window 5: Sapia Macarimbang Window 6: Omira Umbar Window 7: AstriaLaurice Gonzales Window 8: Maria Teresa Apurada, Ticket Checker/ Revenue



				Collection Clerks I- City Treasurer's Office
4. Present Official Receipt for the issuance of Real Property Tax Certification at counter 8	4. Process/ issue RPT Certification at counter 8, Clearance Section, Real Property Tax Division	Based on 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 7 - Imposition of the Basic Real Property Tax	15 Minutes	Jessica Arguillas/ Billy Bacus/ RedelynBalo/ Josephine Europa, Local Revenue Collection Clerks I/ Job Orders - City Treasurer's Office
TOTAL:		Attached Annex - 5	20 Minutes & 20 seconds	
Note: In case where the volume of request is high, a claim stub will be issued for the scheduled release of Tax Certification				



ANNEX - 5

For each certificate of correctness (with seal of office) written on the copy or attached thereto (with seal of the office) or for every additional page Ten Pesos (P10.00)	PHP 50.00
---	-----------



6. Retirement of Mayors Permit by District				
Inspection/ Assessment/ Approval of Retirement Application				
Office or Division	OFFICE OF THE CITY TREASURER-BUSINESS TAX ASSESSMENT DIVISION/ DISTRICT OFFICES			
Classification	Simple Transaction			
Type of Transaction	G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement of Mayors Permit – 1 original, duplicate and triplicate copy		Business Bureau, Sangguniang Panlungsod, Ground Floor		
2. Annual Income Tax Return for the previous year – 1 photocopy		Bureau of Internal Revenue- depending on business location		
3. Quarterly Tax Return for Current Year– 1 photocopy		Bureau of Internal Revenue – depending on business location		
4. Mayors Permit with official receipts – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
5. Registered Application for Books and Official Receipts current year – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
6. Location Sketch of Business Address – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Counter 21 or Retirement Section (District)	1.1 Receive the documents, verify its completeness, issue business tax order of payment slip for unpaid tax and obligation and give claim stub	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 83 (i) - Termination of Business	5 Minutes	Ernesto Derecho/Vivian Estores, Local Revenue Collection Officer I/ Admin Asst. VI - City Treasurer's Office



	1.2 Inspection shall be conducted prior to the approval of Retirement	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 83 (i) – Termination of Business	Within 2 Days	Reinier Paul Ramirez, Revenue Collection Clerk I – City Treasurer’s Office
2. Submit business tax payment slip to collector at Sangguniang Panlungsod – City Treasurer’s Office, Windows 1-4 (lobby) or counters 19-20 (Business Tax Assessment Division) -CTO District Offices – Business Collectors	2. Issue Official Receipts as proof of payment at the Sangguniang Panlungsod – City Treasurer’s Office, Windows 1 to 4 (lobby) or counters 19 to 20 (Business Tax Assessment Division) -CTO District Offices – Business Collectors	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 83 (i) – Termination of Business	3 Minutes	Window 1: Crystal Caccam Window 2: Elvie Balbuena Window 3: Rosmia Linas Window 4: Axel Angelo Manapat, Local Revenue Collection Officers I/ Revenue Collection Clerk I – City Treasurer’s Office
3. Approval of Retirement Application at the Sangguniang Panlungsod – City Treasurer’s Office, Windows 1-4 (lobby) -	3. Verify and approve documents at the Sangguniang Panlungsod – City	Based on the 2017 Revenue Code of the City of Davao Ordinance	2 Minutes	Maritoni Villanueva, Local Treasury Operations Officer IV – City Treasurer’s Office



CTO District Offices – Business Collectors	Treasurer’s Office, Windows 1-4 (lobby) -CTO District Offices – Business Collectors	No. 0291- 17,series of 2017, section 83 (i) – Termination of Business		
TOTAL:		Attached Annex - 6	2 Days and 10 Minutes	



ANNEX - 6

Any person natural or juridical who discontinues, closes, or terminates business operation(s) shall be subject to the payment of taxes, fees and charges on business. Within the period of thirty (30) days of the discontinuance, closure, or termination of business, shall surrender to the Permits and Licensing Division the latest original business permit/ license, present latest official receipt issued for the payment of the business taxes, and submit a sworn statement of the gross sales or receipts for the current year or quarter so the corresponding taxes can then be assessed and collected before any business or undertaking is finally terminated



7. Registration and Transfer Fees on Large Cattle				
Collection of payment for Registration and Transfer Fees (Revenue Code of Davao City)				
Office or Division		OFFICE OF THE CITY TREASURER		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Barangay Certificate – 1 original		Respective Barangay where large cattle is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents and submit payment at the Slaughter house (CTO District Offices), depending on the location of the large cattle	1. Verify documents and issue credential – CTO District Offices depending on the location of the large cattle	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 193 – Registration and Transfer Fees on Large Cattle	15 Minutes	Jewel Mojares/ Jude Quiñones, Ticket Checkers – City Treasurer's Office
TOTAL:		Attached Annex – 7	15 Minutes	



ANNEX – 7

	<u>Amount of Fee</u>
(a) For Certificate of Ownership	P200.00
(b) For Certificate of Transfer of Ownership	400.00
(c) For Registration of Private Brand	600.00



8. Registration of Weights & Measure Instruments				
Assessment issued to taxpayers for payment of Weight and Measures and Calibration				
Office or Division	OFFICE OF THE CITY TREASURER – BUSINESS TAX ASSESSMENT DIVISION/ DISTRICT OFFICE			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weight and Measure Instrument		Requestor		
2. Latest official receipts payment for renewal of the taxpayer – 1 original		Requestor		
3. Proof of purchase for new instrument as official receipt of the taxpayer – 1 original		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at the Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	20 Seconds	Alma Blanco, Ticket Checker– City Treasurer’s Office
2. Submit the required documents to counter 24 (when your priority number is called) Registration of Weights and Measure Section	2. Inspect and calibrate weights and measure instruments. Issue Weight and Measure payment slip	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 186 – Imposition of Fees	4 Minutes	Alma Blanco, Ticket Checker– City Treasurer’s Office



<p>3. Submit weight and measure payment slip to the collector – windows 1 to 4, Sangguniang Panlungsod or counters 19 to 20 at Business Tax Assessment Division or CTO District Offices</p>	<p>3. Issue Official Receipts as proof of payment at the City Treasurer’s Office or District Offices</p>	<p>Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 186 – Imposition of Fees</p>	<p>3 Minutes</p>	<p>Window 1: Crystal Caccam Window 2: Elvie Balbuena Window 3: Rosmia Linas Window 4: Axel Angelo Manapat Local Revenue Collection Officers / Local Treasury Operation Officer I – City Treasurer’s Office</p>
<p>4. Submit official receipt to counter 24, Weight and Measures counter or District Offices</p>	<p>4. Seal the weight and measure instrument of the client at the City Treasurer’s Office or District Offices</p>	<p>None</p>	<p>2 Minutes/ instrument</p>	<p>Alma Blanco, Ticket Checker – City Treasurer’s Office</p>
<p>TOTAL:</p>		<p>Attached Annex- 8</p>	<p>9 Minutes & 20 seconds</p>	



ANNEX - 8

		<u>Amount of Fee</u>
(a)	For sealing linear metric measures:	
	Not over one(1) meter	P 20.00
	Measure over one(1)meter	40.00
(b)	For sealing metric measures of capacity:	
	Not over ten(10)liters	80.00
	Over ten(10) liters	160.00
(c)	For sealing metric instruments of weights:	
	With capacity of not more than 30 kg.	160.00
	With capacity of more than 30 kg. but not more than300kg.	240.00
	With capacity of more than 300 kg. but not more than 3,000 kg.	320.00
	With capacity of more than 3,000 kg.	400.00
(d)	For sealing apothecary balances of precision 30 kgs.orless	40.00
	Over 30 kgs but not more than300kgs.	100.00
	Over 300 kgs. but not more than3,000kgs.	140.00
	For every3,000kgs.	200.00
(e)	For sealing of gasoline/diesel pumps	
	Per pump	200.00
	Per pump (oil dispenser)	100.00
(f)	For sealing of every tanker compartment of gasoline/diesel and other petroleum Products per compartment	100.00
(g)	For each and every re-testing and re-sealing of weights and measures instrumentsincludinggasolinepumpsoutsidetheofficeuponrequestofthe owner or operator, an additional service charge of One Hundred Pesos (P 100.00) for each instrument shall be collected	
(h)	Surcharge of 500% based on the Registration of weights and measures	



1

9. Registration of Books and Official Receipts				
Assessment for payment of Fines on Registered Books and Official Receipts/ Registration of New Application.				
Office or Division	OFFICE OF THE CITY TREASURER – BUSINESS TAX ASSESSMENT DIVISION/ DISTRICT OFFICES			
Classification	Simple Transaction			
Type of Transaction	G2B –Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Renewal of Mayors Permit – 1 original, 1 duplicate copy , 1 triplicate copy		Business Bureau, Sangguniang Panlungsod, Ground Floor		
2. Books of Accounts or Other Record of Transaction – 1 original		Bookstore or any school supplies		
3. Official Receipts or Other Receipts (first and last stub only) - receipts used in the Business operations		Printing press		
4. Duly accomplished form for registration – 2 original		Sangguniang Panlungsod – Business Tax Assessment Division – counters 13-18 (Poblacion Taxpayers) CTO District Offices – Registration Books/ receipts section for each business locations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at the queuing machine at the Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise to wait for his/her number to be called.	None	1 Minute	Olivia Pontillas, Ticket Checker – City Treasurer’s Office
2. Submit the required documents to Counter 16	2. Receive the documents and verify its records. Submit to the registration of books section. Register, acknowledge the registration form and return to the taxpayer all the books/ official	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 422 –	3 Minutes/ 2 stubs or 1 book	Grace Alonzo, Revenue Collection Clerk I – City Treasurer’s Office



	receipts.	Keeping of cash register book and registration of books of accounts		
TOTAL:		Attached Annex - 9	4 Minutes	

2



ANNEX - 9

Failure on the part of any person (natural or juridical) to register in the City Treasurer their book of accounts, book of records and official receipt, cash sales, cash invoice, delivery receipt and other receipts used in the collection within fifteen (15) working days from time of filing the application for new or renewal of business permit shall be administratively fined Five Thousand Pesos(P5,000.00).



10. Cash/Check Disbursement Transactions				
Disbursements of Expenditures.				
Office or Division		OFFICE OF THE CITY TREASURER – CASH DISBURSEMENT DIVISION		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Valid Identification Card – 1 original		1. Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at releasing Cash Disbursement Division Window, Door 1, City Treasurer's Office, City Hall of Davao	1. Give priority number and advise client to wait for his/her number to be called	None	10 Seconds	Michelle Aguilar/ Niel Agol, Local Treasury Operations Officer III/ Ticket Checker – City Treasurer's Office
2. Present one (1) Identification Card for personal checks or Official Receipts for commercial checks	2. Verify the validity of the identification and entries of the issued Official Receipt	None	4 Minutes	Michelle Aguilar/ Niel Agol, Local Treasury Operations Officer III/ Ticket Checker – City Treasurer's Office
3. Signs voucher and control book	3. Release Checks to the client	Based on the Local Treasury Operations Manual – Bureau of Local Government Finance, Department of Finance, Manila Philippines, section 83 – Modes of Disbursements	1 Minute	Michelle Aguilar/ Niel Agol, Local Treasury Operations Officer III/ Ticket Checker – City Treasurer's Office
TOTAL:		Amount varies from nature of claim	5 Minutes and 10 Seconds	



11. Payment of Port and Wharfage Fees				
Collection of fees for port and wharfage fees per Local Revenue Code of Davao City.				
Office or Division		OFFICE OF THE CITY TREASURER - CASH RECEIPTS DIVISION		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Payment Slip – 1 original			Philippine Ports Authority, Sta. Ana Wharf	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number at the City Treasurer's Office, Sta. Ana Wharf	1. Give priority number and advise client to wait for his/her number to be called	None	1 Minute	Alit Lopus/ Abelyn Abellana, Ticket Checkers – City Treasurer's Office
2. Present Order of Payment at City Treasurer's window, Sta. Ana Wharf	2. Accept payment and issue Official Receipt or Cash Tickets	PHP 82.00 – docking fee PHP 400.00 – vacant stalls PHP 10.00/sq. m./day - delinquent PHP 10.00 – vehicle entry PHP 20.00/day – parking PHP 30.00/overnight –	2 Minutes	Alit Lopus/ Abelyn Abellana, Ticket Checkers – City Treasurer's Office



		parking PHP 5.00 – trisykad		
		PHP 82.00 – docking fee		
		PHP 400.00 – vacant stalls		
		PHP 10.00/sq. m./day - delinquent		
	TOTAL:	PHP10.00 – vehicle entry	3 Minutes	
		PHP 20.00/day – parking		
		PHP 30.00/over- night – parking		
		PHP 5.00 – trisykad		



12. Payment for Real Property Tax (RPT)				
Statement of Account issued to tax payers for payment/ issuance of tax payment certification (Local Tax Code of Davao City).				
Office or Division		OFFICE OF THE CITY TREASURER		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All real property owners in Davao City		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Declaration of Real Property Tax Valuation (DRPV) – 1 original			Office of the City Assessor, Sangguniang Panglungsod, Ground Floor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at the Sangguniang Panglungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Group A: Joel Esportono/ Shamel Abdul Maylao Group B: Cesar Cimene/ Ramonito Placa, Job Orders/ Contract of Services – City Treasurer’s Office
2. Present all required documents at counters 1 to 4, Real Property Tax Division or District Offices	2. Verify documents and generate Statement of Account at Real Property Tax Division	None	2 Minutes	Leah Solis/ Ruther Wamelda/ Mart Pairat/ Sam Jones Ipong/ Marvin Jay Brigoli, Revenue Collection Clerk I/ Job Orders – City Treasurer’s Office



<p>3. Submit Statement of Account to windows 5 to 8 at collectors' lounge, Sangguniang Panlungsod</p>	<p>3. Accept payment and issue Official Receipt at windows 5 to 8 at collectors' lounge, Sangguniang Panlungsod</p>	<p>Based on the 2017 Revenue Code of the City of Davao Ordinance No.0291-17, series of 2017, section 7 – Imposition of the Basic Real Property Tax</p> <p>Section 8 – Additional Levy on Real Property for the Special Education fund (SEF)</p>	<p>3 Minutes</p>	<p>Window 5: Sapia Macarimbang/ Elisa Malicay</p> <p>Window 6: Omira Umpar/ Aileen Arinos</p> <p>Window 7: Astrid Laurice Gonzales</p> <p>Window 8: Maria Teresa Apurada,</p> <p>Local Revenue Collection Officer I/ Ticket Checker/ Revenue Collection Clerks I – City Treasurer's Office</p>
<p>TOTAL:</p>		<p>Attached Annex - 11</p>	<p>6 Minutes</p>	



ANNEX – 11

Section 7. Imposition of the Basic Real Property Tax. - There is hereby levied an annual **ad valorem tax** at the rate of one and one-half percent (1.5%) of the assessed value of real property, such as lands, buildings, machinery and other improvements affixed or attached to real property located in this City.

Section 8. Additional Levy on Real Property for the Special Education Fund (SEF). - There is hereby levied a one percent (1%) tax on the assessed value of real property which shall be in addition to the basic real property tax. The proceeds thereof shall accrue exclusively to the Special Education Fund (SEF).



13. Payment of Professional Tax				
Assessment issued to taxpayers / clients for payment of Professional Tax Receipt.				
Office or Division	OFFICE OF THE CITY TREASURER-BUSINESS TAX ASSESSMENT DIVISION/ DISTRICT OFFICES			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Unexpired Professional Regulatory Commission ID/ Integrated Bar of the Philippines ID – 1 original		Professional Regulatory Commission, Juna Subd., Matina, Davao City / Integrated Bar of the Philippines, Hall of Justice, Candelaria St., Ecoland, Davao City		
2. Certification from PRC for new registrant/ passers - 1 original		Professional Regulatory Commission, JunaSubd., Matina, Davao City		
3. Duly accomplished form – 1 original		Counter 23 – Business Tax Assessment Division, City Treasurer’s Office, Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Group A: Joel Esportono/ Shamel Abdul Maylao Group B: Cesar Cimene/ Ramonito Placa, Job Orders/ Contract of Services – City Treasurer’s Office
2. Submit the required documents to counter 23	2. Verify and issue of payment slip for Professional Tax at counter 23, Business Tax Assessment Division, City Treasurer’s Office, Sangguniang Panlungsod	None	3 Minutes	Wilson Bascon, Revenue Collection Clerk I – City Treasurer’s Office



3. Submit Professional Tax payment slip to collector	3. Issue Official Receipts as proof of payment	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 58 Professional Tax	3 Minutes	Counter 1: Chrystal Caccam Counter 2: Elvie Balbuena, Counter 3: Rosmia Linas Counter 4: Axel Angelo Manapat Local Treasury Operations Officer I/ Local Revenue Collection Officer I – City Treasurer’s Office
TOTAL:		PHP 300.00	7 Minutes	



14. Monitoring/ Payment of Special Mayor's Permit – Amusement Tax				
Assessment issued to tax payers for payment/ Monitoring of Number of Tickets (Local Revenue Code of Davao City).				
Office or Division	OFFICE OF THE CITY TREASURER - BUSINESS TAX ASSESSMENT DIVISION/ DISTRICT OFFICES			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application for Special Permit – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
2. Duly accomplished form for Admission of Ticket – 1 original, 1 photocopy		Counter 23 – Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod		
3. Complimentary tickets for registration- depending on the number of tickets to be registered by the taxpayer		Counter 23 – Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod		
4. Present Official Receipt of Performance Bond at counter 23		Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Wilson Bascon, Revenue Collection Clerk I – City Treasurer's Office
2. Proceed to counter 23 when priority number is called.	2. Prepare and issue payment slip for Performance Bond	None	3 Minutes	Wilson Bascon/ Esperanza Pariñas, Revenue Collection Clerk I/ Ticket Checker – City Treasurer's Office
3. None	3. Issue Official Receipts as proof of payment at counters 19 to 20, Business Tax Assessment	None	3 Minutes	Counter 1: Chrystal Caccam Counter 2: Elvie Balbuena,



	Division, City Treasurer's Office, Sangguniang Panlungsod			Counter 3: Rosmia Linas Counter 4: Axel Angelo Manapat Local Treasury Operations Officer I/ Local Revenue Collection Officer I – City Treasurer's Office
4.Submit official receipt to counter 23	4.Register admission/ complimentary tickets and approve special permit	None	30 Minutes	Wilson Bascon/ Esperanza Pariñas Revenue Collection Clerk I/ Ticket Checker – City Treasurer's Office
TOTAL:		Attached Annex - 12	37 Minutes	



ANNEX – 12

Amusement Place	Rate
a) Movie Theaters or Cinema	- 10% from the showing of foreign films - 5% from the showing of local films
b) Concert Halls, Comedy Bars, KTV Clubs, Cocktail Lounges and other Night Spots	- 10%
c) Carnivals, Theme Parks, Video and Game Arcades, Mechanical Rides and other Fun Houses	- 10%
d) Cockpits	- 10%
e) Sports Stadia and Multi-Purpose Coliseum	- 10%
f) All other Amusement Places not specifically falling under the above enumeration	- 5%

There shall be collected from the producers and promoters or amusement activities, a tax with the rate herein prescribed based on the gross receipts from admission fees:

Amusement Activities	Rate
a) Movie Premiers	-10% from the showing of foreign films -5% for the showing of local films
b) Musical Concerts, Theatrical Plays, Fashion Shows and other Live Performances	-10% from those performed by foreign Artists - 5% from those performed by local Artists
c) Cockfights and Derbies held in a regular licensed cockpit	- 30%
Additional Fee per Sultada	P 100.00
d) All other Amusement Activities not specifically falling under the above enumeration	-10% from those performed by foreign artists/athletes - 5% from those performed by local artists.



15. Market Fees and Stall Rentals				
Collection of Fees and Rentals (Local Revenue Code of Davao City).				
Office or Division		OFFICE OF THE CITY TREASURER - MARKET		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Tax Order of Payment – 1 original		Economic Enterprise Unit of the Market Master		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at the assigned Officer of the Day	1. Give priority number and advise client to wait for his/her number to be called	None	1 Minute	Omar Batara/ Rosalinda Cartojano/ Noel Surban/ Raul Jumalon/ Joseph Medel, Ticket Checkers – City Treasurer's Office
2. Submit Tax Order of Payment (TOP) at the window 2 of CTO District Offices and Market – Collection Units	2. Accept payments and issue official receipt at the window 2 of CTO District Offices and Market – Collection Units	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 348 – Market Rental Fees, Other Charges AMENDED Ordinance No. 0148-19, series of 2019, section 347 – Classification of Public Markets	5 Minutes	Omar Batara/ Rosalinda Cartojano/ Noel Surban/ Raul Jumalon/ Joseph Medel, Ticket Checkers – City Treasurer's Office
TOTAL:		Attached Annex - 13	6 Minutes	



ANNEX -13

Section 347

Class A – Those with an average monthly income of P 2,000,000.00 or more during the preceding six (6) months.

Class B – Those with an average monthly income of P 1,500,000.00 or more but not more than P 2,000,000.00 during the preceding six (6) months.

Class C – Those with an average monthly income of P 700,000.00 or more but not more than P 1,500,000.00 during the preceding six (6) months.

Class D - Those with an average monthly income of less than P700,000.00 during the preceding six (6) months.

Section 348

RATES OF MARKET FEES

	<u>Market Rental Fees</u>			
	<u>Per Square Meter Per Day</u>			
	<u>Class A</u>	<u>Class B</u>	<u>Class C</u>	<u>Class D</u>
1. Meat	P40.00	P28.50	P 17.00	P13.50
2. Dressed Chicken and other poultry products	36.00	26.50	16.00	13.00
3. Fish	38.00	25.50	15.50	12.00
4. Vegetables and Fruits	16.00	10.80	6.80	5.40
5. Variety or Groceries	16.00	10.80	6.80	5.40
6. Rice, Corn, other cereals,	16.00	10.80	6.80	5.40
7. Food Court/Eatery	16.00	10.80	6.80	5.40
8. Dry Goods	16.00	10.80	6.80	5.40
9. Cold Storage	16.00	10.80	6.80	5.40
10. Advertisements, including headers, banners, awnings and other materials	16.00	10.80	6.80	5.40
11. Miscellaneous and all other Permanent stalls/booths special services not subject to any particular market fee but shall pay rental fees for occupancy	16.00	10.80	6.80	5.40



That for better located stall/stalls or booth/booths such as those facing the street or those corner booth/stalls, the following will be added to the above-prescribed fees, as follows;

- | | |
|---|--------------------------|
| 1. Front corner stall/ stalls or booth/booths | 20% of the rates imposed |
| 2. Front stall/stalls or booth/booths | 15% of the rates imposed |
| 3. Inside corner stall/stalls of booth/booths | 10% of the rates imposed |

There shall be an automatic increase of fifteen percent (15%) effective 2018 and every four (4) years thereafter to be computed based on the existing rates of fees to the increasing cost of maintenance and operations.

RATE OFFEES

a) For rice, corn, sugar, or similar commodities placed in sacks, per sack	P 4.00
b) For “mongos”, beans and ginger placed in sacks, per sack	8.00
c) For pigs (large) 80 kilos or more, perhead	20.50
d) For pigs (medium) size 50 kilos or more, but less than 80 kilos, per head	12.50
e) For pigs (small) size less than 50 kilos, per head	8.50
f) For goats, sheeps etc., per head	8.50
g) For chicken, ducks, or fowls, per head	1.00
h) For fresh eggs, per dozen	1.00
i) For vegetables, placed in big baskets (<i>bucag</i>),per basket	8.50
j) For fruits placed in big baskets(<i>bucag</i>),per basket	8.50
k) For one jeepney, pick-upload of vegetables and/or fruits	208.00
l) For one truckload of vegetables and/or fruits	
m) For every kilo of fish, seafood and/or marine products brought into the vicinities of the public markets or in other places within the territorial jurisdiction of the City of Davao by Producers, Distributors or Wholesalers	P0.88 perkilo
n) For one truckload of charcoal, scrapped iron, firewoods, copra and all other similar goods/ commodities/merchandise not subject to any particular fee above prescribed.	418.00



Market Fees for Ambulant/ Transient Vendors

Rate of Fees per square meter

Markets

or fraction thereof perday

Class A	P	8.00
Class B		6.00
Class C		4.00
Class D		2.00

Time or Payment/Penalties or Delinquency.-The monthly rentals for market stalls shall become due and payable within the first twenty (20) days of the month. Failure to pay the rental within the period required herein shall subject the Lessee/Occupant to a surcharge of twenty-five percent (25%) of the amount of the rental fee plus an interest of two percent (2%) per month but not to exceed thirty-six (36) months.

Occupancy Fee for Awardee

Occupancy Fee per stall/booth

Depending on Market Classification

	<u>Class A</u>	<u>Class B</u>	<u>Class C</u>	<u>Class D</u>
Meat Section	P4,000.00	P2,900.00	P1,700.00	P1,400.00
Dressed Chicken	4,000.00	2,900.00	1,700.00	1,400.00
Fish Section	3,200.00	2,300.00	1,360.00	1,100.00
Vegetables and Fruits	2,800.00	2,000.00	1,200.00	960.00
Variety or Groceries	2,800.00	2,000.00	1,200.00	960.00
Rice and Corn	2,800.00	2,000.00	1,200.00	960.00
Food Court/Eatery	2,800.00	2,000.00	1,200.00	960.00
Dry Goods	2,800.00	2,000.00	1,200.00	960.00
Cold Storage	2,800.00	2,000.00	1,200.00	960.00
Miscellaneous	2,800.00	2,000.00	1,200.00	960.00

Transfer Fee for Transferor and Occupancy Fee for Transferee.

	<u>Class A</u>	<u>Class B</u>	<u>Class C</u>	<u>Class D</u>
Meat Section	P50,000.00	P35,000.00	P21,000.00	P17,000.00
Fish Section	50,000.00	35,000.00	21,000.00	17,000.00
Fruits and Vegetables	24,000.00	16,000.00	12,000.00	8,000.00
Rice and Corn	24,000.00	16,000.00	12,000.00	8,000.00
Groceries	24,000.00	16,000.00	12,000.00	8,000.00
Eateries and Ref. Parlor	24,000.00	16,000.00	12,000.00	8,000.00
Gen. Merchandise/Dry Goods/Varieties	24,000.00	16,000.00	12,000.00	8,000.00
Others	20,000.00	12,000.00	10,000.00	6,000.00



16. Payment for Community Tax Certificate/Cedula				
Collection of payment of Community Tax Certificate (Individual/ Corporation).				
Office or Division	OFFICE OF THE CITY TREASURER - CASH RECEIPTS DIVISION/ DISTRICTS			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. W-2/ Form 2316 (Business/ Employed) valid ID – 1 original			Bureau of Internal Revenue (website: bir.gov.ph)	
2. Accomplished Community Tax Certificate – 1 original			Collectors Table, Osmeña Park, City Treasurer’s Office Tent, Sangguniang Panlungsod	
3. Tax Declaration(Unemployed/ No Business) – 1 photocopy			Receiving Clerk Table, City Assessor’s Office, Sangguniang Panlungsod, Ground Floor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at Osmeña Park, City Treasurer’s Office Tent	1. Give priority number and advise client to wait for his/her number to be called	None	1 Minute	Rolando Gotas, Job Order – City Treasurer’s Office
2. Present required documents at Osmeña Park, City Treasurer’s Office Tent	2. Verify documents/issue CTC at Osmeña Park, City Treasurer’s Office Tent	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, section 393 – Individuals liable to Community Tax ; Section 394 – Juridical Persons Liable to Community Tax	3 Minutes	Norberto Arandia/ Danilo Lopez/ Sarestive Patac/ Ruby Yanga/ Nestor Tulawe/ Dominga Kong/ Romeo Veloso, Jr./ Leo Roferos/ Cyril Panuncialman, Local Revenue Collection Officer I, Revenue Collection Clerks I, Ticket Checkers, Security Guard II



TOTAL:	Attached Annex - 14	4 Minutes	
---------------	--------------------------------	------------------	--



ANNEX - 14

Individuals liable to Community Tax

Every inhabitant of the Philippines who is a resident of this city, eighteen (18) years of age or over who has been regularly employed on wage or salary basis for at least thirty consecutive working days during any calendar year, or who is engaged in business or corporation, or who owns real property with an aggregate assessed value of One Thousand (P1,000.00) Pesos or more, or who is required by law to file an income tax return shall pay an annual community tax of Five (P5.00) Pesos and an annual additional tax of One Peso (P1.00) for every One Thousand Pesos (P1,000.00) of income regardless of whether from business, exercise of profession or from property which in no case shall exceed Five Thousand Pesos (P5,000.00).

In the case of husband and wife, the additional tax herein imposed shall be based upon the total property owned by them and the total gross receipts or earnings derived by them.

Juridical Persons Liable to Community Tax

Every corporation no matter how created or organized, whether domestic or resident-foreign, engaged in or doing business in the Philippines whose principal office is located in this city shall pay an annual Community Tax of Five Hundred Pesos (P500.00) and an additional tax, which in no case, shall exceed Ten Thousand Pesos (P10,000.00) in accordance with the following schedule:

(a) For every Five Thousand Pesos (P5,000.00) worth of real property in the Philippines owned by it during the preceding year based on the valuation used in the payment of real property tax under existing laws, found in the assessment rolls of this city where the real property is situated - Two (P2.00) Pesos; and

(b) For every Five Thousand Pesos (P5,000.00) of gross receipts or earnings derived by it from its business in the Philippines during the preceding year - Two (P2.00) Pesos.

The dividends received by a corporation from another corporation shall, for the purpose of the additional tax, be considered as part of the gross receipts or earnings of said corporation.



17. Certification/Clearances				
Collection of Market Certification and Clearances issued to Stall Holders.				
Office or Division		OFFICE OF THE CITY TREASURER - MARKET		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – at the assigned Officer of the Day	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Omar Batara/ Rosalinda Cartojano/ Noel Surban/ Raul Jumalon/ Joseph Medel, Ticket Checkers – City Treasurer’s Office
2. Present required documents at Bankerohan Public Market – Collection Unit, City Treasurer’s Office	2. Verify record of payments at Bankerohan Public Market– Collection Unit, City Treasurer’s Office	None	2 Minutes	Omar Batara/ Rosalinda Cartojano/ Noel Surban/ Raul Jumalon/ Joseph Medel, Ticket Checkers – City Treasurer’s Office
3. Pay Service Fee at Bankerohan Public Market – Collection Unit, City Treasurer’s Office	3. Accept payment for Service Fee at Bankerohan Public Market – Collection Unit, City Treasurer’s Office	None	3 Minutes	Omar Batara/ Rosalinda Cartojano/ Noel Surban/ Raul Jumalon/ Joseph Medel, Ticket Checkers – City Treasurer’s Office
4. Present Official Receipt of payment to window 1, City Treasurer’s Office	4. Prepare and issue Certification/ clearance to window 1, City	Based on the 2017 Revenue Code of the		Omar Batara/ Rosalinda Cartojano/ Noel



	Treasurer's Office	City of Davao Ordinance No. 0291-17, series of 2017, section 250 (c) - Secretary's Fees	5 Minutes	Surban/Raul Jumalon/ Joseph Medel, Ticket Checkers - City Treasurer's Office
TOTAL:		PHP 50.00 for each certificate of correctness (with seal of office) written on the copy or attached thereto (with seal of the office) or PHP 10.00 for every additional page	11 Minutes	



18. Business Tax Payment Slip (New Mayor's Permit Application)				
Assessment of Business, Official Receipts issued to new applicants for Business Permits (Revenue Code of Davao City).				
Office or Division	OFFICE OF THE CITY TREASURER – BUSINESS TAX ASSESSMENT DIVISION			
Classification	Simple Transaction			
Type of Transaction	G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Permit Application Approved by Regulatory Offices – 1 original		Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at the Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Shamel Abdul Maylao, Job Order – City Treasurer's Office
2. Submit the required documents to counter 13 to 18 (whoever calls your priority number)	2.1. Receive the required documents, verify real property tax clearance and make entry in the Business Tax System for the generation of business tax payment slip	None	4 Minutes	Jocelyn Atienza, Local Treasury Operations Officer III – City Treasurer's Office
	2.2. Avail Assess and Pay step- issue official receipts/ cedula at Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod		5 Minutes – LGU collector	Counter 1: Chrystal Caccam Counter 2: Elvie Balbuena, Counter 3: Rosmia Linas Counter 4: Axel Angelo Manapat Local Treasury Operations Officer I



TOTAL:	Regulatory Offices rates dependent	10 Minutes	
Note: Re-printing of business tax payment slip is P 50.00 service fee			



19. Business Tax Payment Slip (Renewal Mayor's Permit Application)				
Assessment issued to taxpayers for payment (Local Revenue Code of Davao City)				
Office or Division	OFFICE OF THE CITY TREASURER – BUSINESS TAX ASSESSMENT DIVISION			
Classification	Simple Transaction			
Type of Transaction	G2B –Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for business permit renewal – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
2. Annual income Tax Return for the previous year– 1 photocopy		Bureau of Internal Revenue- depending on business location		
3. Previous Mayor's Permit with Official Receipts – 1 original		Business Bureau, Sangguniang Panlungsod, Ground Floor		
4. Certification of gross for multiple branches within the Philippines Receipts – 1 original		Bureau of Internal Revenue- depending on business location		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at the Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Shamel Abdul Maylao, Job Order – City Treasurer's Office
2. Submit the required document to counter 14 to 18 (whoever calls your priority number)	2.1. Receive the documents, verify real property tax clearance, interview and review gross declaration and makes entry in the system for the generation of business tax payment slip at Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod or District Offices	None	7 Minutes	Counter 14: Jocelyn Atienza Counter 15: Mary Jean Atienza Counter 16: Grace Alonzo Counter 17: Olivia Pontillas Counter 18: Michael Thadeus Bendigo, Revenue Collection Clerk I/ Local Treasury Operations



				OfficerIII/ Ticket Checker/ Local Treasury Operations Officer I/ Ticket Checker/ Local Revenue Collection Officer I – City Treasurer’s Office
	2.2. Avail Assess and Pay step- issue official receipts/ cedula at Business Tax Assessment Division, City Treasurer’s Office, Sangguniang Panlungsod or District Offices		5 Minutes LGU - Collector	Counter 13: Reinier Paul Ramirez Counter 14: Jocelyn Atienza Counter 15: Mary Jean Ancheta Counter 16: Jill Christine Alcantara Counter 17: Olivia Pontillas Counter 18: Michael Thadeus Bendigo, Revenue Collection Clerk I/ Revenue Collection Officer II/ Ticket Checker/ Local Treasury Operations Officer I/ Ticket Checker/ Local Revenue Collection Officer I – City Treasurer’s Office
	TOTAL:	Attached Annex 15	18 Minutes	



ANNEX - 15

Section 72. Imposition of Tax. - There is hereby imposed an annual fixed tax for every delivery vehicle, truck, van, or any motor vehicle, vessels or watercraft used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigars and cigarettes and other essential products and sales of goods as may hereinafter be determined by the Sangguniang Panlungsod to sales outlets or consumers, whether directly or indirectly within the City, subject to the following rates:

a. Motorcycle and motorized tricycle	P240.00
b. Delivery jeepney and similar utility vehicle	600.00
c. Truck, van, or any vehicle with six wheels and above	1000.00
d. Water vessel, barges, ferry boats, tug boats and similar watercrafts	2000.00
e. Airplane or aircraft	5000.00

Article Ten. - Graduated Tax on Business

Section 76. Imposition of Tax. - There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective business within the City a graduated business tax in the amounts hereafter prescribed:

(a) *On Manufacturers, Assemblers, Repackers, Processors, Brewers, Distillers, Rectifiers, and Compounders of liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature in accordance with the following schedule:*

Amount of Gross Sales/Receipts for the Preceding Tax Per Annum

Less than 50,000.00	1,497.38
50,000.00 or more but less than 75,000.00	2,395.80
75,000.00 or more but less than 100,000.00	2,994.75
100,000.00 or more but less than 150,000.00	3,993.00
150,000.00 or more but less than 200,000.00	4,991.25
200,000.00 or more but less than 300,000.00	6,987.75
300,000.00 or more but less than 500,000.00	9,982.50
500,000.00 or more but less than 750,000.00	14,520.00
750,000.00 or more but less than 1,000,000.00	18,150.00
1,000,000.00 or more but less than 2,000,000.00	24,955.70
2,000,000.00 or more but less than 3,000,000.00	29,947.50
3,000,000.00 or more but less than 4,000,000.00	35,937.00
4,000,000.00 or more but less than 5,000,000.00	41,926.50



5,000,000.00 or more but less than 6,500,000.00
 In excess of 6,500,000.00

44,240.63
 At a rate of forty-six percent (46%)
 of one percent (1%)

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

Amended: Ordinance No. 0607-18, series of 2018 (particularly Art. 10, Graduated Tax on Business, Section 76 (b))

(b) *On Wholesalers, Distributors, or Dealers in any article of commerce of whatever kind or nature* in accordance with the following schedules:

<u>Gross Sales/Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax per Annum</u>
Less than 50,000.00	1,210.00
50,000.00 or more but less than 75,000.00	1,815.00
75,000.00 or more but less than 100,000.00	2,420.00
100,000.00 or more but less than 150,000.00	3,630.00
150,000.00 or more but less than 200,000.00	4,840.00
200,000.00 or more but less than 300,000.00	6,050.00
300,000.00 or more but less than 500,000.00	8,470.00
500,000.00 or more but less than 750,000.00	12,100.00
750,000.00 or more but less than 1,000,000.00	15,972.00
1,000,000.00 or more but less than 2,000,000.00	18,150.00
In excess 2,000,000.00	At a rate of sixty-one (61%) percent of one percent (1%)

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers provided in this Article.

(c-1) *On Exporters* at one-third (1/3) of the rates prescribed under sub-sections (a), (b), and (d) of this Article.

(c-2) *On Producers of processed products, Wholesalers, Distributors, Dealers or Retailers of essential commodities, enumerated hereunder*, at a rate not exceeding one-half (1/2) of the rates prescribed under subsections (a), (b), and (d) of this Article;

- (1) Rice and Corn;



- (2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
- (3) Cooking oil and cooking gas;
- (4) Laundry soap, detergents, and medicine;
- (5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
- (6) Poultry feeds and other animal feeds;
- (7) School supplies; and
- (8) Cement

For purposes of this provision, the term *exporters* shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one-half (1/2) of the rates prescribed under paragraphs (a), (b), and (d) of this Article.

(a) On Retailers:

<u>Gross Sales/Receipts for the Preceding year</u>	<u>Rate of Tax PerAnnum</u>
More than ₱50,000.00 but not over ₱400,000.00	2.2%
In excess of ₱400,000.00	1.21%

However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Fifty Thousand Pesos (₱50,000.00) subject to existing laws and regulations.

(b) On Contractors and other Independent Contractors in accordance with the following schedule:

<u>Gross Sales/Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax Per Annum</u>
Less than 50,000.00	998.25
50,000.00 or more but less than 75,000.00	1,597.20
75,000.00 or more but less than 100,000.00	2,395.80
100,000.00 or more but less than 150,000.00	3,593.70
150,000.00 or more but less than 200,000.00	4,791.60
200,000.00 or more but less than 250,000.00	6,588.45
200,000.00 or more but less than 300,000.00	8,385.30
300,000.00 or more but less than 400,000.00	11,180.40



300,000.00 or more but less than 500,000.00	14,973.75
500,000.00 or more but less than 750,000.00	16,788.75
750,000.00 or more but less than 1,000,000.00	18,603.75
1,000,000.00 or more but less than 2,000,000.00	20,993.50
In excess 2,000,000.00	At a rate of sixty (60%) percent of one percent (1%)

For purposes of this section, the tax on general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term. Should a contractor (applicable only to general engineering and general building contractor) undertake to furnish the materials in the construction work, only the cost of such materials shall be deducted from his gross receipts for the purpose of determining the tax due.

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

Lessors and Dealers of Real Estate shall be taxed at the same rate provided in paragraph (e) of this section.

(f) *On Banks and Other Financial Institutions*, at the rate of sixty and half percent (60.50%) of one percent (1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium, including holding companies. All bank transactions filed or negotiated within Davao City branches, gross receipts of which shall be taxable where the branch is located, regardless whether the transactions were forwarded to the main office for approval.

(g) *On Restaurants, Cafes, Cafeterias, Carenderias, Eateries, Food Caterers, Ice Cream and other Refreshment Parlors and Soda Fountain Bars, and places wherein customers thereof actively participate without making bets or wagers, including but not limited to nightclubs, or dayclubs, cocktaillounges, cabarets or dancehall, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports club, resorts and other similar places, billiard and pool tables, bowling alleys;*

On Subdivision Owners/Private Cemeteries and Memorial Parks;

On Privately-Owned Markets;

On Therapeutic Clinics, Laboratories;



The same rates of graduated taxes, viz:

<u>Gross Sales/Receipts for the Preceding Calendar Year</u>	<u>Amount of Tax Per Annum</u>
Less than 50,000.00	1,497.38
50,000.00 or more but less than 75,000.00	1,721.83
75,000.00 or more but less than 100,000.00	2,014.65
100,000.00 or more but less than 150,000.00	2,357.08
150,000.00 or more but less than 200,000.00	2,757.59
200,000.00 or more but less than 250,000.00	3,226.47
250,000.00 or more but less than 300,000.00	3,775.20
300,000.00 or more but less than 400,000.00	4,416.50
400,000.00 or more but less than 500,000.00	5,299.80
500,000.00 or more but less than 750,000.00	6,360.97
750,000.00 or more but less than 1,000,000.00	7,633.29
1,000,000.00 or more but less than 2,000,000.00	9,160.31
In excess 2,000,000.00	At a rate of forty-three percent (43%) of one percent (1%)

(h) On any other Business, not otherwise specified in the preceding paragraphs –shall be taxed at the rate two (2%) percent of the gross sales or receipts of the preceding calendar year, such as but not limited to the following;

- 1.) Owners, providers or operators of Information Technologies including software developers and/or providers, computer programming, internet, call centers, E-Commerce, design animation and other IT-related service activities.
- 2.) Malls, shopping centers, hospitals and establishments not primarily engaged in the business of parking spaces but are otherwise operating or maintaining lots / spaces for parking purposes.
- 3.) Providers of seminars, vocational trainings, and other teaching services such as but not limited to centers or training schools for acting, dancing, singing, culinary arts, fine arts, tattoo arts, interior and fashion designs (other than those offered by educational institutions).
- 4.) Proprietors of funeral parlors and crematoriums engaged not only in the selling of memorial lots, mausoleums, but likewise engaged in the retail of caskets and urns.
- 5.) Fees charged by mall owners maintaining toilets/powder rooms/comfort rooms for a fee.
- 6.) Business activities or undertaking not otherwise stated in this code.



(i) On Authorized Franchise Car Dealers

Imposition of Tax – There is hereby levied an annual tax on the following business undertakings at the rates prescribed herein :

i.1 On Car Dealers engaged in the business of selling brand new vehicles and genuine parts pursuant to a valid and existing dealership agreement with manufacturers and distributors shall be taxed as follows:

CAR DEALERS		
From	To Less Than	Annual Tax
Php 0	Php 100,000,000.00	90.75% of 1.0% of gross receipts
Php 100,000,000.00	Php2,000,000,000.00	Php907,500.00 plus 60.50% of 1.0% of gross receipts in excess of Php100,000,000.00
Php2,000,000,000.00	Php3,000,000,000.00	Php12,402,500.00 plus 22.0% of 1.0% of gross receipt in excess of Php2,000,000,000.00
Php3,000,000,000.00	and above	Php14,602,500.00 plus 11% of 1.0% of gross receipts in excess of Php3,000,000,000.00

i.2 On Spare Parts and Services of Car Dealers with Valid and Existing Dealership Agreement, tax rate is as follows:

SPARE PARTS:		
From	To Less Than	Annual Tax
0	Php10,000,000.00	2.2%
Php10,000,000.00	Php20,000,000.00	Php220,000.00 plus 1.65% of gross receipts in excess of Php10,000,000.00
Php20,000,000.00	Php 30,000,000.00	Php385,000.00 plus 1.1% of gross receipts in excess of Php20,000,000.00
Php 30,000,000.00	and above	Php495,000.00 plus 60.50% of 1% of gross receipts in excess of Php30,000,000.00



i.3

SERVICES		
From	To Less Than	Annual Tax
0	Php50,000,000.00	90.75% of 1.0%
Php50,000,000.00	Php100,000,000.00	Php453,750.00 plus 60.50% of 1.0% of gross receipts in excess of Php50,000,000.00
Php100,000,000.00	and above	Php756,250.00 plus 27.50% of 1.0% of gross receipts in excess of Php100,000,000.00



20. Billing/ Payment of Amusement Tax				
Assessment issued to taxpayers for payment of Amusement Tax/Registration of Tickets.				
Office or Division	OFFICE OF THE CITY TREASURER – BUSINESS TAX ASSESSMENT DIVISION/DISTRICT OFFICES			
Classification	Simple Transaction			
Type of Transaction	G2C/ G2B – Government to Citizen/ Government to Business			
Who may avail	Movie Houses Operator			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		N/A		
Note: The city provides movie checkers to check the number of movie goers.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number – Queuing machine at Sangguniang Panlungsod, CTO near the entrance	1. Give priority number and advise client to wait for his/ her number to be called	None	1 Minute	Esperanza Pariñas, Ticket Checker – City Treasurer’s Office
2. Submit the required documents and proceed to Counter 23	2. Prepare and issue payment slip for Amusement Tax	Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, Article 8, section 64 - Imposition of Taxes for Amusement Places and Activities	5 Minutes	Josephine Olvida, Ticket Checker – City Treasurer’s Office



<p>3. Submit Amusement Tax payment slip to collector at Counter 23, Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod</p>	<p>3. Issue Official Receipts as proof of payment at counter 23, Business Tax Assessment Division, City Treasurer's Office, Sangguniang Panlungsod</p>	<p>Based on the 2017 Revenue Code of the City of Davao Ordinance No. 0291-17, series of 2017, Article 8, section 64 - Imposition of Taxes for Amusement Places and Activities</p>	<p>3 Minutes</p>	<p>Counter 23: Wilson Bascon, Revenue Collection Clerk I - City Treasurer's Office</p>
<p>TOTAL:</p>		<p>Attached Annex- 16</p>	<p>9 Minutes</p>	



ANNEX – 16

<i>Amusement Place</i>	<i>Rate</i>
a) Movie Theaters or Cinema	- 10% from the showing of foreign films - 5% from the showing of local films
b) Concert Halls, Comedy Bars, KTV Clubs, Cocktail Lounges and other Night Spots	- 10%
c) Carnivals, Theme Parks, Video and Game Arcades, Mechanical Rides and other Fun Houses	- 10%
d) Cockpits	- 10%
e) Sports Stadia and Multi-Purpose Coliseum	- 10%
f) All other Amusement Places not specifically falling under the above enumeration	- 5%

There shall be collected from the producers and promoters or amusement activities, a tax with the rate herein prescribed based on the gross receipts from admission fees:

Amusement Activities	Rate
a) Movie Premiers	-10% from the showing of foreign films -5% for the showing of local films
b) Musical Concerts, Theatrical Plays, Fashion Shows and other Live Performances	-10% from those performed by foreign Artists - 5% from those performed by local Artists
c) Cockfights and Derbies held in a regular licensed cockpit	- 30%
Additional Fee per Sultada	P 100.00
d) All other Amusement Activities not specifically falling under the above enumeration	-10% from those performed by foreign artists/athletes - 5% from those performed by local artists.



21. Payment of Cemetery				
Collection of fees of grave lots/ pantheons/ niches in all public cemeteries.				
Office or Division		OFFICE OF THE CITY TREASURER – CASH RECEIPTS DIVISION AND DISTRICTS		
Classification		Simple Transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Tax Order of Payment – 1 original		City Economic Enterprise Office – City Hall, Davao City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number at windows 9 to 10, Sangguniang Panlungsod Lobby	1. Give priority number and advise client to wait for his/her number to be called	None	3 Minutes	Window 9: Anisah Lao Window 10: Leonicor Brizuela, Ticket Checkers – City Treasurer's Office
2. Present required documents at windows 9 to 10, Sangguniang Panlungsod Lobby	2. Verify documents and issue receipts		2 Minutes	Window 9: Anisah Lao Window 10: Leonicor Brizuela, Ticket Checkers – City Treasurer's Office
TOTAL:		Attached Annex - 17	5 Minutes	



ANNEX - 17

Section 317. Imposition of Fees. - There shall be collected the following rental fees for a period of six (6) years for the rental of City cemetery lots:

A. Rehabilitated and Newly Established Public Cemetery

a.)	Rental fee for Grave Lots		
	• Adult section	P	13,200.00
	• Children section		5,500.00
b.)	Compartmentalized Niches Rental Fee		
	• Ground Level		7,040.00
	• Second Level		8,800.00
	• Third Level		7,920.00
	• Fourth Level		6,160.00

No physical improvements shall be allowed on the lots, niches and ossuaries.

B. Pre-Rehabilitated Public Cemetery

a.)	Burial Fee for Grave Lots Niche /Pantheon		
	• Adult section	P	2,200.00
	• Children section		1,100.00
b.)	Annual renewal fee for Burials on Grave lots, Pantheons/Niches whose lease contract has expired are as follows:		
	1.) Grave Lots		
	• Adult section	P	275.00
	• Children section		220.00
	2.) Niches (niches/pantheon placed on top or <i>Patong</i> burials)		275.00
c.)	Burial on Grave lots and pantheon/Niches without lease contract from 2005 and below, as follows:		
	1.) Grave Lots		
	• Adult section	P	2,200.00
	• Children section		1,100.00
	2.) Niches (niches/pantheon placed on top or <i>Patong</i> burials)		2,200.00
	3.) Exhumation of remains (per set of bones)		500.00



CITY VETERINARIAN'S OFFICE
EXTERNAL SERVICES



1. Access to Information, Education and Communication (IEC) Materials				
Provision of flyers, handouts and technical bulletins that contain the following: 1.) Information on significant animal diseases that are hazardous to public health/safety and threatens the livestock and poultry industry, and 2.) Technical Manuals of Livestock and Poultry commodities				
Office or Division	Office of the City Veterinarian / Research and Laboratory Division			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Livestock Technicians and Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For case conferences in relation to economic abuse:				
1. Filling out of information and signature of clients in the logbook or distribution sheets		1. Research and Laboratory Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Research & Laboratory Division, City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg., Magallanes St. Davao City	1 Request the client to fill out the required information and to affix the signature in the log book or distribution sheet	None	5 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Arlene P. Lagare, Med. Tech II, Med. Lab Tech III, Med. Lab. Tech II and Statistician II-Office of the City Veterinarian
2. Wait for the release of Information Educational Communication (IEC) materials in City Veterinarian's Office, Research & Laboratory Division, 2nd Floor, City Hall Annex Bldg., Magallanes St. Davao City	2. Prepare and give the Information Educational Campaign (IEC) materials to the client and Record the transaction	None		
TOTAL:		None	5 Minutes	



2. Animal Blood Examination				
Various laboratory test for animal blood to aid in disease diagnosis.				
Office or Division		Office of the City Veterinarian		
Classification		Simple transaction		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Laboratory materials for blood collection (laboratory kit with syringes, cotton, alcohol, vacutubes, gloves, mask, head cap, scissors, sharp container, ice, test tube holder, stool container, ballpen, marker, glass slides, paper name tags, forcep) prepared at Davao City Animal Disease Diagnostic Laboratory (DCADDL)		1. Davao City Animal Disease Diagnostic Laboratory (DCADDL)		
2. Animal/s subject for blood testing within the area/site of collection within Davao City		2. Owner of the animal/s subject for blood testing at the area/site of collection within Davao City		
3. Masterlist of the samples collected within Davao City – 1 original, 1 photocopy		3. Owner of the animal blood sample/s collected within Davao City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the animal for blood collection at Davao City Animal Disease Diagnostic Laboratory (DCADDL)/specific area of collection	1. Interview the client and record the information gathered at the Davao City Animal Disease Diagnostic Laboratory (DCADDL)/ specific area of collection	None	5 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Arlene P. Lagare, Med. Tech II, Med. Lab Tech III, Med. Lab. Tech II and Statistician II-Office of the City Veterinarian
2. Secure and restrain the animal for blood collection at Davao City Animal Disease Diagnostic Laboratory (DCADDL)/specific area of collection	2. Collect blood sample and label with the laboratory number at Davao City Animal Disease Diagnostic Laboratory (DCADDL)/ specific area of collection	None	20 Minutes	



3. Follow up the test result/s a day after submission/ collection at Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	3. Conduct laboratory test at Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	1 Day	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Arlene P. Lagare, Med. Tech II, Med. Lab. Tech III, Med. Lab. Tech II and Statistician II-Office of the City Veterinarian
4. Claim official laboratory result and affix signature on the laboratory logbook at Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	4. Upon release, record the test result and give the log book to the client for signature a Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	15 Minutes	
5. Consult veterinarian for the laboratory result at the City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg, Magallanes St. Davao City	5. Veterinarian interprets laboratory result to client at the City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg, Magallanes St. Davao, City	None	20 Minutes	
TOTAL:		None	1 Day and 1 Hour	



3. Animal Dispersal				
It is a program to help farmers own livestock and consequently increase their income from the farm to support local animal raisers providing improved breeding stocks to upgrade the present stocks and development of our livestock industry in Davao City.				
Office or Division	Office of the City Veterinarian			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Farmers from Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent- mentioning the intention to avail of the dispersal program - 1 original		1. Interested Farmer/ Association/ Cooperative		
2. Famer must be a resident within Davao City		2 Barangay Office		
3.No record of previous dispersal program from local and national agencies		3. Barangay Office		
A. For Cooperative:				
1. Certificate of No Outstanding Balance from the City – 1 original		City Treasurer's Office		
2. Certificate of registration with the CDA / SEC-1 photocopy		CDA / SEC		
3. Board Resolution duly signed by the Board of Directors– 1 photocopy		Association/ Cooperative		
B. For Individual farmer / recipient:				
1) Picture 1 X 1 - 2 pieces		1) Farmer/ recipient		
2) Cedula - 1 photocopy		2) Barangay Office		
3) Barangay. Certificate - 1 original		3) Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform office through letter of intent addressed to the City Veterinarian's Office, 2nd Floor City Hall Annex Bldg., Magallanes St. Davao City	1. Receive the letter of intent	None	15 Minutes	Dr. Agnes G. Amores/ Naomi Ruth L. Aquino, Veterinarian II/ Livestock Dispersal Officer - Office of the City Veterinarian
2. Wait for the approval/ disapproval of the letter of intent	2. Route letter of intent from Department Head to Division Chief to District Head Supervisor	None	1 Hour	Dr. Cerelyn B. Pinili, Department Head- Office of the City Veterinarian



3. None	3. Letter of intent will be forwarded to District concern for Livestock Technician validation and assessment	None	2 Hours	Dr. Gay Zaragosa Pallar, Acting Chief-AHDC Division - Office of the City Veterinarian
4. None	4. Livestock Technician /District Head Supervisor will indorse to City Vet. Office with feedback	None	3 Days	Felynie A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist, District Head Supervisor/ Livestock Technician – Office of the City Veterinarian
5. None	5. If Approved-Client will be listed for the first come first serve policy or advice proponent to wait for his turn and availability of livestock dispersal	None	30 Minutes	Naomi Ruth L. Aquino, Livestock Dispersal Officer – Office of the City Veterinarian



	<p>Note: If not approved Livestock Technician advice the client to improve the requirements. Possible reasons of failure: 1.Pig pen/ shed 2.Location 3.Management Capability to purchase feeds (hog)</p>	None	15 Minutes	<p>Felynne A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist District Head Supervisor / Livestock Technician-Office of the City Veterinarian</p>
6. None	6. If Approved- inform the Department Head that the farmer is qualified	None	1 Hour	Naomi Ruth L. Aquino, Livestock Dispersal Officer - Office of the City Veterinarian
7. Receive update on the status of the letter of intent (approved or disapproved)	7. Give information as to the approval or denial of request	None	1 Hour	Felynne A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/
8. None	8. District Head	None	1 Hour	



	Supervisor/ Livestock Technician will give technical assistance/ intervention			Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist., District Head Supervisor/ Livestock Dispersal Officer - Office of the City Veterinarian
9. Qualified farmer/recipient must attend seminar on livestock raising and management	9. Animal Husbandry & Disease Control Division (Dispersal Unit) will conduct a seminar and inform the recipients on the scheduled date	None	1 Day	
10. None	10. Animal Husbandry & Disease Control Division (Dispersal Unit) delivers the dispersal animal to the area of recipient.	None	1 Day	
11. Farmer/ recipient must sign the documents: a. Dispersal Contract b. Acknowledgement Receipt	11. Provide Documents: a. Dispersal Contract b. Acknowledgement Receipt	None	45 Minutes	Naomi Ruth L. Aquino, Livestock Dispersal Officer- Office of the City Veterinarian
12. Submit the requirements	12. Verify the completeness of the requirements	None	45 Minutes	
13. Recipient receives the dispersed animal	13. Provide documentation on the event like pictorials upon receiving the animals	None	1 Hour	Felynne A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan,
14. None	14. Monitoring of	None	1 Day	



	<p>dispersal:</p> <p>Livestock Technician monitors the dispersal on the 2nd or 3rd day after the farmer received the dispersal and monthly monitoring is conducted for updates /health status of the animal. Until such time the recipient will pay his/her obligation to be used for Re-dispersal, such as</p> <p>Swine - 2 female piglets Goat -1 female Cattle - 1 female Carabao– 1 female Chicken – based on number of heads dispersed</p>			<p>Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist., District Head Supervisor / Livestock Technician and Livestock Dispersal Officer- Office of the City Veterinarian</p>
<p>TOTAL:</p>	<p>None</p>	<p>If Approved, 5 Days, 9 Hours and 15 Minutes.</p> <p>If not Approved, 5 Days, 9 Hours and 30 Minutes</p>		



4. Animal Fecal Examination				
Laboratory test for identification of the different parasites in animal feces to aid in animal disease diagnosis.				
Office or Division	Office of the City Veterinarian - Davao City Animal Disease Diagnostic Laboratory (DCADDL)			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Farmer/s and Pet Owners/Livestock Inspectors			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Specimen sample (Feces/Manure) (Specimen sample must be labeled properly and packed individually) collected within the area of Davao City		1. Sender/Owner of the animal where the sample/s is taken		
2. Masterlist of the samples submitted - 1 original, 1 photocopy		2. Sender / Owner of the fecal sample/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit specimen to the Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	1. Receive and check the samples submitted in Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	5 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Shirley Mae Ozoa/ Marivic Papasin, Med Tech II/ Med Lab Tech III/ Med Lab Tech II/ Laboratory Aides - Office of the City Veterinarian
2. Present the masterlist of the samples submitted in Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City),	2. Check if the required data needed is present in Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	3 Minutes	
3. Follow –up test result in Davao City Animal Disease Diagnostic Laboratory (DCADDL) Ma-a, Davao City,	3. Conduct laboratory test in Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	1 Day	



4.Claim official laboratory result and affix signature on the laboratory logbook in Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	4. Upon release, record the test result and give the log book to the client for signature in Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	15 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Shirley Mae Ozoa/ Marivic Papasin, Med Tech II/ Med Lab Tech III/ Med Lab Tech II/ Laboratory Aides - Office of the City Veterinarian
5. Consult veterinarian for the laboratory result at City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg, Magallanes St.Davao City	5.Veterinarian interprets laboratory result to client at City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg, Magallanes St. Davao City	None	20 Minutes	Dr. Maria Corazon Sepulveda Veterinarian III, OIC Research & Lab Division - Office of the City Veterinarian
TOTAL:		None	1 Day and 43 Minutes	



5. Animal Rabies Diagnostic Services				
Laboratory test for rabies in animals that is used to guide human rabies risk analysis.				
Office or Division	Office of the City Veterinarian - Davao City Animal Disease Diagnostic Laboratory (DCADDL)			
Classification	Simple Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Pet Owners/ Animal Bite Victims			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Specimen sample (head of the animal) (Specimen sample must be packed in Styrofoam with ice upon submission and that sample to be examined should not have been buried or preserved in any chemical solutions) to be submitted at the Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City		1. Sender/ Owner of the sample		
2. Payment Slip – 1 original		2. Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City		
3. Official Receipt- 1 original		3. City Treasurer's Office, located at Ma-a Slaughterhouse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit specimen to the Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	1. Receive, check and label the specimen (assign laboratory number per specimen)	None	10 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Shirley Mae Ozoa/ Marivic Papasin, Med Tech II/ Med Lab Tech III/ Med Lab Tech II/ Laboratory Aides - Office of the City Veterinarian
2. Provide needed information relevant to the conduct of the laboratory test at Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	2. Conduct the interview with the client and records the captured information	None	15 Minutes	
3. Receive payment slip from Davao City Animal Disease Diagnostic Laboratory (DCADDL), Ma-a, Davao City	3. Issue payment slip to client	None	2 Minutes	



4. Present the payment slip to the City Treasurer's Office Collector in Davao City Slaughterhouse, Ma-a, Davao City	4. Issue the official receipt to client from City Treasurer's Office Collector in Davao City Slaughterhouse, Ma-a, Davao City	Php 150.00	1 Hour	Collector – City Treasurer's Office
5. Present the Official Receipt to Davao City Animal Disease Diagnostic Laboratory (DCADDL) staff	5. Record the Official Receipt Number	None	2 Minutes	Ma. Noreen J. Eng, RMT/ Merry Christene Padios, RMT/ Darius Devilleres, RMT/ Shirley Mae Ozoa/ Marivic Papasin, Med Tech II/ Med Lab Tech III/ Med Lab Tech II/ Laboratory Aides - Office of the City Veterinarian
6. Wait for the notification thru text message from Davao City Animal Disease Diagnostic Laboratory (DCADDL) staff	6. Conduct laboratory test and inform client of the result thru text message	None	1 Day	
7. Claim official laboratory result and affix signature on the laboratory logbook at the Davao City Animal Disease Diagnostic Laboratory (DCADDL)	7. Upon release, record the official laboratory result and give the logbook to the client for signature at the Davao City Animal Disease Diagnostic Laboratory (DCADDL)	None	5 Minutes	
8. Consult veterinarian for the laboratory result in City Veterinarian's Office, 2nd Floor, City Hall Annex, Magallanes St. Davao City	8. Interpret laboratory result	None	20 Minutes	Dr. Maria Corazon Sepulved, Veterinarian III, OIC Research & Lab Division- Office of the City Veterinarian
TOTAL:		PHP 150.00	1 Day, 1 Hour and 54 Minutes	



6. Artificial Insemination (AI) Services				
The purpose of this process is for genetic modification of animals as well as cutting the cost of maintenance of breeding bull/ boar for a herd.				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Owners of female cattle and carabao in Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For cattle and carabao:				
1. Breedable—2½ to 3 years old, weighing 250 kilos		1. From requesting client		
2. Must have animal chute		2. Chutes are installed to the area/barangay in Davao City where Artificial Insemination(AI) is conducted		
3. Within heat period – average 18 hours		3. On the area/barangay in Davao City where Artificial Insemination (AI) is conducted		
For swine:				
1. Breedable—2½ to 3 years old, weighing 250 kilos		1. From requesting client		
2. Within heat period – average 72 hours		2. On the area/barangay in Davao City where Artificial Insemination (AI) is conducted		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform main / district office that the animal is in heat	1. Set a schedule for artificial insemination (AI) and inform the client to prepare animal chute	None	5 Minutes	Aida L. Omaña/ Felynie A. Mohammad/ Olivia B. Casas, Artificial Insemination Technician for large animals - Office of the City Veterinarian
2. Place the female Carabao /Cow inside the chute Office, Research & Laboratory Division, 2nd Floor, City Hall Annex Bldg.,	2.1 Perform ovarian palpation to confirm if animal is on standing heat. If animal is on standing heats proceed to artificial Insemination.	None	10 Minutes	



Magallanes St. Davao City	2.2 Present Unified National Artificial Insemination (UNAIP) / Philippine Carabao Center	None	5 Minutes	
	2.3 If not in heat, client is advised to have the animal undergo synchronization to manifest heat after 3 days and eventually be artificially inseminated	None	10 Minutes	
3. None	3 Evaluate if the sow is on standing heat, proceed to artificial insemination if it is on standing heat. If not, advise the client the proper way to detect standing heat of sow. Animals are given vitamins before released.	None	10 Minutes	Albert C. Aquino/ Nicasio P. Laurel/ Celso D. Ytac/ Jonell Ytac/ Alfredo T. Engyo/ Fernando Camanzo Jr./ Raymundo V. Jutoy/ Eric P. Roscom, Barangay- Based Artificial Inseminators (BBAIT) for swine on concerned areas (such as Barangay Health Workers)
TOTAL:		None	Carabao/ Cow: 30 Minutes Swine: 10 Minutes	



7. Claiming of Impounded Animals				
Impounding of stray animals is one of the strategies to control rabies within the City.				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Claimants of impounded animals			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Order of Payment – 1 original		1. City Pound-Slaughterhouse		
2. Official Receipt – 1 original		2. City Treasurer’s Office-Slaughterhouse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check/ confirm if the dog/large animals are impounded in City Pound premises/ office at Purok 26 Riverside, By-pass Road, Ma-a Davao City	1. Check impounding report in City Pound premises/office located at Purok 26 Riverside, By-pass Road, Ma-a Davao City	None	5 Minutes	Medardo B. Suarez, Jr. Animal Keeper III- Office of the City Veterinarian
2. Retrieve the dog / large animals impounded and receive payment slip in City Pound Facility at Purok 26 Riverside, By-pass Road, Ma-a Davao City	2. Issue Payment slip City Pound premises/ office located at Purok 26 Riverside, By-pass Road, Ma-a Davao City	Dogs: First day - Php 500.00 And Php 50.00 per day for 2 days. 3rd day, if unclaimed, perform euthanasia Large Animals: Php 1,000.00	5 Minutes	Medardo B. Suarez, Jr. Animal Keeper III- Office of the City Veterinarian
3. Pay to City Treasurer Collector in Davao City Slaughterhouse Purok 26	3. Issue Official Receipt in Davao City Slaughterhouse Ma-a, Davao City	None	5 Minutes	Collector- City Treasurer’s Office



Riverside, Bypass Road, Ma-a Davao City				
4. Present Official Receipt (OR) to City Vet Office personnel in City Pound Facility at Purok 26 Riverside, Bypass Road, Ma-a Davao City	4. Record necessary data of owner's identification	None	5 Minutes	Medardo B. Suarez, Jr. Animal Keeper III- Office of the City Veterinarian
5. Claim the dog/ large animal/s	5. Inform the dog owner regarding responsible pet ownership and conduct rabies vaccination to claimed dog/s. Prepare and release the impounded animal.	None	15 Minutes	Medardo B. Suarez, Jr. Animal Keeper III- Office of the City Veterinarian
TOTAL:		Dogs: First day- P500.00 and P50.00/day for 2 days. 3rd day, if unclaimed, perform euthanasia Large Animals: P1,000.00	35 Minutes	



8. Issuance of Fish Inspection Certificate				
Issuance of Fish Inspection Certificate in public and private markets.				
Office or Division	Office of the City Veterinarian/Meat, Livestock and Fish Inspection Division			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Fish vendors, fish dealers and retailers			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Local Tax Permit from point of origin - 1 original		1. LGU where the fish was taken		
2. Auxiliary Permit from point of origin - 1 original		2. LGU where the fish was taken		
3. Payment Slip -1 original		3. Fish Inspector on duty at Public Market/Private Market		
4. Official Receipt - 1 original		4. City Treasurer's Office Market Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary documents before inspection in public and private markets in Davao City	1. Check the completeness of the documents before conducting inspection at public and private fish markets in Davao City	None	3 Minutes	Monaliza B. Roxas/ Keneth Paul Lofranco/ Roehl I. Ibjajan/ Emma Eloisa V. Faustino/ Cyrus Kim P. Manliguez/ Love Joy Cyril L. Ponpon/ Kevin P. Patulilic/ Jasmin E. Alojado/ Stephanie C. Adlova/ Fernan Felisilda, Senior Aquaculturist/ Aquatechs II/ Aqua Tech I/Aqua Tech Asst. Auxiliary Service - Office of the City Veterinarian
2. Declare fish weight in kilos in public and private markets in Davao City	2. Validate the number of kilos declared by the client in public and private markets in Davao City	None	2 Minutes	
3. Receive the payment slip in public and private markets in Davao City	3. Issue Payment Slip to the client in public and private markets in Davao City	None	2 Minutes	



4. Present Payment Slip to the City Treasurer Collector	4. Issue Official Receipt	Fish Inspection Php 1.00 per kilo	2 Minutes	Collector, City Treasurer's Office
5. Present Official Receipt	5. Issue Fish Inspection Certificate	None	3 Minutes	Monaliza B. Roxas/ Keneth Paul Lofranco/ Roehl I. Ibajan/ Emma Eloisa V. Faustino/ Cyrus Kim P. Manliguez/ Love Joy Cyril L. Ponpon/ Kevin P. Patulilic/ Jasmin E. Alojado/ Stephanie C. Adlova/ Fernan Felisilda, Senior Aquaculturist/ Aquatechs II/ Aqua Tech I/Aqua Tech Asst. Auxiliary Service - Office of the City Veterinarian
6. Display fish for sale	6. Monitor public and private markets in Davao City	None	3 Minutes	
TOTAL:		Fish Inspection Php 1.00 per kilo	15 Minutes	



9. Issuance of Meat Inspection Certificate				
Issuance of Meat Inspection Certificate to slaughterhouse and dressing plants (Hog, Goat, Large Cattle and Poultry)				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Meat Vendors, Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
For case conferences in relation to economic abuse:				
1. Permit to Slaughter- 1 original		1. City Vet Satellite offices/ desk in government or authorized private slaughterhouses and Dressing Plant in Davao City		
2. Entry Slip- 1 original		2. c/o Economic Enterprise		
3. Official Receipt - 1 original		3. District or Slaughterhouse City Treasurer Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present permit to slaughter and entry slip of livestock and poultry, at City Vet Satellite offices/ desk in government or authorized private slaughterhouses and Dressing Plants in Davao City	1. Checks the validity and completeness of the documents;	None	2 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C.
2. Receive the payment slip at City Vet Satellite office/desk in government or authorized private slaughterhouses and Dressing Plants in Davao City	2. Issue payment slip at City Vet Satellite Office/desk in government or authorized private slaughterhouses and Dressing Plant in Davao City	None	2 Minutes	Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/



				Charis Mae L. Dumam-ag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian
3. Present payment slip and pay	3. Issue Official Receipt	Permit to Slaughter Large Cattle Php 100.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 ANTE-	2 Minutes	Collector- City Treasurer's Office



		<p>MORTEM:</p> <p>Large Cattle Php 25.00</p> <ul style="list-style-type: none"> ● Hog Php 15.00 ● Goat Php 5.00 ● Poultry Php 0.50 <p>POST MORTEM:</p> <p>Large Cattle Php 70.00</p> <ul style="list-style-type: none"> ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php 0.50 		
4. Present Official Receipt at City Vet Satellite Office/desk, butcher of the client permitted to slaughter their livestock in government or authorized private slaughterhouse and Dressing Plant in Davao City	4. Conduct post-mortem inspection; issue Meat Inspection Certificate if found fit for human consumption at City Vet Satellite Offices/desk in government or authorized private slaughterhouse and Dressing Plant in Davao City	None	23 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od /Erlinda J. Palo/ Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S. Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis
5. Claim the Meat Inspection Certificate	5. Release the Certificate	None	1 Minute	



				<p>Mae L. Dumamag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I/ Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian</p>
TOTAL:		<p>Permit to Slaughter</p> <p>Large Cattle Php 100.00</p> <ul style="list-style-type: none"> ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 <p>ANTE-</p>	30 Minutes	



	<p>MORTEM:</p> <p>Large Cattle Php 25.00</p> <ul style="list-style-type: none">• Hog Php 15.00• Goat Php 5.00• Poultry Php 0.50 <p>POST MORTEM:</p> <p>Large Cattle Php 70.00</p> <ul style="list-style-type: none">• Hog Php 50.00• Goat Php 20.00• Poultry Php 0.50		
--	---	--	--



10. Issuance of Negative Red Tide Monitoring Mouse Bio-Assay Examination Report				
Issuance of Red Tide Laboratory Result.				
Office or Division	Office of the City Veterinarian - Meat, Livestock and Fish Inspection Division			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Green Mussel (Tahong) Suppliers/Consignee			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Local Tax Permit from point of origin - 1 original		1. Bureau of Fisheries and Aquatic Resources (BFAR) Quarantine from source of origin		
2. Auxiliary Permit from point of origin - 1 original		2. Municipal Agricultural Office where the "tahong/ Green Mussel " was taken		
3.3. Municipal Sanitary Permit - 1 original		3. Municipal Health Office where the "tahong/ Green Mussel" was taken		
4.4. Payment Slip - 1 original		4. City Veterinarian's Office Red Tide Laboratory Personnel		
5.5. Official Receipt- 1 original		5. City Treasurer's Office Market Collector		
6.6. Red Tide Laboratory Result -1 original		6. City Veterinarian's Office Red Tide Laboratory Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary documents at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	1. Check the documents before collecting samples at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	None	5 Minutes	Monaliza B. Roxas, Roehl I. Ibajan/Jamin E. Alojado/ Cyril Love Joy L. Ponpon/ Senior Aquaculturist, AquaTech II/ Aqua Tech I/ Aqua Tech Asst – Office of the City Veterinarian
2. Declare number of sacks of tahong/Green Mussels at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	2. Collect random sampling from the stocks at unloading point at Rasay St. Bankerohan, Davao City	None	5 Minutes	
3. Receive the payment slip Davao City Red Tide Monitoring	3. Issue Payment Slip at Red Tide Monitoring	None	2 Minutes	



Laboratory, Rasay St. Bankerohan	Laboratory, Rasay St. Bankerohan, Davao			
4. Present Payment Slip and pay to the City Treasurer 's Office Collector 2nd Floor Bankerohan Public Market, Bankerohan, Davao City	4. Issue Official Receipt City Treasurer 's Office Collector 2nd Floor Bankerohan Public Market, Bankerohan, Davao City	Laboratory Fee of Php 200.00	2 Minutes	City Treasurer Collector
5. Wait for the result of the test at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	5. Conduct the Mouse Bio-Assay Test at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	None	1 Hour and 15 Minutes	Monaliza B. Roxas, Roehl I. Ibajan/Jamin E. Alojado/ Cyril Love Joy L. Ponpon/ Senior Aquaculturist, AquaTech II/ Aqua Tech I/ Aqua Tech Asst – Office of the City Veterinarian
6. Present Official Receipt to the City Vet. Personnel at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	6. Release Red Tide Laboratory Result at Davao City Red Tide Monitoring Laboratory, Rasay St. Bankerohan, Davao City	None	1 minute	
TOTAL:		Laboratory Fee of Php 200.00	1 Hour and 30 Minutes	



11. Consultation Services				
To provide free consultation to owners who would like to have their animals treated, seek advice on proper animal raising and health management.				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Small animals - Present the animal to City Veterinarian's Office- Veterinary Clinic, Ground Floor, City Hall Annex Bldg, Magallanes St. Davao City		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal in City Veterinarian's Office- Veterinary Clinic, Ground Floor, City Hall Annex Bldg, Magallanes St. Davao City	1. Veterinarian on duty will conduct physical examination on the animal	None	3 Minutes	Dr. Clarita A. Tellano/ Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Monaliza B. Roxas/ Lanie C. Cadalo/ Loida B. Pacatang, Veterinarian IV/ Meat Control Officers/ Senior Aquaculturist/ Meat Inspection Aide/ Auxilliary Service - Office of the City Veterinarian
2. Client seeks advice and state its history regarding the condition of the animal to the Veterinarian or to the Technician assigned in District Offices (if unable to bring) in cases of large animals (e.g. cow, carabao, pig, goat, horse)	2. Collect or ask data or history of the animal from the owner	None	3 Minutes	
3. Listen to the advice or instructions given in the prescription	3. Advice is given to client on the condition of the animal and prescription of medicine is given or Veterinarian may refer to private clinic (if necessary)	None	6 Minutes	
TOTAL:		None	12 Minutes	



12. Free Spay and Neuter

Neutering service is part of the Intensified Rabies Control Program to reduce the population of dogs and cats in the public areas which will also help prevent the spread of zoonotic disease. To provide free spay and neuter/removal of an animal's reproductive organ (ovary and testicle) thru minor/major surgical procedure thus making them unable to reproduce, eliminate heat cycle and breeding instinct related behavior.

Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Dogs / Cats must be 4 months old and above		Client		
2. Dogs / Cats must be of good health				
3. Dogs/Cats must be duly vaccinated (e.g rabies vaccine)				
4. Animals for surgery must not in heat				
5. Food must not be given to dogs /cats at least 12 hours prior to surgery				
6. Clients need to bring the ff.:				
a. 1 roll of unused tissue paper or gauze pad				
b. 1 piece of manila paper				
c. 1 bottle of alcohol				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the schedule in the district/barangay concerned	1. Set schedule for spay or neuter in the barangay	None	3 Minutes	Felynne A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./
2. Inquire requirements for surgery from City Veterinarian personnel in the requesting district/ barangay within Davao City where the activity is conducted	2. Advise clients to withhold food for at least 12 hours prior to surgery	None	10 Minutes	
3. Submit the requirements needed to City Vet personnel in the requesting district/barangay where the activity is conducted within Davao City	3. Advice is given to client on the condition of the animal and prescription of medicine is given or Veterinarian may refer to	None	5 Minutes	



	private clinic (if necessary)			Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist District Head Supervisor/ Livestock Technician- Office of the City Veterinarian
4. Register the animal and sign the waiver provided in the requesting district/barangay where the activity is conducted within Davao City	4. Record in the logbook the details of dogs or cats for surgery to the location of the requesting district/barangay where the activity is conducted within Davao City	None	2 minutes	
5. Restrain the animal	5. Administer anesthetics and conduct spay or neuter to the animal	None	5 Minutes	Dr. Gay Zaragosa Pallar, Acting Chief AHDC Division - Office of the City Veterinarian
6. Wait for post operation complication of the animal, if there is any	6. Observe post-operative complication of the animal, if there is any	None	15 Minutes	
7. Take the animal home and apply post-operative care	7. Advice post-operative care to the client	None	15 minutes	
TOTAL:		None	55 Minutes	



13. Giving Out of Research Findings				
Provide important information to livestock and poultry stakeholders, policymakers, government and non-government entities.				
Office or Division	Office of the City Veterinarian – Research and Laboratory Division			
Classification	Simple			
Type of Transaction	G2C/ G2G - Government to Citizen/ Government to Government			
Who may avail	Livestock and poultry farmers & students, national agencies, LGUs & academe			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter request addressed to the City Administrator/Department Head or Partner Academe		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg., Magallanes St. Davao City	1. Receive and acknowledge receipt of letter	None	5 Minutes	Dr. Maria Corazon Supulveda/ Arlene P. Lagare, Veterinarian III, Statistician II- Office of the City Veterinarian
2. Wait for the approval of the request via e-mail, call and text	2. Forward request to the approving officer at City Veterinarian's Office, 2nd Floor, City Hall Annex Bldg., Magallanes St. Davao City	None	2 Days	Atty. Zuleika T. Lopez/ Dr. Cerelyn B. Pinili/ Dr. Lyre Marua, City Administrator City Veterinarian/ Partner Academe From UP Mindanao
3. Receive information / document needed and affix signature on the client's log book	3. Release document and record transaction	None	5 Minutes	Dr. Maria Corazon Supulveda/ Arlene P. Lagare, Veterinarian III, Statistician II- Office of the City Veterinarian
TOTAL:		None	2 Days and 10 Minutes	



14. Dog and Cat Anti-Rabies Vaccination				
Provision of Free Anti-Rabies vaccination to dogs and cats. This is a biological preparation that gives active acquired immunity against the disease thru subcutaneous injection in the animal. Anti-rabies vaccination is part of the Intensified Rabies Control Program of the City.				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Dogs/ Cats should be at least 3 months old and apparently healthy		1. From requesting client		
2. Vaccination card for the animal booster shots		2. City Veterinarian's Office, Ground Floor, City Hall Annex Bldg, Magallanes St. Davao City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the dog/cat for vaccination	1. Assess/ examine if the dog or cat is healthy and free from any diseases	None	3 Minutes	Dr. Noel D. Martin/ Dr. Clarita A. Tellano/ Dr. Maria Corazon B. Sepulvida/ Dr. Gay Z. Pallar/ Dr. Agnes G Amores/ Dr. Gloria N. Marquez/ Dr. Pearly Gay
2. Log the information data of the animal on the logbook	2. If the dog and cat is apparently healthy, anti-rabies vaccination shot is given	None	5 Minutes	Pacaide/ Felynie A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena,
3. Receive information / document needed and affix signature on the client's log book	3. Release document and record transaction Card to the owner	None	5 Minutes	



4.Receive vaccination card	4. Release vaccination card. Remind the client on the do's and don'ts after the vaccination	None	3 Minutes	Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist., Veterinarians IV, III, & II/ Meat Control Officer/ District Head Supervisor - Office of the City Veterinarian
TOTAL:		None	16 Minutes	



15. Pregnancy Diagnosis to Female Breeder Animals which underwent Artificial Insemination or Natural Breeding

Provision of free pregnancy diagnosis to assist farmers to have a successful breeding of animals.

Office or Division Office of the City Veterinarian

Classification Simple

Type of Transaction G2C - Government to Citizen

Who may avail Breeders of female cow and carabao in Davao City

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Female cow or carabao which underwent artificial insemination or natural breeding		1. Breeders of female cow and carabao in Davao City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests for pregnancy diagnosis to check if the female animal is pregnant 90 days after undergoing artificial insemination or natural breeding in the area/barangay where the female animal is located	1. Set a schedule for palpation / pregnancy diagnosis and advise client to prepare the chute at the area/barangay where the pregnancy diagnosis is requested	None	5 Minutes	Aida L. Omaña/ Felynie A. Mohammad/ Olivia B. Casas Artificial Insemination Technician- Office of the City Veterinarian
2. Animal is placed inside the chute provided by the farmers in the area/barangay where the pregnancy diagnosis is to be conducted	2. Perform ovarian palpation to evaluate the animal. If the animal is not pregnant, advise the client to request for synchronization so animal will manifest heat after 3 days and eventually be artificially inseminated or naturally bred	None	10 Minutes	
3. Take the animal home and follow the recommendations/ advice	3. After confirmation if animal is pregnant or not, vitamins is being supplemented to the animal and give recommendations advice to the client	None	5 Minutes	



TOTAL:	None	20 Minutes	
---------------	-------------	-------------------	--



16. Issuance of Veterinary Health Certificate (VHC) And Animal Inspection Certificate (AIC)

Issuance of official document by the City Veterinarian's Office certifying that the animals identified in the document have been inspected and found to satisfy the regulations pertaining to the intended movement and/or safe for slaughter.

Office or Division	Office of the City Veterinarian
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Breeders of female cow and carabao in Davao City

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Animals must be apparently healthy and be submitted for inspection	1. Client
2. Barangay certification of the animal – 1 original	2. Respective barangay where clients belong
3. Certificate of Ownership – 1 original	3. City Treasurer's Office- Main or District Offices please verify
4. Certificate of Transfer – 1 original	4. City Treasurer's Office- Main or District Offices
5. Identification card /Community Tax Certificate of the client	5. City Veterinarian's Office- Animal Clinic, Ground Floor, City Hall Annex Bldg.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements (travel/slaughter) at City Veterinarian's Office Animal Clinic, Ground Floor, City Hall Annex Bldg. Magallanes St., Davao City or at any City Veterinarian's District Offices in Davao City	1. Accept and record documents.	None	5 Minutes	Dr. Noel D. Martin/ Dr. Clarita A. Tellano/ Dr. Maria Corazon B. Sepulvida/ Dr. Gay Z. Pallar/ Dr. Agnes G Amores/ Dr. Gloria N. Marquez/ Dr. Pearly Gay Pacaide/ Felynie A. Mohammad, Baguio Dist./ Crisanto P. Baiño Agdao/ Pob/ Dist./ Leah Y. Punzalan Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan



				Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist., Veterinarians IV, III, & II/ Meat Control Officer/ District Head Supervisor - Office of the City Veterinarian
2. Receive payment slip (if the animal is for travel) from City Veterinarian's Office, Animal Clinic Ground, City Hall Annex Bldg. Magallanes St., Davao City or at any City Veterinarian's District Offices in Davao City	2. Issue payment slip	None	2 Minutes	Felynie A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./ Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist., District Head Supervisor –



				Office of the City Veterinarian
3. Pay to the City Treasurer's Office at Sangguniang Panlungsod Bldg., Ground Floor, Cash Receipts Div. (window 11 & 12) San Pedro St. and/or at any City Treasurer's District Offices in Davao City	3. Record the Official Receipt (OR) Number in the logbook	<p>Large Cattle- Php 50.00</p> <p>Hog Php 50.00</p> <p>Poultry Php 50.00 per 10 heads</p> <p>Rat/ hamster Php 50.00 per 10 heads</p> <p>Goat – Php 50.00</p> <p>Eggs – Php 50.00</p> <p>Dog/ cat – Php 50.00</p>	5 Minutes	Collector, City Treasurer's Office
4. Present animal for inspection in City Veterinarian's Office, Animal Clinic Ground Floor, City Hall Annex Bldg. Magallanes St., Davao City or at any City Veterinarian's District Offices in Davao City	4. Inspect animal for any sign of disease	None	4 Minutes	<p>Dr. Noel D. Martin/ Dr. Clarita A. Tellano/ Dr. Maria Corazon B. Sepulvida/ Dr. Gay Z. Pallar/ Dr. Agnes G Amores/ Dr. Gloria N. Marquez/ Dr. Pearly Gay Pacaide/ Felynne A. Mohammad, Baguio Dist./ Crisanto P. Baiño, Agdao/ Pob/ Dist./ Leah Y. Punzalan, Buhangin Dist./ Olivia B. Casas, Bunawan Dist./</p>



				Reynaldo B. Abonero, Calinan Dist./ Ramon A. Millan Sr., Marilog Dist./ Arcelie M. Cadiena, Paquibato Dist./ Bella F. Talungon, Talomo Dist./ Yolanda V. Manuales. Toril Dist./ Aida L. Omaña, Tugbok Dist.,
5. Receive the Veterinary Health Certificate (VHC) or Animal Inspection Certificate (AIC)	5. Sign and issue Veterinary Health Certificate (VHC) or Animal Inspection Certificate (AIC)	None	4 Minutes	
TOTAL:		Large Cattle- Php 50.00 Hog Php 50.00 Poultry Php 50.00 per 10 heads Rat/ hamster Php 50.00 per 10 heads Goat – Php 50.00 Eggs – Php 50.00 Dog/ cat – Php 50.00	20 Minutes	



17. Issuance of Permit to Slaughter				
Issuance of Permit to slaughter to slaughterhouse and dressing plants (Hog, Goat, Large Cattle and Poultry)				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Meat Vendors, Stakeholders			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. LARGE CATTLE:				
1.1 Certificate of Ownership – 1 original	1. Municipal or City Treasurer from the source of origin of the animal			
1.2 Certificate of Transfer -1 original	2. Municipal or City Treasurer from the source of origin of the animal			
1.3 Shipping Permit if the source of animal is from other provinces- 1 original	3. Veterinary Quarantine Office from the source of origin of the animal			
1.4 Veterinary Health Certificate or Animal Inspection Certificate-1 original Copy	4. Government or Private Licensed Veterinarian from the source of origin of the animal			
1.5 Barangay Clearance – 1 original	5. From the source of origin of the animal			
1.6 Official Receipt - 1 original	6. District or Slaughterhouse City Treasurer Collector			
1.7 Entry Slip – 1 original	7. c/o Economic Enterprise			
2. HOG, GOAT, POULTRY:				
2.1 Veterinary Health Certificate or Animal Inspection Certificate-1 original	1. Government or Private Licensed Veterinarian from the source of origin of the animal			
2.2 Barangay Certification	2. Barangay Captain from the source of origin of the animal			
2.3 Shipping Permit if the source of animal is from other province-1 original	3. Veterinary Quarantine Office from the source of origin of the animal			
2.4 African Swine Fever Negative Result/ASF Free Certification (Hog)	4. Department of Agriculture from the source of origin of the animal			
2.5 Payment Slip -1 original	5. Meat Inspectors/Veterinarian on duty in the Slaughterhouse/Dressing Plant			
2.6 Official Receipt - 1 original	6. District or Slaughterhouse City Treasurer Collector			
2.7 Entry Slip – 1 original	7. c/o Economic Enterprise			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entry of livestock and poultry, present necessary documents	1. Checks the validity and completeness of the documents;	c/o Economic Enterprise	13 Minutes	Dr. Pearly Gay P. Pacaide/ Dr.



<p>at City Vet Satellite offices/ desk in government or authorized private slaughterhouses and Dressing Plants in Davao City</p>	<p>conduct ante-mortem inspection; and assess the health status of the animal for slaughter; record entry to permit to slaughter at City Vet Satellite offices/ desk in government or private authorized slaughterhouses and Dressing Plant in Davao City</p>			<p>Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis Mae L. Dumam-ag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/</p>
<p>2. Receive the payment slip at City Vet Satellite office/ desk in government or authorized private slaughterhouses and Dressing plant in Davao City</p>	<p>2. Issue payment slip at City Vet Satellite office/desk in government or authorized private slaughterhouses and Dressing plant in Davao City</p>	<p>None</p>	<p>2 Minutes</p>	<p>Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis Mae L. Dumam-ag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/</p>



				Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian
3. Present payment slip and pay	3. Issue Official Receipt	Permit to Slaughter <ul style="list-style-type: none"> ● Large Cattle Php 100.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 ANTE- MORTEM: <ul style="list-style-type: none"> ● Large Cattle Php 25.00 ● Hog Php 15.00 ● Goat Php 5.00 ● Poultry Php 0.50 POST MORTEM: <ul style="list-style-type: none"> ● Large Cattle Php 70.00 ● Hog Php 50.00 	2 Minutes	Collector – City Treasurer’s Office



		<ul style="list-style-type: none"> • Goat Php 20.00 • Poultry Php 0.50 		
4. Present Official Receipt and claim the permit	4. Issue permit to slaughter	None	20 Minutes	<p>Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis Mae L. Dumam-ag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat</p>



				Control Officers II/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian
5.Claim permit to slaughter	5. Release Permit to slaughter	None	1 Minute	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago- od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis Mae L. Dumam- ag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R.



				Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office
TOTAL:		Permit to Slaughter <ul style="list-style-type: none"> ● Large Cattle Php 100.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 ANTE-MORTEM: <ul style="list-style-type: none"> ● Large Cattle Php 25.00 ● Hog Php 15.00 ● Goat Php 5.00 ● Poultry 	38 Minutes	



	<p>Php 0.50</p> <p>POST MORTEM:</p> <ul style="list-style-type: none">• Large Cattle Php 70.00• Hog Php 50.00• Goat Php 20.00• Poultry Php 0.50		
--	---	--	--



18. Issuance of Condemnation Receipt				
Issuance of Condemnation receipt to slaughterhouse and dressing plants (Hog, Goat, Large Cattle and Poultry)				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Meat Vendors, Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Permit to Slaughter – 1 original		1. City Vet satellite offices/ desk in government or authorized private slaughterhouses and Dressing Plant		
2. Entry Slip – 1 original		2. c/o Economic Enterprise		
3. Official Receipt - 1 original		3. District or Slaughterhouse City Treasurer Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present permit to slaughter and entry slip of livestock and poultry, at City Vet Satellite offices/ desk in government or authorized private slaughterhouses and Dressing Plants in Davao City	1. Checks the validity and completeness of the documents; at City Vet Satellite offices/ desk in government or private authorized slaughterhouses and Dressing Plant in Davao City	None	2 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ J Evelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis Mae L. Dumam-ag/ Felix H. Advincula Jr./
2. Receive the payment slip at City Vet Satellite office/desk in government or authorized private slaughterhouses and Dressing plant in Davao City	2. Issue payment slip at City Vet Satellite office/desk in government or authorized private slaughterhouses and Dressing plant in Davao City	None	2 Minutes	



				<p>Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares, Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian</p>
3. Present payment slip and pay	3. Issue Official Receipt	<p>Permit to Slaughter</p> <ul style="list-style-type: none"> ● Large Cattle Php 100.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 <p>ANTE-MORTEM:</p>	2 Minutes	Collector – City Treasurer's Office



		<ul style="list-style-type: none"> ● Large Cattle Php 25.00 ● Hog Php 15.00 ● Goat Php 5.00 ● Poultry Php 0.50 <p>POST MORTEM:</p> <ul style="list-style-type: none"> ● Large Cattle Php 70.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php 0.50 		
4. Present Official Receipt at City Vet Satellite Office/desk, butcher of the client permitted to slaughter their livestock in government or authorized private slaughterhouse and r slaughtering process be done	4. Conduct post mortem inspection,	None	13 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od/ Erlinda J. Palo Abimael B. Pernes/ Chloney Ann D. Culpa/ Dr. Reylan S Hadcan/ Julina Mary Anne Y. Alegria/ Jevelyn A. Jaculba/Rodel N.Rio/Bryan D. Tagadiad/ Charis
5. Claim condemnation receipt; coordinate with CTO in government or authorized private slaughterhouse and Dressing Plant in Davao City for offsetting of wave fees	5. Issue Condemnation receipt if carcass is found unfit for human consumption	None	1 Minute	



				<p>Mae L. Dumamag/ Felix H. Advincula Jr./ Mardeliza T. Depacaquibo/ Arnel M Rañoa// Neil Patrick B. Callao/ John Carlo S. Mabitag/ Ausrel Quince R. Usares/ Connie Joy C. Vicena/ Darwin N. Awit/ Leo S. Patos/ Ramil B. Lumpas/ Gerralyn B. Crausos/ Rico T. Tabay/ Meat Control OfficersII/ Meat Inspectors III/ Meat Inspectors II/ Veterinary Inspector/ Meat Inspectors I /Meat Inspector Assts /Meat Inspector Aides - Office of the City Veterinarian</p>
TOTAL:		<p>Permit to Slaughter</p> <ul style="list-style-type: none"> ● Large Cattle Php 100.00 ● Hog Php 50.00 ● Goat Php 20.00 ● Poultry Php0.50 	20 Minutes	



	ANTE-MORTEM: <ul style="list-style-type: none"> • Large Cattle Php 25.00 • Hog Php 15.00 • Goat Php 5.00 • Poultry Php 0.50 POST MORTEM: <ul style="list-style-type: none"> • Large Cattle Php 70.00 • Hog Php 50.00 • Goat Php 20.00 • Poultry Php 0.50 	
--	---	--

NOTE: Permit to Slaughter shall not be granted nor the corresponding fees collected on animals condemned by the City Veterinarian – City Ordinance 0291-17 s.17, Art. 12, Sec. 387



19. Issuance of Post Meat Establishment Control Receipt				
Issuance of Post meat establishment control receipt to persistent violator in all meat related establishment				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Meat Vendors, Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Meat Inspection Certificate (MIC) – 1 original		1. LGU from source of origin (local meat)		
2. Certificate of Meat Inspection (COMI) - 1 original		2. National Meat Inspection Services (NMIS) (imported meat)		
3. Shipping Permit if the source of meat is from other provinces - 1 original		3. Veterinary Quarantine from the source of origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document to the monitoring team	1.1 Assess the validity of the document presented. If valid, the team leader countersigns the document and returns the same to the vendor	None	5 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od /Erlinda J. Palo/ Abimael B. Pernes/ Chloney Ann D. Culpa/ Meat Control OfficersII / Meat Inspectors III/ Meat Inspectors II – Office of the City Veterinarian
	1.2 If irregularities found, conduct confiscation on the item of persistent violator		10 Minutes	
2. Violator receives and signs the receipt	2. Issue the Post-meat establishment control receipt with citation of violation and other information	None	5 Minutes	
TOTAL:		None	20 Minutes	

20. Issuance of Notice of Final Warning
--



Issuance of Notice of final warnings to first offender in all meat related establishment				
Office or Division	Office of the City Veterinarian			
Classification	Simple			
Type of Transaction	G2C/ G2B - Government to Citizen/ Government to Business			
Who may avail	Meat Vendors, Stakeholders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Meat Inspection Certificate (MIC) – 1 Original		1. LGU from source of origin (local meat)		
2. Certificate of Meat Inspection (COMI) - 1 original		2. National Meat Inspection Services (NMIS) (imported meat)		
3. Shipping Permit if the source of meat is from other provinces - 1 original		3. Veterinary Quarantine from the source of origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document to the monitoring team	1.1 Assess the validity of the document presented. If valid, the team leader countersigns the document and returns the same to the vendor	None	5 Minutes	Dr. Pearly Gay P. Pacaide/ Dr. Cherry Mae S. Bariwa/ Rodrigo T. Orbita/ Ricardo U. Emperado/ Rey B. Gelicame/ Anna Margarita R. Laguna/ Jodelco C. Balino/ Amalia R. Bago-od /Erlinda J. Palo/ Abimael B. Pernes/ Chloney Ann D. Culpa/ Meat Control OfficersII / Meat Inspectors III/ Meat Inspectors II – Office of the City Veterinarian
	1.2 If found with minor irregularities, remind the offender to be compliant with law		10 Minutes	
2. Violator receives and signs the receipt	2. Issue Notice of final warning to first offense violator with citation of violation and other information	None	5 Minutes	
TOTAL:		None	20 Minutes	



**DAVAO CITY INVESTMENT PROMOTION
CENTER
EXTERNAL SERVICE**



1. Availment of Local Government Incentives	
These incentives are provided by the City Government of Davao, to qualified new, existing and diversification projects of investors.	
Office or Division	Office of the City Mayor - Davao City Investment Promotion Center
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may avail	Investors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application addressed to the City Mayor – 1 original and 2 photocopies	1. Proponent
2. Notarized Application for Incentives	2. DCIPC website – www.invest.davaocity.gov.ph
3. Project Study	3. Proponent
4. DTI Certificate of Business Registration (for Proprietorship) – 3 photocopies	4. Department of Trade and Industry
5. Cooperative Development Authority Certificate of Registration (for Cooperative) – 3 photocopies	5. Cooperative Development Authority
6. Certification as to zoning classification of prospective site or business activity – 3 photocopies	6. City Planning and Development Office
7. Copy of SEC Articles of Incorporation/Partnership & By-laws (for Partnership & Corporation) – 1 certified true copy and 2 photocopies	7. Security and Exchange Commission
8. Board Resolution or Secretary's Certificate Authorizing personnel to transact with DCIPC – 1 original and 2 photocopies	8. Proponent
9. Environmental Compliance Certificate – 1 certified true copy and 2 photocopies	9. Department of Environment and Natural Resources - EMB
10. Barangay Resolution interposing no object to the planned project – 3 photocopies	10. Department of Environment and Natural Resources
11. Certificate of Non-Coverage or Environment Compliance Certificate – 3 photocopies	11. Department of Environment and Natural Resources – EMB
12. Vicinity Map – 3 colored copies	12. Proponent
13. Certified True Copy of Transfer Certificate of Title – 1 authenticated copy and 2 photocopies	13. Registry of Deeds
14. Official Receipt (proof of payment for filing fee; to be paid after the conduct of	14. City Treasurer's Office



ocular inspection) – 3 photocopies				
15. Lease of Contract – 3 photocopies		15. Proponent		
16. Building Permit – 3 photocopies		16. Office of the City Building Official		
17. Business Permit (for existing – 3 photocopies		17.		
18. HLURB Certificate of Registration and License to Sell (for housing and condominium projects) – 3 photocopies		18. Department of Human Settlements and Urban Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1. Provide checklist to client	None	5 Minutes	Joyce Mondejar, Technical Officer – City Mayor’s Office
2. Submit all documents required in the checklist	2.1 Check the documents for completeness	None	10 Minute	
	2.2 Schedule pre-conference meeting with client	None		
3. Attend pre-conference meeting	3.1 Review the documents submitted by the client	None	3 Days	Christian D. Cambaya – City Mayor’s Office
	3.2 Review the documents with the clients and discuss next steps	None	1 Hour	
4. Prepare for site visit	4. Once the project documents pass the evaluation of the Technical Secretariat, DCIPC will conduct site inspection.	None	5 Days	
5. Secure tax order and pay the corresponding filing fee at the City Treasurer’s Office	5. After the inspection, DCIPC will issue tax order of payment to the client	Minimum of Php 5,000.00 and a maximum of Php 100,000.00 (depending	30 Minutes	Joyce Mondejar, Technical Officer – City Mayor’s Office



		of the project cost)		
6. Client coordinates with the DCIPC for their attendance to the Board meeting	6.1 Project is indorsed to the DCII Board for appropriate action	None	10 Minutes	Christian D. Cambaya – City Mayor’s Office
	6.2 Schedule Board Meeting (depends on the availability of the members of the DCIIB)	None	8 Days	
7. Attend Board meeting to defend the project	7. Present to the Board the project’s background, result of its evaluation and recommendations	None	1 Hour	
8. Secure letter of approval and certificate of registration	8. If the project is approved by the Board, DCIPC will issue a letter of approval and certificate of registration.	None	1 Day	
TOTAL:		Minimum of Php 5,000.00 and a maximum of Php 100,000.00 (depending of the project cost)	17 Days, 2 Hours and 55 Minutes	



**DAVAO CITY TREATMENT & REHABILITATION
FOR DRUG DEPENDENTS
EXTERNAL SERVICES**



1. Inquiry for the Availment of the DTRCDD Program and Services				
Inquiry of the DTRCDD programs and services is applicable to any individuals who have relatives and friends who suffered addiction with illegal drugs and/or alcoholic.				
Office or Division	Office of the City Mayor – Davao City Treatment and Rehabilitation Center for Drug Dependents			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Any individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order – 1 original or 1 photocopy		Regional Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Visitors Logbook in the Guardhouse	1. Give the Logbook to the client/visitor	None	3 Minutes	James R. Villaceran, RPh., Manpower Development Officer II City Mayor's Office – DTRCDD
2. Client proceeds to Public Assistance Counter	2. Assist and refer to Social Services Section	None	3 Minutes	
3. Client proceeds to Social Services Section	3.1 Conduct Pre-Admission Orientation	None	20 Minutes	Susan E. Palasabas, RSW, Social Welfare Assistant City Mayor's Office – DTRCDD
	3.2 Check Documents re: Court Order (If Available)			
TOTAL:		None	26 Minutes	



2. Securing/Issuance of Certification and/ or Certificate of Rehabilitation

This service is applicable to those individuals who are still undergoing treatment and rehabilitation and those individuals who completed its treatment and rehabilitation and was temporary discharge from the DCTRCD.

Office or Division	Office of the City Mayor – Davao City Treatment and Rehabilitation Center for Drug Dependents			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Family and/or Guardian of the person who currently undergoing Rehabilitation and those who completed the rehabilitation program.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Court Release Order for those who already completed the rehabilitation program – 1 original			Regional Trial Court	
Note: For on-going rehabilitation individuals, there is no need to present a copy of Court Order. The Agency will base it on the record on file.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/ Visitors Logbook in the Guardhouse	1. Give the Logbook to the client/ visitor	None	3 Minutes	James R. Villaceran, RPh., Manpower Development Officer II City Mayor's Office – DCTRCD
2. Client proceeds to Public Assistance Counter	2. Assist and refer to Social Service Section	None	3 Minutes	
3. Client proceeds to Social Services Section	3.1 Verify Clients file on record	None	20 Minutes	Susan E. Palasabas, RSW, Social Welfare Assistant City Mayor's Office – DCTRCD
	3.2 Prepare and issue the Certification			
TOTAL:		None	26 Minutes	



3. Admission for Treatment and Rehabilitation at DCTRCDD

This service is applicable to any individual who were ordered by the Court to undergo voluntary/compulsory In-Patient rehabilitation for being found to be drug dependent or any individual who submitted themselves for rehabilitation to address their alcohol dependency.

Office or Division	Office of the Mayor – Davao City Treatment and Rehabilitation Center for Drug Dependents		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who May Avail	Individuals who are solvent, alcoholic and drug dependents who desired to be rehabilitated.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Court Order (Under RA 9165 either Voluntary & Compulsory confinement) – 1 original	1. Regional Trial Courts		
2. Temporary Confinement Order (if petition for Voluntary Confinement under RA9165 still on process) – 1 original	2. Parole and Probation Office		
3. Social Case Study Report (for Minor) – 1 original	3. City Social Services and Development Office		
4. Psychiatric Clearance (if with history of Psychiatric Problem) – 1 original	4. Southern Philippines Medical Center - Institute of Psychiatric & Behavioral Medicine or from Accredited Psychiatrist		
5. For Alcohol and Solvent Users: <ul style="list-style-type: none"> Social Case Study Report – 1 original Endorsement from the Office of the City Mayor – 1 original 	5. City Social Welfare and Development Office		
6. Certificate of Assessment / Certificate of Indigency (if available) – 1 original	6. Office of the City Mayor		

Note:

Family/ Guardian must be present during the Admission

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/ Visitors Logbook in the Guardhouse	1. Give the Logbook to the client/ visitor	None	3 Minutes	James R. Villaceran, RPh., Manpower Development Officer II City Mayor's Office – DCTRCDD
2. Submit to Guard for Body Frisking	2. Body Frisking and Initial Checking of belongings	None	5 Minutes	
3. Client proceeds to Public Assistance Counter	3. Assist and refer to Social Services Section	None	3 Minutes	



4. Client proceeds to Social Services Section	4.1 Check the completeness of the requirements submitted	None	5 Minutes	Susan E. Palasabas, RSW, Social Welfare Assistant City Mayor's Office – DCTRCD
	4.2 Receive the documents for tagging	None	5 Minutes	
	4.3 Intake Interview	None	45 Minutes	
	4.4 Signing of Residential and Family Involvement Contract			
	4.5 Brief on the programs, policies and rules of the Center			
	4.6 Provide list of things needed by the client during the period of his/her rehabilitation which the family needs to comply within the week			
	4.7 Refer to Medical Section			
5. Client to proceed to Medical Section	5.1 Intake Interview for Medical Assessment	None	20 Minutes	Cherry Ann K. Melencion, RSW, Manpower Development Officer II City Mayor's Office – DCTRCD
	5.2 Conduct of Drug Test			
	5.3 Brief orientation on Medical concerns and requirements			
6. Client proceeds to Homelife Section	6. Refer to Homelife Section Integration to the Therapeutic Community	None	20 Minutes	James R. Villaceran, RPh., Manpower Development Officer II City Mayor's Office – DCTRCD
TOTAL:		None	1 Hour and 46 Minutes	



4. Securing of Order of Payment for Cost Sharing				
Applicable to all the residents who undergo treatment and rehabilitation at DCTRCDD. For non-payment of the cost sharing will not be discharge from the Center. Payment must be made in installment basis or in full on or before the 3 rd month of his/her confinement				
Office or Division	Office of the Mayor – Davao City Treatment and Rehabilitation Center for Drug Dependents			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who May Avail	Family and/or Guardian of the individuals currently undergoing Treatment and Rehabilitation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Assessment – 1 original		City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client/Visitors Logbook in the Guardhouse	1. Give the Logbook to the client/visitor	None	3 Minutes	James R. Villaceran, RPh., Manpower Development Officer II City Mayor's Office – DCTRCD
2. Client proceeds to Public Assistance Counter	2. Assist and refer to Social Service Section	None	3 Minutes	
3. Client proceeds to Social Services Section	3.1 Verify and classify the Certification by category: Category A: (Outside Davao City) Php 10,000 Category B: Php 5,000 Category C: Php 2,500	None	15 Minutes	Susan E. Palasabas, RSW, Social Welfare Assistant City Mayor's Office – DCTRCD
	3.2 Issuance of Payment Order Form			
	3.3 Advise the client to bring/present the Order of Payment to the City			



	Treasurer's Office for Payment			
TOTAL:		None	21 Minutes	



EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)

EXTERNAL SERVICES



1. Educational Assistance Program for Differently-abled Persons or Persons with Disability

The program is intended for children with special needs. The grantee of this program shall receive a maximum amount of Ten Thousand Pesos (P10,000.00) annually to defray the cost of tuition fee, transportation, and other educational related expenses such as speech and motor function enhancement as recommended by a competent intervention training center.

Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)
Classification	Complex Transaction
Type of Transaction	G2C - Government to Citizen
Who may avail	Residents of Davao City
Schedule of acceptance	April/June

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
--------------------------	-----------------

Initial requirements:

1. Letter request for assistance – 1 original	From the applicant's parent/guardian
2. Beneficiary's Profile – 1 original	Foundation/Intervention Center
3. Letter of confirmation – 1 original	Foundation/Intervention Center

Additional Requirements after evaluation:

1. Certificate of Residency – 1 original	From the Barangay where the applicant resides
2. Certificate of good moral character – 1 photocopy	From the school where the applicant is enrolled or graduated.
3. Certificate of Indigency or Eligibility – 1 original	City Social Welfare and Development Office
4. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy	Bureau of Internal Revenue
5. 2X2 ID picture – 1 copy	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation	1. Evaluate initial requirements submitted by applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian
2. Submit additional requirements if applicant is qualified after evaluation	2. Receive and check all the requirements. If qualified set the schedule of	None	5 Minutes	Jonalyn E. Balandra Record Custodian



	interview of the applicant			
3. Interview proper	3. Conduct interview together with 1 parent	None	10 Minutes/per applicant	Emilio D. Domingo, Jr. Technical assistant
4. Wait for the result to be posted at the City Government of Davao Official FB page and office bulletin board.	4. Come up with the Final List of qualified applicants	None	5 Days	Emilio D. Domingo, Jr. Technical assistant
5. Qualified applicants may now enroll in their chosen school	5. Indorse the names of qualified applicants to their respective schools	None	15 Minutes	Charles Nino L. Poliquit Program Assistant
TOTAL:		None	5 Days, 40 Minutes	



2. Financial Assistance Program for Lumads

A program intended to assist qualified lumad student of Davao City who shall receive a monthly educational stipend in the amount of One Thousand Five Hundred Pesos (P1,500.00) to defray the cost of room & board, books, uniform, transportation, cost of preparation of thesis, and other educational related expenses.

Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)			
Classification	Complex Transaction			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Resident of Davao City			
Schedule of acceptance	April/June			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Initial Requirements:				
1. Report Card/Transcript of Records – 1 photocopy		From the school where the applicant graduated.		
2. ALS Accreditation & Equivalency Test – 1 photocopy		From the school where the applicant graduated.		
3. Pass the pre-qualifying Exam		Conducted by EBSU office		
Additional Requirements after evaluation:				
1. Certificate of Residency – 1 original		From the Barangay where the applicant resides		
2. Certificate of good moral character – 1 photocopy		From the school where the applicant graduated		
3. Certificate of Indigency or Eligibility – 1 original		City Social Welfare and Development Office		
4. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy		Bureau of Internal Revenue		
5. 2X2 ID picture – 1 copy		Applicant		
6. Certificate of Confirmation from NCIP – 1 original		National Commission for Indigenous Peoples		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation.	1. Evaluate initial requirements submitted by applicant.	None	5 Minutes	Jonalyn E. Balandra Record Custodian
2. Submit additional requirements if applicant is	2. Receive and check all requirements.	None	5 Minutes	Jonalyn E. Balandra Record Custodian



qualified after evaluation.	If qualified set the schedule of examination.			
3. Examination/Interview proper	3. Conduct Exam/ Virtual Interview	None	1 hour	Lynnerie Faith T. Galope Program assistant
4. Wait for the result to be posted at the City Government of Davao Official Facebook page and office bulletin board	4. Come up with the Final List of qualified applicants	None	5 days	Lynnerie Faith T. Galope Program assistant
5. Qualified applicants may now enroll in their chosen school	5. Indorse the names of qualified applicants to their respective schools	None	15 Minutes	Charles Nino L. Poliquit Program assistant
TOTAL:		None	5 Days, 1 Hour and 25 Minutes	



3. Medical and Law Education Assistance Program

The program is intended to assist qualified medical and law school student.

For Medical Education Assistance Program, the grantee shall be entitled to a full/half scholarship grant consisting of tuition fees, miscellaneous fees, other fees that may be assessed by the Medical school, and book allowance amounting to Twenty Thousand Pesos (P20,000.00) and Ten Thousand Pesos (P10,000.00) respectively.

For Law Education Assistance Program, the grantee shall be entitled to a full/half scholarship grant consisting of tuition fees, miscellaneous fees, other fees that may be assessed by the Law school, and book allowance amounting to Eight Thousand Pesos (P8,000.00) and Four Thousand Pesos (P4,000.00) respectively.

Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)
Classification	Complex Transaction
Type of Transaction	G2C – Government to Citizen
Who may avail	Resident of Davao City
Schedule of acceptance	April/June

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Initial Requirements:	
1. Transcript of Records – 1 original	From the school where the applicant graduated.
2. Certification of General Weighted Average – 1 original	From the school where the applicant graduated.
3. National Medical Admission Test Result (NMAT) – 1 photocopy	Center for Educational Measurement, Inc.
4. Philippine Law School Admission Test Result (PhilSAT) – 1 photocopy	Center for Educational Measurement, Inc.
Additional Requirements after evaluation:	
1. Certificate of Residency – 1 original	From the Barangay where the applicant resides.
2. Certificate of admission from the Davao City based Medical and Law school – 1 photocopy	Medical/Law school in Davao City
3. Certificate of good moral character – 1 photocopy	From the school where the applicant graduated.
4. Medical Certificate issued by a government hospital – 1 photocopy	Southern Philippines Medical Center/ City Health Office.



5. Statement of Assets, Liabilities and Net worth of applicant's parent or legal guardian where available – 1 photocopy		Parent/legal guardian		
6. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy		Bureau of Internal Revenue.		
7. Certificate of Indigency or Eligibility – 1 original		City Social Welfare and Development Office.		
8. Certification from the Medical and Law school that the applicant has not availed of any other scholarship grant offered by or administered by the school – 1 original		From the school where the applicant intended to enroll or enrolled.		
9. Sworn statement that the applicant has no parent or sibling who is already a grantee of any scholarship from the city government – 1 original		City Legal Office		
10. 2X2 ID picture – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation.	1. Evaluate initial requirements submitted by applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian
2. Submit additional requirements if applicant is qualified after evaluation.	2. Receive and check all requirements and set the schedule of the interview.	None	5 Minutes	Jonalyn E. Balandra Record Custodian
3. Interview proper	3. Conduct interview	None	10 Minutes	Emilio D. Domingo, Jr. Technical assistant
4. Wait for the result to be posted at the City Government of Davao Official Facebook page and office bulletin board.	4. Come up with the Final List of qualified applicants.	None	5 Days	Emilio D. Domingo, Jr. Technical assistant



5. Qualified applicants may now enroll in their chosen school.	5. Indorse the names of qualified applicants to their respective schools.	None	15 Minutes	Charles Nino L. Poliquit Program assistant
TOTAL:		None	5 Days and 35 Minutes	



4.Scholarship on Tertiary Education Program				
(STEP) is the City's initiative to assist the underprivileged students with high intellectual capacities to have equal access to college education and make a career of their own with the endview of alleviating their respective families' economic status and subsequently bring about progress and prosperity in the society.				
Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)			
Classification	Complex Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Resident of Davao City			
Schedule of acceptance	April/June			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Initial requirements:				
1. Report Card/Transcript of Records – 1 photocopy		From the school where the applicant graduated		
2. ALS Accreditation & Equivalency Test – 1 photocopy		From the school where the applicant graduated		
Additional requirements after evaluation:				
1. Certificate of Residency – 1 original		From the Barangay where the applicant resides		
2. Certificate of good moral character – 1 photocopy		From the school where the applicant graduated		
3. Certificate of Indigency or Eligibility – 1 original		City Social Welfare and Development Office		
4. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy		Bureau of Internal Revenue.		
5. 2X2 ID picture – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation	1. Evaluate initial requirements submitted by applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian



2. Submit additional requirements if applicant is qualified after evaluation	2. Receive and check all requirements. Set the schedule of interview of the applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian
3. Interview proper	3. Conduct interview	None	10 Minutes	Emilio D. Domingo, Jr. Technical assistant
4. Wait for the result to be posted at the City Government of Davao Official Facebook page and office bulletin board	4. Come up with the Final List of qualified applicants	None	5 days	Emilio D. Domingo, Jr. Technical assistant
5. Qualified applicants may now enroll in their chosen school	5. Indorse the names of qualified applicants to their respective schools	None	15 Minutes	Charles Nino L. Poliquit Program assisstant
TOTAL:		None	5 Days and 35 Minutes	



5.Special Educational Assistance Program (SEAP)				
The program is intended for qualified student of tertiary education of Davao City. The grantee of this program shall be entitled to a maximum amount of Ten Thousand Pesos (P10,000.00) for every school year; in no case however shall a grant be made exceeding Five Thousand Pesos (P 5,000.00) for very term/semester in a given school year.				
Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)			
Classification	Complex Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Resident of Davao City			
Schedule of acceptance	April/June			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Initial requirements:				
1. Report Card/Transcript of Records – 1 photocopy		From the school where the applicant graduated		
2. ALS Accreditation & Equivalency Test – 1 photocopy		From the school where the applicant graduated		
Additional Requirements after evaluation:				
1. Certificate of Residency – 1 original		From the Barangay where the applicant resides		
2. Certificate of good moral character – 1 photocopy		From the school where the applicant graduated		
3. Certificate of Indigency or Eligibility – 1 original		City Social Services and Development Office		
4. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy		Bureau of Internal Revenue.		
5. 2X2 ID picture – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation	1.Evaluate initial requirements submitted by applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian



2. Submit additional requirements if applicant is qualified after evaluation	2. Receive and check all requirements and set the schedule of the interview	None	5 Minutes	Jonalyn E. Balandra Record Custodian
3. Interview proper	3. Conduct interview	None	10 Minutes	Emilio D. Domingo, Jr. Technical assistant
4. Wait for the result to be posted at the City Government of Davao Official Facebook page and office bulletin board	4. Come up with the Final List of qualified applicants	None	5 days	Emilio D. Domingo, Jr. Technical assistant
5. Qualified applicants may now enroll in their chosen school	5. Indorse the names of qualified applicants to their respective schools	None	15 Minutes	Charles Nino L. Poliquit Program assistant
TOTAL:		None	5 Days and 40 Minutes	



6. Technical and Vocational Assistance Program.

A program intended to assist qualified beneficiary who will enroll in a TESDA accredited Technical/Vocational schools who shall receive a maximum amount of Fifteen Thousand Pesos (P15, 000.00) to defray the cost of tuition fee and other school requirements, provided that no grantee shall be a beneficiary for more than one (1) program.

Office or Division	EDUCATIONAL BENEFIT SYSTEM UNIT (EBSU)
Classification	Complex Transactions
Type of Transaction	G2C - Government to Citizen
Who may avail	Resident of Davao City
Schedule of acceptance	April/June

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Initial Requirements:				
1. Report Card/Transcript of Records – 1 photocopy		From the school where the applicant graduated		
2. ALS Accreditation & Equivalency Test – 1 photocopy		From the school where the applicant graduated.		
3. Pass the pre-qualifying Exam		Conducted by EBSU office		
Additional Requirements after evaluation:				
1. Certificate of Residency – 1 original		From the Barangay where the applicant resides		
2. Certificate of good moral character – 1 photocopy		From the school where the applicant graduated		
3. Certificate of Indigency or Eligibility – 1 original		City Social Welfare and Development Office.		
4. Income Tax Return of both parents if both are working or Certificate of Tax Exemption if non-working – 1 photocopy		Bureau of Internal Revenue.		
5. 2X2 ID picture – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit initial requirements for evaluation	1. Evaluate initial requirements submitted by applicant	None	5 Minutes	Jonalyn E. Balandra Record Custodian



2. Submit additional requirements if applicant is qualified after evaluation	2. Receive and check all requirements and set the schedule of examination/interview	None	5 Minutes	Jonalyn E. Balandra Record Custodian
3. Exam proper/interview	3. Conduct Examination/Virtual interview	None	1 Hour	Lynnerie Faith T. Galope Program assistant
4. Wait for the result to be posted at the City Government of Davao Official Facebook page and office bulletin board	4. Come up with the Final List of qualified applicants	None	5 Days	Lynnerie Faith T. Galope Program assistant
5. Qualified applicants may now enroll in their chosen school	5. Indorse the names of qualified applicants to their respective schools	None	15 Minutes	Charles Nino L. Poliquit Program assistant
TOTAL:		None	5 Days, 1 Hour and 30 Minutes	



**HUMAN RESOURCE AND MANAGEMENT OFFICE
INTERNAL SERVICES**



1. Issuance of Memorandum for the Designation as Officer-In-Charge				
Authority given to Second Level Employees designating them as Officer-In-Charge in the officials and employees during the absence of the head of department/office that is on leave (on official time/official business or personal leave).				
Office or Division	Human Resource Management Office (HRMO) – Personnel Planning and Management Division (PPMD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Second level employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request with letterhead from department – 1 original		From the requesting department/office		
2. Approved leave of the head of office – 1 original		From the requesting department/office		
3. Memorandum/Authority to Travel with letterhead of Head Office – 1 original		From the requesting department/office/HRMO - Human Resource Development Division		
CLIENTS STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department liaison officer submits request to the HRMO located at City Hall	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Girly Ann Cabahug – Personnel Development Assistant



	<p>1.2 Administrative staff scans and encodes the documents.</p> <p>Once recorded, he/she endorses the documents to the HRMO Secretary.</p>	None	8 Minutes	<p>Myrna Zafra, - Administrative Assistant II (Clerk IV)</p> <p>Don Lois S. Aufong - Auxiliary Service Worker</p> <p>Iris Balandra – Programs Assistant</p>
	<p>1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.</p>	None	2 Hours	<p>Mhega P. Buenavista and Sun Sheri C. Lobaton – Human Resource Head Secretary – HRMO</p> <p>Lemuel G. Ortonio -HRMO Department Head</p>
	<p>1.4 PPMD Head/ Assistant Head/ other PPMD staff reviews and evaluates the request and the attached documents. If lacking or with problems, PPMD calls up the concerned department/office.</p>	None	15 Minutes	<p>Maria Teresa M. Colina, Personnel Planning and Management Division Head</p> <p>Marie Cris M. Bernardo – Human Resource Management Officer !!</p>
	<p>1.5 PPMD Head or assigned PPMD staff prepares and encodes the memorandum through CRMS (Customer Relationship Management System) for the digital initial of the Department Head.</p>	None	15 Minutes	<p>Marichris S. Zosa – Human Resource Management Officer I</p> <p>Patrick Paul B. Bendigo and</p>



				Jayvert B. Arellano– Administrative Assistant II
	1.6 Through CRMS, the HRMO Department Head digitally initials the memorandum for the digital signature of the City Administrator.	None	15 minutes	Lemuel G. Ortonio -HRMO Department Head
TOTAL:		None	2 Hours and 56 Minutes	



2. Issuance of Memorandum for Reassignment

Reassignment – movement of an employee from one organizational unit to another in the same department or agency which does not involve reduction in rank, status or salary. If reassignment is without the consent of the employee being reassigned, it shall be allowed only for a maximum period of one year.

Office or Division	Human Resource Management Office (HRMO) – Personnel Planning and Management Division (PPMD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Selected/requested employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request with letterhead from department concerned – 1 original	From the requesting department/office
2. Approval/consent from the head of office where the employee will be assigned (If the employee will be assigned out from his/her mother Department) – 1 original	From the office where the employee will be assigned

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department liaison officer submits request to the HRMO located at City Hall.	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Girly Ann Cabahug – Personnel Development Assistant
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the	None	8 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV) Don Lois S. Aufong - Auxiliary



	HRMO Secretary.			Service Worker Iris Balandra – Programs Assistant
	1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 Hours	Mhega P. Buenavista and Sun Sheri C. Lobaton, Human Resource Head Secretary – HRMO Lemuel G. Ortonio – HRMO Department Head
	1.4 PPMD Head /Assistant Head/ other PPMD staff reviews and evaluates request and the attached documents Note: If lacking or with problems, PPMD calls or indorses back the letter to the concerned department/office.	None	15 Minutes	Maria Teresa M. Colina, Personnel Planning and Management Division Head Marie Cris M. Bernardo – Human Resource Management Officer !!
	1.5 PPMD Head or assigned PPMD staff prepares and encodes the memorandum through CRMS (Customer Relationship Management System) for the digital initial of the Department Head.	None	15 Minutes	Marichris S. Zosa – Human Resource Management Officer I Patrick Paul B.



				Bendigo and Jayvert B. Arellano– Administrative Assistant II
	1.6 Through CRMS, the HRMO Department Head digitally initials the memorandum for the digital signature of the City Administrator.	None	15 Minutes	Lemuel G. Ortonio -HRMO Department Head
TOTAL:		None	2 Hours and 56 Minutes	



3. Issuance of Memorandum for Recall Order/Back to Mother Unit				
An Order given to official/employee to recall/return back to their mother unit /department.				
Office or Division	Human Resource Management Office (HRMO) – Personnel Planning and Management Division (PPMD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Selected/requested employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request with letterhead from department concerned – 1 original		From the requesting department/office		
2. Consent from the Department where the employee is presently assigned/detailed – 1 original		From the office where the employee is assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department liaison officer submits request to the HRMO located at City Hall.	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Girly Ann Cabahug – Personnel Development Assistant



	<p>1.2 Administrative staff scans and encodes the documents. 1.2 Administrative staff scans and encodes the documents.</p> <p>Once recorded, he/she endorses the documents to the HRMO Secretary.</p>	None	8 Minutes	<p>Myrna Zafra, - Administrative Assistant II (Clerk IV)</p> <p>Don Lois S. Aufong - Auxiliary Service Worker</p> <p>Iris Balandra – Programs Assistant</p>
	<p>1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.</p>	None	2 Hours	<p>Mhega P. Buenavista and Sun Sheri C. Lobaton, Human Resource Head Secretary – HRMO</p> <p>Lemuel G. Ortonio – HRMO Department Head</p>
	<p>1.4 PPMD Head /Assistant Head/ other PPMD staff reviews and evaluates request and the attached documents</p> <p>Note: If lacking or with problems, PPMD calls or indorses back the letter to the concerned department/office.</p>	None	15 Minutes	<p>Maria Teresa M. Colina, Personnel Planning and Management Division Head</p> <p>Marie Cris M. Bernardo – Human Resource Management Officer II</p> <p>Marichris S. Zosa</p>



				<p>– Human Resource Management Officer I Patrick Paul B. Bendigo and Jayvert B. Arellano– Administrative Assistant II</p>
	<p>1.5 PPMD Head or assigned PPMD staff prepares and encodes the memorandum through CRMS (Customer Relationship Management System) for the digital initial of the Department Head.</p>	None	15 Minutes	<p>Maria Teresa M. Colina, Personnel Planning and Management Division Head</p> <p>Marie Cris M. Bernardo – Human Resource Management Officer II</p> <p>Marichris S. Zosa – Human Resource Management Officer I</p> <p>Patrick Paul B. Bendigo and Jayvert B. Arellano– Administrative Assistant II</p>
2. Through CRMS, the HRMO Department Head digitally initials	2. None	15 Minutes		Lemuel G. Ortonio -HRMO Department



the memorandum for the digital signature of the City Administrator.				Head
TOTAL:		None	2 Hours and 56 Minutes	



4. Issuance of Memorandum for Designation as Special Disbursing Officer				
Authority given to personnel to pay out government funds or settle government payables and obligations either in currency (cash) or in check to authorized recipients.				
Office or Division	HRMO – Personnel Planning and Management Division (PPMD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Employees with Fidelity bond			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request with letterhead from department concerned with amount of cash to be disbursed – 1 original		From the requesting department/office		
2. Attachment/proof on the purpose of disbursement – 1 original		From the requesting department/office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department liaison officer submits request to Human Resource Management Office at City	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Girlie Ann Cabahug – Personnel Development Assistant
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV) Don Lois S. Aufong - Auxiliary Service Worker Iris Balandra –



				Programs Assistant
	1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 Hours	Mhega P. Buenavista and Sun Sheri C. Lobaton – Human Resource Head Secretary – HRMO Lemuel G. Ortonio -HRMO Department Head
	1.4 PPMD Head /Assistant Head/ other PPMD staff reviews and evaluates request and the attached documents Note: If lacking or with problems, PPMD calls or indorses back the letter to the concerned department/office.	None	15 Minutes	Maria Teresa M. Colina, Personnel Planning and Management Division Head Marie Cris M. Bernardo – Human Resource Management Officer II
	1.5 PPMD Head or assigned PPMD staff prepares and encodes the memorandum through CRMS (Customer Relationship Management System) for the digital initial of the Department Head.	None	15 Minutes	Marichris S. Zosa – Human Resource Management Officer I Patrick Paul B. Bendigo and Jayvert B. Arellano– Administrative Assistant II



	1.6 Through CRMS, the HRMO Department Head digitally initials the memorandum for the digital signature of the City Administrator.	None	15 Minutes	Lemuel G. Ortonio -HRMO Department Head
TOTAL:		None	2 Hours and 56 Minutes	



5. Application for Study Leave Program

Application and intent of plantilla personnel to avail of the Study Leave Program which is an endowment to officials and employees for the purpose of assisting them in preparation for the bar or board examinations or thesis writing to the completion of Master or Doctorate Degree.

Office or Division	Human Resource Management Office (HRMO) –Human Resource Development Division (HRDD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government of Davao Officials and Employees (Plantilla)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Application Letter (addressed to the City Mayor through the Human Resource Development Committee) – 1 original		Applicant		
2. Letter Endorsement from Head of Office – 1 original		Head of Office		
3. Admission Slip from review Center, School or University (if any) – 1 original		Applicant/Graduated University		
4. Certificate of No Pending Administrative Charges – 1 original		City Legal Office		
5. Performance Rating for 2 consecutive rating periods with Very satisfactory (VS) adjectival ratings – 1 photocopy		Concerned Office/Applicant/HRMO		
6. Approved Leave Form – 1 original		Concerned Requesting Office		
7. Accomplished City Clearance Form – 1 original		Human Resource Management Office		
8. Medical Certificate from Government Accredited Medical Institution – 1 original		Government Accredited Medical Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits letter of intent to his/her Head of Office. Concerned office endorses the letter to the Human Resource	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 minutes	Josephine A. Rebosura Administrative Div. Receiving Clerk– HRMO



Development Committee (HRDC) thru the Human Resource Management Office	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	Myrna Zafra, and/or Iris Balandra Receiving Clerk– HRMO
	1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 hours	Mhega P. Buenavista and Sun Sheri C. Lobaton, Human Resource Head Secretary –HRMO Lemuel G. Ortonio – HRMO Department Head
	1.4 HRDD staff coordinates with the requesting applicant/office and provides them with Checklist of Requirements	None	5 minutes	
2. Applicant submits the documentary and other supporting documents to HRMO	2.1 HRDD staff evaluates the requirements and other supporting documents submitted by client	None	5 minutes	Mina Bacaling – Human Resorce Management Officer II Arnel Alarcon – Human Resorce Management Officer I
	2.2 HRDC is convened for the deliberation of the application and passes a resolution approving the application.	None	1 hour	
	2.3 HRDC secretariat (HRMO) prepares the Resolution and Contract.	None	3 Hours	
	2.4 The City Mayor or			



	its duly authorized representative approves the Contract.	None	2 days	
TOTAL:		None	2 Days, 6 Hours and 21 Minutes	



6. Application for Scholarship Program

Application and intent of plantilla personnel to avail of grant-in aid programs offered by a government entity, private institution or or non-government organization, whether local or international geared towards professional advancement.

Office or Division	Human Resource Management Office (HRMO) -Human Resource Development Division (HRDD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government of Davao Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent – 1 original		Employee Applicant		
2. Letter Endorsement from Head of Office – 1 original		Head of Office		
3. Proof of Educational Attainment – 1 photocopy		Applicant/Graduated University		
4. Proof of Scholarship Invitation – 1 photocopy		HRMO, DILG/Host Country or Organizer		
5. Performance Rating for 2 consecutive rating periods with Very satisfactory (VS) adjectival ratings – 1 photocopy		Concerned Office/Applicant/HRMO		
6. Medical certificate – 1 original		Government Accredited Medical Institution		
7. Re-Entry Action Plan – 1 photocopy		Concerned personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits letter of intent to his/her Head of Office. Concerned office endorses the letter to the Human Resource Development Committee (HRDC) thru the Human Resource Management Office	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 minutes	Josephine A. Rebosura Administrative Div. Receiving Clerk– HRMO
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	Myrna Zafra, and/or Iris Balandra Receiving Clerk– HRMO



	1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 hours	Mhega P. Buenavista and Sun Sheri C. Lobaton, Human Resource Head Secretary – HRMO Lemuel G. Ortonio – HRMO Department Head
	1.4 HRMO coordinates with the requesting applicant/office and provides them with the Checklist of Requirements	None	5 minutes	Mina Bacaling – Human Resource Management Officer II Arnel Alarcon – Human Resource Management Officer I
2. Applicant submits the documentary and other supporting documents to HRMO	2.1 HRDD staff evaluates the requirements and other supporting documents submitted by client	None	5 minutes	
	2.2 HRDC is convened for the deliberation of the application and passes a resolution approving the application.	None	1 hour	Mina Bacaling – Human Resource Management Officer II Arnel Alarcon – Human Resource Management Officer I
	2.3 HRDC secretariat (HRMO) prepares the Resolution and Contract.	None	3 Hours	
	2.4 The City Mayor or its duly authorized representative approves the Contract.	None	2 days	
TOTAL:		None	2 Days, 6 Hours and 21 Minutes	



7. Issuance of Foreign Authority to Travel

As a requirement of the DILG, authority given to officials and employees who will travel abroad either on official business/official time to attend capability development activities or learning sessions such as trainings, convention, benchmarking or represent the city in international events.

Office or Division	Human Resource Management Office (HRMO) - Human Resource Development Division (HRDD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Study Trip (On Official Business/Official Time) – 1 original, 2 photocopies	Invitation from Sponsoring Institutions
2. Endorsement from department head/head of office – 1 original, 2 photocopies	Employee Department/Office
3. Invitation Letter – 1 original, 2 photocopies	Host Country/Organizer
4. Accountability Clearance – 1 original, 2 photocopies	Human Resource Management Office
5. Activity Design (for official business) – 1 original, 2 photocopies	Employee Department/Office
6. Itinerary of Travel (for official business) – 1 original, 2 photocopies	Employee Department/Office

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/employee submits request to the HRMO located	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 minutes	Josephine A. Rebosura Administrative Div. Receiving Clerk– HRMO
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	
	1.3 HRMO Secretary endorses the documents to the	None	2 hours	Mhega P. Buenavista and Sun Sheri C.



	HRMO Department Head for comments and then routes to the concerned division or personnel.			Lobaton, Human Resource Head Secretary – HRMO Lemuel G. Ortonio – HRMO Department Head
	1.3 HRDD evaluates the documents submitted by the official/employee. If complete, HRDD staff advises concerned personnel to make a follow up through telephone call; If incomplete, HRDD staff instructs employee to submit complete requirements.	None	5 minutes	Mina Bacaling – Human Resource Management Officer II
	1.4 If on Official business or official time, HRMO prepares Authority to travel and endorsement to Department of Interior and Local Government (DILG), both documents signed by the City Mayor or the City Administrator.	None	2 days	
2. Concerned employee/office makes a follow-up to the Human Resource Management Office	2. HRMO updates the employee of the status of employee request.	None	5 minutes	
3. The personnel	3. None			



and/or HRDD staff submits complete documents to DILG				
TOTAL:		None	2 Days, 2 Hours and 21 Minutes	



8. Issuance of Certification For Job Orders And Contract Of Services				
Upon request, Certifications are issued to Job Order and Contract of Service personnel for their personal file or for any other purposes.				
Office or Division	Human Resource Management Office (HRMO)- Administrative Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government of Davao Job Order and Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form – 1 original		Receiving Counter, HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Job Order/Contract of Service personnel fills up request form from the Receiving Counter of HRMO stating there in his/her name, office and purpose.	1.1 Receiving Clerk receives the request form and hands it to the person in-charge	None	5 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
	1.2 Administrative Staff prints the Certification from the database	None	5 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV)
	1.3. Administrative Division Head initials the Certification	None	3 Minutes	Melody C. Herrera - Supervising Administrative Officer- HRMO
2. Job Orders/ Contract for Service personnel receives the Certification and signs the request form	1.4. Administrative Staff seals and releases the Certification to the requesting Job Order/Contract of Service personnel	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Myrna Zafra, - Administrative Assistant II (Clerk IV)
TOTAL:		None	16 Minutes	



9. Online Registration and Endorsement to Open Landbank ATM / Payroll Account of Job Orders/Contract of Services Personnel

To facilitate the opening of a LBP ATM/Payroll Account, online registration and endorsement of LBP ATM / payroll account application is done by the Human Resource Management Office.

Office or Division	Human Resource Management Office - Administrative Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	City Government of Davao Job Orders and Contract of Services Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ATM Application Form – 1 original		Human Resource Management Office		
2. Government Issued ID with residential address or Barangay Certification – 1 photocopy		Barangay Hall where applicant resides		
3. TIN Card / TIN Verification / TIN Certification / BIR Official Receipt with TIN Number – 1 photocopy		Bureau of Internal Revenue		
4. PhilHealth ID or Member's Data Record – 1 photocopy		Philippine Health Insurance (PhilHealth)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits photocopies of the required documents to the receiving clerk of HRMO.	1.1. Administrative Staff checks the completeness of the documents submitted and at the same time verifies from the HR database if the applicant has an existing contract	None	5 Minutes	Ralph Rigor M. Veñalon - IT Systems Technical Support and Maintenance Assistant Don Lois S. Aufong - Auxiliary Service Worker
	1.2 Administrative Staff hands over the application form to the applicant			
2. Applicant fills-out the application form for	2.1 Administrative Staff encodes the personal data of the applicant in the LBP			Ralph Rigor M. Veñalon - IT Systems Technical Support and



registration in the Landbank Digital Onboarding Systems (DOBS)	DOBS	None	15 Minutes	Maintenance Assistant Don Lois S. Aufong - Auxiliary Service Worker
	2.2 Administrative Staff issues an indorsement to the applicant as to his/her schedule of appointment at LBP			
3. Applicant will go to LBP to claim his ATM Card as scheduled.	3.1 Administrative Staff prepares a transmittal of the application forms and supporting documents to LBP	None	10 Minutes	
	3.2 Administrative Officer reviews the transmittal to LBP for signature of the head of office	None	2 Minutes	Melody C. Herrera - Supervising Administrative Officer Lemuel Ortonio, Human Resource Management Office Head
	3.3 Administrative Staff submits the transmittal, application forms and supporting documents to LBP	None	10 Minutes	Ralph Rigor M. Veñalon - IT Systems Technical Support and Maintenance Assistant Don Lois S. Aufong - Auxiliary Service Worker
TOTAL:		None	42 Minutes	



10. Issuance of Employees' Service Records				
Upon request, service records are given to Plantilla employees for their personal file or for any other purposes.				
Office or Division	Human Resource Management Office - Administrative Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Plantilla Employees of the City Government of Davao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form – 1 original		Receiving Counter, Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee fills-out request form from the Receiving Counter of HRMO stating therein his/her name, office and purpose.	1.1. Receiving Clerk receives the request form and hands it to the person in-charge.	None	5 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
	1.2. Administrative Staff prints the Service Record from the HR database	None	5 Minutes	Myrna Zafra, -Administrative Assistant II (Clerk IV)
	1.3. Administrative Division Head initials the Service Record	None	3 Minutes	Melody C. Herrera Supervising Administrative Officer - HRMO
2. Employee receives the Service Record and signs the request form.	2. Administrative Staff seals and releases the Service Record to the requesting employee	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Myrna Zafra, - Administrative Assistant II (Clerk IV)
TOTAL:		None	16 Minutes	



11. Issuance Of ID Numbers For Job Order/Contract Of Service Employees

Issuance of ID Numbers for newly hired employees (JO/COS) of Sangguniang Panlungsod Office				
Office or Division	Human Resource Management Office (HRMO) – Personnel Selection and Transaction Division (PSTD)			
Classification	Simple Transaction			
Type of Transaction	G2G - Government to Government			
Who may avail	City Government of Davao Job Order and Contract of Service Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personnel Inventory Form (PIF) – 1 original			HRMO- PSTD	
2. CS 212 Form (Personal Data Sheet) – 1 original			Employee	
3. Copy of Contract – 1 photocopy			Current employer	
4. Birth Certificate (PSA) – 1 photocopy			Employee	
5. Marriage Certificate (if applicable) – 1 photocopy			Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Human Resource Management Office	1.1 PSTD staff receives and evaluates the documents.	None	1 Minute	Kristine Joy P. Bate - HRMO - Human Resource Development Staff
	1.2 PSTD Staff adds the new employees to HRISNP	None	30 Minutes	
	1.3 PSTD Staff releases the list of ID numbers	None	2 Minutes	
TOTAL:		None	33 Minutes	



12. Authority To Travel Abroad (Personal)				
Authority to Travel signed by the City Administrator is issued to employees who will travel abroad at their own personal expense.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare Division(PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Plantilla Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request to the Department Head – 1 original			Requesting Employee (Mother unit/Office currently assigned)	
2. Indorsement letter from the Department or Office – 1 original			Department or Office Concerned(office where the employee is currently assigned)	
3. Leave Application Form (CSC Form No. 06 Revised July 1998) – 1 original			Department or Office Concerned(office where the employee is currently assigned)	
4. Accountability Clearance (if more than 1 month) – 1 original			Department or Office Concerned(Office where the employee is currently assigned)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the abovementioned documents to the Human Resource Management Office one (1) month before the travel.	1.1 HRMO receives and checks documentary requirements of the requesting party.	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Girlie Ann Cabahug – Personnel Development Assistant
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV) Don Lois S. Aufong - Auxiliary Service Worker Iris Balandra – Programs Assistant
	1.3 HRMO Secretary			Mhega P. Buenavista



	endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 Hours	and Sun Sheri C. Lobaton – Human Resource Head Secretary Lemuel G. Ortonio - HRMO Department Head
	1.4.PBWD staff receives/reviews the completeness of the requirements, and prepares the Memorandum.	None	30 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief Felicitas S. Pancho, Human Resource Management Assistant Novelle Q. Paragas – Human Resource Management Officer II, Milagros A. Tacason -, Human Resource Management Officer III
	1.5. Memorandum is reviewed and initialed by the division chief and Head of HRMO	None	5 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief Lemuel G. Ortonio - Human Resource Management Office Head
	1.6. Memorandum is released for signature to Assistant City Administrator	None	15 Minutes	Josephine A. Rebosura, and Maristela O. Cabalse Administrative Aide IV - HRMO
TOTAL:		None	3 Hour and 1 Minute	



13. Issuance Of Certificate Of Employment				
Certificate of Employment is used to verify employment history of a former or current employee. It is usually requested to complete the requirements needed by a private or government office.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare Division(PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form – 1 original		Receiving Section, HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the request form from the Receiving Section, Administrative Division.	1. Provide request form to the employee	None	1 Minute	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
2. Fill-out and submit the request form which will be provided by the Human Resource Office	2.1 Receive the application form and forward to PBWD at the Human Resource Office	None	1 Minute	
	2.2 Prepare Certificate of Employment	None	10 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV)
	2.3. Review the Certificate as to correctness	None	3 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	2.4 Sign the Certificate of Employment	None	5 Minutes	Lemuel G. Ortonio - Department Head or Rosita A. Mahipus, Asst. Department



				Head
3.Claim the Certificate of Employment at the Human Resource Office	3. Claim the Certificate of Employment at the Human Resource Office	None	5 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
TOTAL:		None	25 Minutes	



14. Payroll Processing (Job Order And Contract Of Service)

This is a compensation for work performed of a piece of work paid on a daily basis for Job Orders and monthly basis for Contract of Service with technical expertise on special project within a specific period.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare Division(PBWD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Job Order and Contract of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payroll or Voucher Form – 2 original	Department or Office Concerned
2. Contract of Service or Job Order (for new contractor newly hired) – 1 photocopy	Department or Office Concerned
3. Daily Time Record duly signed by authorized signatory – 1 original copy	Job Order or Contract of Service Personnel
4. Assumption of Duty duly signed by authorized signatory – 1 original	Department or Office Concerned
5. Work Schedule duly signed by authorized signatory – 1 original	Department or Office Concerned
6. Accomplishment Report duly signed by authorized signatory – 1 original	Department or Office Concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the payroll/voucher with the above mentioned requirements to the receiving section of PBWD	1.1. Receives the payroll/voucher and records in the logbook	None	10 Minutes	Claire C. Bongcawel - Human Resource Management Assistant
	1.2. Evaluates the supporting documents	None	15 Minutes	Fe Virginia C. Resurreccion –



				Human Resource Management Assistant
	1.3. Signs the payroll/voucher	None	5 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
2. Claim the payroll/voucher at the Human Resource Management Office	2. Releases the payroll/voucher	None	1 Minute	Claire C. Bongcawel - Human Resource Management Assistant
TOTAL:		None	31 Minutes	



15. Authority To Render Overtime Services With Pay Or Compensation

Authority to render overtime services is issued to employees when extremely necessary, such as when a particular work or activity cannot be completed within the regular work hours.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Plantilla and Non-Plantilla Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter to render overtime services from the Department Head – 1 original	Department or Office concerned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter 3 days before the scheduled date to the Human Resource Management Office	1.1. Administrative Division receiving clerk receives the letter (1 letter request to render overtime)	None	3 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
	1.2 Administrative staff scans and encodes the documents. Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 Minutes	Myrna Zafra, - Administrative Assistant II (Clerk IV) Don Lois S. Aufong - Auxiliary Service Worker Iris Balandra – Programs Assistant
	1.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the	None	2 Hours	Mhega P. Buenavista and Sun Sheri C. Lobaton – Human Resource Head



	concerned division or personnel.			Secretary Lemuel G. Ortonio -HRMO Department Head
	1.4 Assigned PBWD staff evaluates the request and prepares the overtime memorandum	None	30 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Novelle Q. Paragas - Human Resource Management Officer II
	1.5 Memorandum is reviewed and initialed by the PBWD Chief and the Department Head	None	5 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief Lemuel G. Ortonio -HRMO Department Head
	1.6 Release the Memorandum for Signature to Asst. City Administrator	None	15 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
TOTAL:		None	3 Hour and 1 Minute	



16. Maternity Leave

Maternity Leave refers to leave of absence granted to every woman in the government service for 105 days. The primary intent or purpose of granting ML is to extend working mother's same measure of financial help and to provide her a period of rest and recuperation in connection with her pregnancy. This process step is applicable for vacation leave applications of more than a month.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Pregnant Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Leave Application Form (CSC Form No. 06 Revised July 1998) duly approved by the authorized signatory) – 2 original		Department or Office Concerned		
2. Medical Certificate (when a female employee wants to report back to duty before the expiration of her maternity that she is physically fit to assume the duties of her position) medical certificate duly authorized by the OB-GYN physician) – 2 original		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application and requirements to HRMO -PBWD for recording purposes	1. The PBWD In-charge evaluates as to availability of leave credit balance.	None	10 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Vanessa Ungab - Human Resource Management Officer I Novelle Q. Paragas -



				Human Resource Management Officer II Milagros A. Tacason - Human Resource Management Officer III
	1.2 The PWD Chief reviews the application leave and the supporting documents before the HRMO Department Head affixes his initials.	None	3 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	1.3 The Department Head initials the leave application for the approval and signature of the City Administrator.	None	2 Minutes	Lemuel G. Ortonio - HRMO Department Head
TOTAL:		None	15 Minutes	



17. Sick Leave

Sick Leave is 15 days annually granted to permanent employee, only on account of sickness or disability on the part of the employee or of his/her immediate family. The approval is ministerial provided that proof of sickness is shown. SL in excess of 5 days should be supported by a proper medical certificate. This process is only applicable for vacation leave applications of more than a month.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Plantilla Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application Form (CSC Form No. 06 Revised July 1998) (duly certified) – 2 original		Department or Office Concerned		
2. Medical Certificate duly authenticated by the doctor/physician) - 2 original		Physician		
Note: It is not required for below 5 days of sick leave				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application and requirements to HRMO -PBWD for recording purposes	1. The PBWD In-charge evaluates as to availability of leave credit balance.	None	10 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Vanessa Ungab - Human Resource Management Officer I Novelle Q. Paragas - Human Resource Management Officer II Milagros A. Tacason - Human Resource



				Management Officer III
	2.1 The PWD Chief reviews the application leave and the supporting documents before the HRMO Department Head affixes his initials.	None	3 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	2.2 The Department Head initials the leave application for the approval and signature of the City Administrator.	None	2 Minutes	Lemuel G. Ortonio - HRMO Department Head
TOTAL:		None	15 Minutes	



18. Solo Parent Parental Leave

Parental Leave for Solo Parent of seven (7) work days with full pay every year is granted to any solo parent or individual who is left alone with the responsibility of parenthood, who has rendered service of at least one (1) year in the City Government of Davao. This process is only applicable for vacation leave applications of more than a month.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All Plantilla Solo Parents of the City Government of Davao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application Form (CSC Form No.6) – 2 original		Department or Office Concerned		
2. Solo Parent ID Card – 1 original, 1 photocopy		City Social Services and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application and requirements to HRMO - PBWD for recording purposes	1.1 The PBWD In-charge evaluates as to availability of leave credit balance.	None	10 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Vanessa Ungab - Human Resource Management Officer I Novelle Q. Paragas - Human Resource Management Officer II Milagros A. Tacason - Human Resource Management Officer III
	1.2 The PWD Chief reviews the application	None	3 Minutes	



	leave and the supporting documents before the HRMO Department Head affixes his initials.			
	1.3 The Department Head initials the leave application for the approval and signature of the City Administrator.	None	2 Minutes	Lemuel G. Ortonio - HRMO Department Head
TOTAL:		None	15 Minutes	



19. Vacation Leave				
Vacation Leave is 15 days annually granted to permanent employees and may be availed for personal reasons. The approval is contingent upon the necessities of the service. Application should be filed, whenever possible, five (5) days in advance. This process is only applicable for vacation leave applications of more than a month.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Plantilla Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Leave Application Form (CSC Form No. 06 Revised July 1998) – 2 original			Department or Office Concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit leave application and requirements to HRMO - PBWD for recording purposes	1.1 The PBWD In-charge evaluates as to availability of leave credit balance.	None	10 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Vanessa Ungab - Human Resource Management Officer I Novelle Q. Paragas - Human Resource Management Officer II Milagros A. Tacason - Human Resource Management Officer III
	1.12 The PWD Chief reviews the application leave and the supporting documents before the HRMO Department Head	None	3 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief



	affixes his initials.			
	3. The Department Head initials the leave application for the approval and signature of the City Administrator.	None	2 Minutes	Lemuel G. Ortonio -HRMO Department Head
TOTAL:		None	15 Minutes	



20. Rehabilitation Leave

Rehabilitation Leave is granted a maximum of 6 months to permanent employees, on account of wounds or injuries incurred in the performance of duty. The approval shall be supported by a proper medical certificate and other related documents. This process is only applicable for vacation leave applications of more than a month.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	Plantilla Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Leave Application Form (CSC Form No. 06 Revised July 1998) – 2 original	Department or Office Concerned
2. Medical Certificate (duly authenticated by a doctor/physician) – 2 original	Physician
Police Blotter stating where the accident happened (duly signed by the police officer) – 2 original	Police Officer/ In-charge
4. Endorsement letter from the head office stating facts of the incident that it happened during working hours while in the performance of duty – 2 original	Head of Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form to the leave In-charge for recording purposes without deducting the leave credits	1. PBWD Staff evaluates the authenticity of the medical certificate and days indicated by the physician for employee to rest.	None	15 Minutes	Felicitas S. Pancho - Human Resource Management Assistant Vanessa Ungab - Human Resource Management Officer I Novelle Q. Paragas - Human Resource Management Officer II



				Milagros A. Tacason - Human Resource Management Officer III
	1.2 The PWD Chief reviews the application leave and the supporting documents before the HRMO Department Head affixes his initials.	None	3 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	1.3 The Department Head initials the leave application for the approval and signature of the City Administrator.	None	2 Minutes	Lemuel G. Ortonio - HRMO Department Head
TOTAL:		None	15 Minutes	



21. Processing Of Claims For Resignation

Processing of claims for an employee who did not meet the required age(at least 60 years old) or service (at least 15 years) in the City Government of Davao, formally giving up his or her position.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Resigning Employees of the City Government of Davao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accountability Clearance – 3 original		Department/Office of the Employee		
2. Certificate of No Pending Administrative/Criminal Case – 2 original		City Legal Office		
3. Service Record (with digital signature) – 5 original		Administrative Division, HRMO		
4. Application for Retirement/Cash Surrender Benefit - GSIS Form No. 06302017-RET.) – 2 original		GSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office submits an endorsement letter with attached letter of intent to resign to HRMO. (Location: Mother unit or assigned office)	1.1 The PBWD provides list of requirements to the retiree to be submitted to GSIS (Location: Human Resource Management Office)	None	1 Minute	Maria Evelyn P. Jaron - Human Resource Management Officer II - HRMO
2. Prepare the above-mentioned requirements	2.1.The PBWD reviews the completeness of the require documents.	None	1 Hour	Maria Evelyn P. Jaron - Human Resource Management Officer II - HRMO



	2.2. The PBWD Prepares the endorsement letter to GSIS for the retirement claim of the employee to be signed by the City Mayor or her duly authorized representative.	None	15 Minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II - HRMO
	2.3 The PBWD Chief reviews the retirement claim of the employee to be signed by the City Mayor or her duly authorized representative.	None	15 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	2.4 The HRMO Head initials the endorsement letter to be signed by the City Mayor or her duly authorized representative.	None	1 Minute	Lemuel G. Ortonio - HRMO Department Head
3. Receives the endorsement letter with the above-mentioned requirement for submission to GSIS.	3.1. The PBWD retains copies of the documents to be submitted to the Administrative Division for file copy	None	1 Minute	Maria Evelyn P. Jaron - Human Resource Management Officer II – HRMO
	3.2.The Administrative Division updates the record in Personnel Management System.	None	5 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
TOTAL:		None	1 Hour and 33 Minutes	



22. Processing Of Retirement Claims

Processing of retirement claims by employees who have rendered at least 15 years of service and must be at least 60 years old upon retirement.

Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All retiring Plantilla personnel of the City Government of Davao			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accountability Clearance – 3 original		Department/Office of the Employee		
2. Certificate of No Pending Administrative/Criminal Case – 2 original		City Legal Office (City hall, Davao City)		
3. Service Record with digital signature – 5 original		Administrative Division, Human Resource Management Office		
4. Application for Retirement/Cash Surrender Benefit; GSIS Form No. 06302017-RET.) – 2 original		Government Service Insurance System (GSIS, Davao City)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Dept. or Office submits an endorsement letter with attached letter of intent to retire to HRMO.	1. PBWD staff provides list of requirements to the retiree to be submitted to GSIS.	None	10 Minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II
2. Prepare the above-mentioned requirements	2.1. PBWD staff prepares the endorsement letter to GSIS for the retirement claim of the employee to be signed by the City Mayor or her duly authorized	None	15 Minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II



	2.2. The PBWD Division Chief reviews the completeness of the document to be signed by the City Mayor or her duly authorized representative.	None	15 Minutes	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
3. Receives the endorsement letter with the abovementioned requirement for submission to GSIS.	3.1. The PBWD staff retains copies of the documents to be submitted to the Administrative Division for file copy.	None	3 Minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II
	3.2. The Administrative Division updates the record in Personnel Management System	None	5 Minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
TOTAL:		None	1 Hour and 33 Minutes	



23. Issuance Of Separation Order				
An employee who is reported on Absent Without Leave (AWOL) for more than 1 month with due process shall be issued an Order of Separation signed by the City Mayor.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Employee who is reported on Absence Without Leave			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement letter from the Department or office (Report of habitual tardiness duly signed by the Department Head) – 2 original			Department/Office of the Employee	
2. Daily Time Record – 1 original			Department/Office of the Employee	
3. Monthly Report of Attendance (certified by the Department Head) – 1 original			Department/Office of the Employee	
4. Return to Work Order (duly signed by the Department Head) – 2 original			Department/Office of the Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Dept. or Office submits an endorsement letter with above mentioned requirements to HRMO.	1.1 PBWD staff reviews and evaluates the documents.	None	1 Hour	Maria Evelyn P. Jaron - Human Resource Management Officer II
	1.2 PBWD staff prepares the Order of Separation to be signed by the City Mayor.	None	30 Minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II
	1.3. PBWD Chief reviews the Order of Separation to be signed	None	15 Minutes	Daisy C. Vales- Personnel Benefits and Welfare Division Chief



	by the City Mayor.			
	1.4. The HRMO Head initials the Order of Separation to be signed by the City Mayor.	None	1 minutes	Lemuel G. Ortonio - HRMO Department Head
2. The Dept. or office receives the Order of Separation.	2.1 The PBWD staff retains copies of the documents to be submitted to the Administrative Division for file copy.	None	3 minutes	Maria Evelyn P. Jaron - Human Resource Management Officer II
	2.2 The Administrative Division updates the record in Personnel Management System	None	5 minutes	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II)
TOTAL:		None	1 Hour and 54 Minutes	



24. Preparation Of Notice Of Salary Adjustment (NOSA)				
Notice of Salary Adjustment is issued when there is a salary increase to all government employees in accordance with the guidelines of Department of Budget and Management.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Complex transaction			
Type of Transaction	G2G - Government to Government			
Who may avail	All Plantilla personnel of the City Government of Davao			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Filled-out Master list form duly signed by the local chief executive – 4 original			Human Resource Management Office	
2. Filled-out Individual Notice of Salary Adjustment duly signed by the local chief executive – 4 original			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare master list to all employees by department for the Salary Adjustment	1.1. The PBWD Staff shall prepare and evaluate the master list for the Salary Adjustment	None	2 Days	Claire C. Bongcawel, and Fe Virginia C. Resurreccion - Human Resource Management Assistant Maria Evelyn C. Jaron - Human Resource Management Officer II
	1.2. The PBWD Chief reviews the corrections of the entries to be initialed by the City Mayor	None	30 Minutes	Daisy C. Vales -Personnel Benefits and Welfare Division Chief
2. Prepare the Individual Notice of Salary Adjustment (Location: office assigned/ mother	2.1 PBWD staff prepares the Individual Notice of Salary Adjustment (NOSA) per department.	None	2 Days	Claire C. Bongcawel, and Fe Virginia C. Resurreccion - Human Resource Management Assistant



unit concerned)	2.2. The PBWD Chief reviews the Individual Notice of Salary Adjustment (NOSA) to be initiated by the City Mayor.	None	15 Minutes	Daisy C. Vales -Personnel Benefits and Welfare Division Chief
	2.3. Master list for NOSA of all departments shall be initiated by the HRMO Head	None	4 Hours	Lemuel G. Ortonio -HRMO Department Head
	2.4 Master list for NOSA of all departments shall signed by the City Administrator	None	1 Day	City Administrator
	2.5 Individual NOSA shall be signed by the HRMO Head and the City Administrator	None	2 Days	Lemuel G. Ortonio -HRMO Department Head City Administrator
	2.6 Master list and Individual NOSA shall be forwarded to CSC field office for updating and record purposes	None	4 Hours	Claire C. Bongcawel - Human Resource Management Assistant
	2.7 Master list and Individual NOSA duly received and released from CSC field office shall be released by HRMO to respective departments	None	4 Hours	Josephine A. Rebosura - Administrative Aide IV (Reproduction Machine Operator II) Myrna Zafra, - Administrative Assistant II (Clerk IV)
	TOTAL:	None	7 Days, 12 Hours and 45 Minutes	



25. Preparation Of Notice Of Step Increment (Nosi) - Per Employee				
Notice of Step Increment is issued when an employee is in the same position for at least three (3) years pursuant to Joint CSC and DBM Circular No.1 series of 1990, implementing Sec.13(c) of RA No.6758.				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Complex transaction			
Type of Transaction	G2G - Government to Government			
Who may avail	All qualified Plantilla personnel of the City Government of Davao			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Individual NOSI Form (Pursuant to DBM and Joint CSC and DBM Circular No. 1 Series of 1990 of RA 6758) duly signed by the local chief executive – 4 original			1. Human Resource Management Office	
2. DBM Prescribed Master list Form duly signed by the local chief executive – 4 original			2. Human Resource Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare master list to all employees by department for the Salary Adjustment and for the Step Increment	1.1. PBWD Staff shall prepare the master list for the Step Increment	None	2 days	Claire C. Bongcawel, and Fe Virginia C. Resurreccion - Human Resource Management Assistant
	1.2. Evaluate the service record of every employee qualified to step increment	None	20 Minutes	
2. Prepare the Individual Notice of Salary Adjustment and Step Increment	2.1. Prepare the Individual Notice of Salary Increase (NOSI) per department	None	2 Days	
	2.2. The PBWD Division Chief shall review the correctness of the entries to be initiated by the Department Head Of HRMO.	None	30 Minutes	



	2.3. Master list and individual NOSI shall be initiated by the Department Head Of HRMO.	None	1 Day	Lemuel G. Ortonio – HRMO Department Head
	2.4. Master list and individual NOSI shall be signed by the City Administrator	None	1 Day	City Administrator
	2.5. Master list and individual NOSI shall be forwarded to CSC field office for updating and record purposes	None	4 hours	Claire C. Bongcawel, and Fe Virginia C. Resurreccion Personnel Benefits & Welfare Staff, Human Resource Management Assistant – HRMO
	2.6. Master list and Individual NOSI duly received and released by CSC field office shall be released by HRMO to the respective departments	None	4 Hours	Melody C. Herrera - Supervising Administrative Officer
TOTAL:		None	6 Days, 4 Hours and 50 Minutes	



**HUMAN RESOURCE AND MANAGEMENT
OFFICE
EXTERNAL SERVICES**



1. Application For The On-The-Job Training (OJT)				
Application of college students for an OJT wherein they will be assigned to specific department/office and provided with opportunities skills development and theories application learned from school				
Office or Division	Human Resource Management Office (HRMO) -Human Resource Development Division (HRDD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter – 1 original and 1 photocopy			University/School	
2. Indorsement Letter from the University/Head of School – 1 original and 1 photocopy			University/School	
3. Personal Data Sheet/Resume with 2x2 picture – 1 original			Personal Data Sheet can be downloaded online	
4. Signed Waiver – 1 original			University/School	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student or University Instructor inquiries about the On the Job Training (OJT) program and the requirements for OJT application.	1. Human Resource Development Division (HRDD) personnel explain On the Job Training (OJT) program and provides clients list of requirements.	None	3 Minutes	Arnel Alarcon – Human Resorce Management Officer I
2. Student or University Instructor submits requirements to HRMO.	2. 1 HRMO receives and checks documentary requirements of the student	None	3 Minutes	Josephine A. Rebosura and Girlie Ann Cabahug Administrative Div. Receiving Clerk –HRMO
	2.2 Administrative staff scans and encodes the documents.			Myrna Zafra, and Iris



	Once recorded, he/she endorses the documents to the HRMO Secretary.	None	8 minutes	Balandra Receiving Clerk–HRMO
	2.3 HRMO Secretary endorses the documents to the HRMO Department Head for comments and then routes to the concerned division or personnel.	None	2 hours	Mhega P. Buenavista and Sun Sheri C. Lobaton, Human Resource Head Secretary – HRMO Lemuel G. Ortonio – HRMO Department Head
	2.2 HRDD personnel evaluate the documents submitted by the student.	None	10 Minutes	Arnel Alarcon– Human Resorce Management Officer I
	If complete, student is advised to make a follow up through telephone call			
	If incomplete, student is Instructed to comply and submit complete requirements			
3. Student/teacher in-charge makes a follow-up of the request for OJT	3.1 HRDD personnel coordinates with concerned department/office	None	5 Minutes	
	3.2 HRDD personnel prepares the endorsement and forwards the document to the head of office for signature	None	10 minutes	



4. Student/teacher in-charge gets endorsement from HRMO and presents endorsement to the concerned department/ office	4.1 HRMO Head signs the endorsement.	None	1 day	Lemuel G. Ortonio HRMO Department Head
	4.2 HRMO releases endorsement to student	None	5 Minutes	Josephine A. Rebosura and Girlie Ann Cabahug Administrative Div. Receiving Clerk –HRMO
TOTAL:		None	1 Day, 2 Hours and 44 Minutes	



2. Application For Job Order And Contract Of Service				
Application for Job Order/Contract of Service position for all qualified applicants				
Office or Division	Human Resource Management Office (HRMO) - Personnel Selection and Transaction Division (PSTD)			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen (Applicants)			
Who may avail	All qualified applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter – 1 original			Applicant	
2. CS 212 Form (Personal Data Sheet) – 1 original			Applicant	
3. Transcript of Records/Form 137 – 1 photocopy			University/school attended	
4. Birth Certificate – 1 original			Philippine Statistics Authority (PSA)	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and other requirements to the Human Resource Management Office	1.1 PSTD staff receives and evaluates the documents.	None	5 Minutes	Kristine Joy P. Bate, Human Resource Development Staff
	1.2 PSTD staff endorses applications to concerned departments/ offices	None	30 Minutes	Anna Liza D. Roque, Supervising Administrative Officer (Human Resource Management Officer IV)
	1.3 The concerned office submits a letter reply to HRMO.	None		
	If application is disapproved due to budget constraints or no vacant positions, the application is reconsidered in	None	5 Days	Concerned department/office of the City Government of Davao



	any other office with request for additional staff.			
	If application is approved, the concerned office will prepare an endorsement to be submitted at HRMO for master list preparation			
2. Wait for feedback from the concerned department/office	2.1 PSTD staff informs clients to make a follow-up at the concerned office	None	5 Days	Kristine Joy P. Bate, Human Resource Development Staff Anna Liza D. Roque, Supervising Administrative Officer (Human Resource Management Officer IV)
	2.2 Once Master list is approved, the concerned Office may now prepare the contract (if office charges) Note: If budget/charge is under Mayor's Office, HRMO will release deployment order and prepare the contract.	None	5 Days	Kevin Adrian D. Naraga, Geraldine O. Pamisa - PSTD Administrative Staff Officer Concerned department/office of the City Government of Davao/Human Resource Management Office
TOTAL:		None	15 Days and 35 Minutes	



3. Application For Open Positions In The Career Service

Processing of application for employment.	
Office or Division	Human Resource Management Office (HRMO) - Personnel Selection and Transaction Division (PSTD)
Classification	Complex
Type of Transaction	G2C - Government to Citizen, G2B – Government to Government
Who may avail	All qualified participants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter – 1 original	Applicant
2. CSC 212 Form (Personal Data Sheet) – 1 original	Applicant
3. Work Experience Sheet – 1 photocopy	Applicant
4. Certificate of Eligibility/PRC License – 1 photocopy	Civil Service Office/Professional Regulation Commission
5. Transcript of Records/Form 137 – 1 photocopy	University/school graduated
6. Certificate of Employment – 1 photocopy	Previous/current employer
7. Certificate of Master Units Earned – 1 photocopy	School attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application documents to the Human Resource Management Office	1. Staff evaluates the documents submitted and schedules the applicant for Pre-Qualifying Examination	None	5 Minutes	Lalaine Allen R. Casquejo, and Dioselle Y. Ociones - Human Resource Management Officer I
2. Client take the Pre-Qualifying Examination	2. Conduct of Pre-Qualifying Examination	None	2 Hours	
3. Applicant follows-up examination result from the Human Resource Management Office	3.1 HRMO checks and releases the result. If the applicant failed, the applicant is	None	5 Working Days After The Examination	Felixia L. Escoton - Human Resource Management Assistant



	scheduled for retake			
	3.2 HRMO lines-up/schedules applicants for panel interview	None	2 Minutes	Lalaine Allen R. Casquejo, and Dioselle Y. Ociones - Human Resource Management Officer I
TOTAL:		None	5 Days, 2 Hours and 7 Minutes	



4. Processing of Death Claims				
Processing of documents for GSIS claim for surviving heirs				
Office or Division	Human Resource Management Office (HRMO) - Personnel Benefits and Welfare and Division (PBWD)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Heirs of deceased employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement letter from the Department or office – 2 original		Department/Office of the Employee		
2. Death Certificate (PSA) – 2 original		Office of the City Civil Registrar		
3. Service Record – 2 original		Human Resource Management Office		
4. Application for Survivorship (GSIS Form No. 03102014 - AFS) – 2 original		Government Service Insurance System		
5. Marriage Certificate (PSA) – 2 original		Office of the City Civil Registrar		
6. Birth Certificates of legal heirs (PSA) – 2 original		Office of the City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Dept. or Office submits an endorsement letter with death certificate of	1. PBWD staff provides a list of requirements to the family of departed employees to be submitted to GSIS.	None	5 Minutes	Maria Evelyn C. Jaron - Human Resource Management Officer II
2. The family submits the above-mentioned requirements to PBWD.	2.1 PBWD Division Chief reviews the completeness of the requirements.	None	1 Hour	Daisy C. Vales - Personnel Benefits and Welfare Division Chief
	2.2 PBWD staff prepares the	None	30 Minutes	Maria Evelyn C. Jaron - Human Resource



	endorsement letter to GSIS for death claim of the family to be signed by the City Mayor or her duly authorized representative.			Management Officer II
	2.3 The HRMO Department Head initials the endorsement letter to be signed by the City Mayor or her duly authorized representative.	None	5 Minutes	Lemuel G. Ortonio – HRMO Department Head
3. The family receives the endorsement letter and submits to GSIS together with the abovementioned requirements.	3. The PBWD retains copies of the documents to be submitted to the Administrative Division for file copy.	None	5 Minutes	Maria Evelyn C. Jaron, Human Resource Management Officer II
TOTAL:		None	1 Hour and 45 Minutes	



**INTEGRATED GENDER AND DEVELOPMENT
DIVISION
EXTERNAL SERVICES**



1. Assistance to Violence Against Women and their Children (VAWC) Walk-In Clients

Legal, Psychosocial and Referral Services to VAWC Client-Survivors				
Office or Division	Office of the City Mayor -Integrated Gender and Development Division			
Classification	Highly Technical Transactions			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Women and their Children victims of violence as defined under RA 9262 (Anti- VAWC Law)			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
For case conferences in relation to economic abuse:				
1. List of monthly expenses of children; and/or			1. Client	
2. Pay slip of respondent (if possible).			2. Client	
For filing of cases in court/OWWA (if the respondent is an OFW): (8 photocopies of each document)				
1. Marriage certificate (if applicable);			1. Philippine Statistics Office PSA	
2. Birth certificate of child/ren (if applicable);			2. Philippine Statistics Office PSA	
3. Police Blotter;			3. DCPO-WCPD	
4. Latest Barangay Protection Order (if applicable);			4. Barangay where the incident happened	
5. Agreement/ affidavit of undertaking (if any);			5. Barangay where the incident happened/ IGDD	
6. Latest OFW information sheet (if applicable);			6. OWWA	
7. Medical certificate/ medico-legal certificate (if applicable);			7. SPMC-WCPU	
8. Proof of income of respondent (pay slip or contract);			8. OWWA	
9. Certification that the client has undergone psychological counseling;			9. SPMC-IPBM	
10. Pictures/Videos/ Text Messages (Screen Shot) Salaysay/ Narrative (details of the incident)			10. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to IGDD to report incident	1. Interview initially and assess whether the case is in violation of RA 9262	None	5 Minutes	Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny
2. If RA 9262 case, client fills-up intake form	2.1 Assist / interview client based on data needed in the intake sheet	None	10 Minutes	Cambel/ Charys Guerzon-Flores/ Azonta Veyb



	2.2 Depending on their needs, issue referral sheet and refer/ accompany client to proper agencies such as Public Attorney's Office (PAO), Davao City Police Office (DCPO), Southern Philippines Medical Center (SPMC)- Women and Children Protection Unit (WCPU), Barangay, CSWDO, among others	None	3 Minutes	Maglunsod, DMO I/ TRO – Integrated and Gender Development Division
3. Thoroughly interviewed by the Office of the Special Counsel (OSC) Lawyer/ IGDD Para-Legal based on the data in the intake form	3.1 Office of the Special Counsel gives legal assistance such as legal consultation, preparation of affidavits, demand letters, etc., whichever is appropriate	None	2 Hours	Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod/ Atty. Myrie Ellenel Rosete/ Atty. Sherryl Joy Castillo/ Atty. Israel Torentera/ Atty. Raymond Samarita, DMO I/ TRO/ OSC – Integrated and Gender Development Division
	3.2 IGDD gives secretariat support to OSC such as gathering of important documents and other evidence like police blotters, medico-legal certificates from clients, etc.			



<p>4. Proceed to other agencies providing for appropriate services needed</p>	<p>4. If the client has no records of police blotter, medico-legal, etc., she is accompanied to partner agencies or given referral form / referred to proper agencies providing for services they need, to wit:</p> <ul style="list-style-type: none"> ● Psychosocial Services- CSSDO ● Temporary Shelter- Sidlakan ● Medico-legal and Psychological Counseling-SPMC- WC PU & IPBM ● Securing of BPO – Barangay ● Police Assistance-DCPO- WCP D 	<p>None</p>	<p>3 Minutes (filling-up of referral form)</p>	<p>Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod/ Atty. Myrie Ellenel Rosete/ Atty. Sherryl Joy Castillo/ Atty. Israel Torentera/ Atty. Raymond Samarita, DMO I/ TRO/ OSC – Integrated and Gender Development Division</p>
<p>5. If physical, psychological and sexual abuse/s, file the case in the prosecutor's office for determining of probable cause</p>	<p>5.1 The OSC will take charge in preparing the Affidavit of Complaint and in instructing the client in securing the necessary attachments to strengthen her claims.</p>	<p>None</p>	<p>(Cannot be quantified, services monitoring lasts until the termination of a case in court)</p>	<p>Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod/ Atty. Myrie Ellenel</p>



	<p>5.2 The affidavit of complaint is then filed in the Prosecutor's Office, for the determination of probable cause. Upon determination of the presence of probable cause, the assigned prosecutor will take charge in handling the case which includes appearance as counsel during trials, until the termination of the case.</p> <p>5.3 IGDD monitors/ seeks update from the client or the court, whichever is necessary</p>			<p>Rosete/ Atty. Sherryl Joy Castillo/ Atty. Israel Torentera/ Atty. Raymond Samarita, DMO I/ TRO/ OSC - Integrated and Gender Development Division</p>
6. In case of economic abuse, client is scheduled for case conference on the earliest possible time	<p>6.1 Case conference for the purpose of discussing the claim for economic support of the client against the abuser is scheduled.</p> <p>6.2 Demand letter is sent to the abuser for a case conference at IGDD</p>	None	14 Days	<p>Reina Grace Ureta/ Frex Walter Ordeñiza/ Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod, DMO I/ TRO – Integrated and Gender Development Division</p>
7. Undergo case conference with spouse / partner for determination of	7.1 Case conference for concerns involving economic abuse is held.	None	1 Hour	<p>Reina Grace Ureta/ Frex Walter Ordeñiza/</p>



monthly financial support and for signing of agreement or undertaking	7.2 Parties may sign Compromise Agreement or Affidavit of Undertaking for support			Johny Cambel/ Charys Guerzon-Flores/ Azonta Veyb Maglunsod/ Atty. Myrie Ellenel Rosete/ Atty. Sherryl Joy Castillo/ Atty. Israel Torentera/ Atty. Raymond Samarita, DMO I/ TRO/ OSC - Integrated and Gender Development Division
	7.3 In case parties do not agree or where the perpetrator violates the agreement, an Affidavit of Complaint will then be filed in the City Prosecutor's Office (CPO)-OSC handles until determination of probable cause in the CPO. After determination thereof, CPO will handle the case until its termination			
TOTAL:		None	14 Days, 3 Hours and 21 Minutes	



2. Responding to Requests for Gender-Related Trainings and Orientations and for Attendance to Meetings and Other Gender-Related Activities				
Attendance / Participation to Request for Gender-Related Trainings, Orientations, Meetings and other Gender-Related Activities				
Office or Division	Office of the City Mayor -Integrated Gender and Development Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All - Barangays / LGUs, GOs, NGAs, Sectors, NGOs, POs			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter addressed to IGDD Officer-in-Charge (OIC) requesting for resource person/s in gender related trainings and orientations (must be sent at least 1 week prior to the scheduled training or orientation); or		1. Requesting office/ agency/ department/ group/ individual/ institution/ company, etc.		
2. Letter addressed to IGDD OIC requesting for IGDD staff/s to attend meetings or gender-related activities (must be sent at least 2 days prior to the scheduled meeting or gender-related activity/ies).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to IGDD to send a letter requesting for: <ul style="list-style-type: none"> • Resource person/s on gender-related trainings/ orientations • Attendance of IGDD staffs to meetings • Participation of IGDD to gender-related activities 	1.1 Read letter, receive and record via document tracking logbook and IGDD calendar of activities	None	10 Minutes	Ella Cecilia Saberon/ Carmen Junsay, Clerk II/ Clerk III – Integrated Gender and Development Division
	1.2 Examines and asks requester some information regarding the activity which is not covered by the			



2. Wait for the confirmation or advise to return/ follow-up	2.1 Letter is forwarded to IGDD Officer-In-Charge (OIC) for approval or appropriate action, OIC may attend or assign the activity to MCE or Regulatory Section	None	15 Minutes	Lorna Mandin, OIC – Integrated Gender and Development Division
	2.2 Section Head may attend or assign people to attend/ take charge of the activity			Reina Grace Ureta, DMO I – Integrated Gender and Development Division
	2.3 Names of people to attend are communicated to the OIC and Administrative Section Head for updating of Calendar of activities			Lorna Mandin/ Carmen Junsay, OIC/ Clerk III – Integrated Gender and Development Division
3. Follow-up request or acquire confirmation	3.1 Inform requester upon follow-up	None	1 Day	
	3.2 Prepare for and attend activity			
TOTAL:		None	1 Day and 25 Minutes	



3. Monitoring of Women Development Code (WDC) Implementation				
Re: Holding of Beauty Contests and Other Fund-Raising Initiatives				
Approval of Special Mayor's Permit Relative to the holding of Beauty Contests and other Fund-Raising Initiatives				
Office or Division	Office of the City Mayor -Integrated Gender and Development Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Special Mayor's Permit Application Form which reflects IGDD as one of the signatories; and (Note: activity for approval must involve activities which depicts or possibly depicts women and girl-children as the central focus in raising funds, such as ledge dancing, dance contests, benefit dance, disco dance, fashion shows, among others.		1. Business Bureau		
2. Upon assessment, IGDD may require an activity proposal or design which includes guidelines / criteria for judging, program objectives, background of the contest, and design of costumes.		2. Applicant's company, group or organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to IGDD carrying a Special Mayor's Permit Application – requesting approval for his/her activity/ies which involves or possibly involves women and girl-children as center or focus to raise funds (i.e. beauty searches, ledge dancing, dance contests, talent showcase, etc.)	1.1 Inquires further about the nature of the activity	None	7 Minutes	Reina Grace Ureta/ Carmen Junsay/ Ella Cecilia Saberon/ Catalina Gales/ Everiesto Bravo, Jr./ Jimmy Paguera, DMO I/ TRO/ Clerk III/ Clerk II/ PDO – Integrated Gender and Development Division
	1.2 Evaluates the activity if it conforms with the provisions of the Women Development Code and decides approve or whether to approve or disapprove the same			
	1.3 If no possible violation can be observed from the activity, IGDD			



	<p>automatically signs the Special Mayor's Permit Application and informs the client to proceed with other signatory-offices. Even if no violation can be noted from the activity, the office will still inform the client of the provisions of the Women Development Code which must be observed by the organizer.</p>			
	<p>1.4 If possible, violation can be observed upon initial assessment/ evaluation, IGDD may disapprove / may refuse to sign the permit and tell the client to bring an activity proposal / design which includes guidelines / criteria for judging, program objectives, and background of the contest and designs of costumes. Further, IGDD will discuss the provisions of the WDC which may be violated by the organizers, to wit:</p>			



	regulation on Beauty Contests and Other Fund-Raising Initiatives			
2. Upon returning to the office, client must bring the activity design along with other documents required by IGDD; Client sits down with the MCE staff to discuss the design and limitations/ regulations under the Women Development Code	2.1 Evaluates/ assesses the activity design, criteria for judging, costume designs, among others.	None	15 Minutes	Reina Grace Ureta/ Carmen Junsay/ Ella Cecilia Saberon/ Catalina Gales/ Everiesto Bravo, Jr./ Jimmy Paguera, DMO I/ TRO/ Clerk III/ Clerk II/ PDO – Integrated Gender and Development Division
	2.2 In case of possible violation, MCE talks to the organizer or persons- in-charge of the activity and inform them of possible violations to the WDC and other options which the client may perform			
3. Follow-up request or acquire confirmation	3. If organizer insists in pursuing the activity, they will sign a waiver. Same waiver indicates that IGDD will sign the permit but will conduct monitoring and photo, video and written documentations thereof and will file appropriate action/s in case of violation	None	3 Minutes	
TOTAL:		None	25 Minutes	



**LINGAP PARA SA MAHIRAP PROGRAM
(LINGAP)
Assistance to Individuals
In Crisis Situations
EXTERNAL SERVICES**



1. Lingap Para sa Mahirap Program				
Financial/ Medical assistance to individuals in crisis situation				
Office or Division	Office of the City Mayor - Lingap Program			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Hospital				
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall			
b. Latest Final Bill – 1 original	b. Billing section from the hospital			
c. Certificate of Confinement or Medical Certificate – 1 original	c. Medical records from the hospital			
d. Promissory Note, if discharge – 1 original or certified true copy	d. Billing section from the hospital			
2. Funeral				
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall			
b. Funeral Contract (Funeral Bill) – 1 original	b. Funeral Parlor			
c. Death Certificate – 1 certified true copy	c. City Civil Registrar's Office			
3. Dialysis				
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall			
b. Price Quotation – 1 original	b. Dialysis			
c. Medical Abstract – 1 original for first timer, 1 photocopy for Repeaters	c. Dialysis			
4. Procedures/ Apparatus/ Laboratories not available in SPMC				
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall			
b. Price Quotation – 1 original	b. Provider			
c. Medical Abstract/Clinical Summary/Medical Certificate related to needed assistance – 1 original	c. Doctor or Provider			
d. SPMC Lingap Endorsement – 1 original	d. SPMC Lingap			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and evaluate requirements as to completeness	None	3 Minutes	Vincent A. Plarisan, OIC/ ASO – City Mayor's Office
	1.2 Issue Request Assistance Form			



2. Fill-up Request Assistance Form	2. Interview Client	None	5 Minutes	Vincent A. Plarisan, OIC/ ASO – City Mayor’s Office
3. Sign Eligibility Form	3.1 Prepare Eligibility Form	None	2 Minutes	
	3.2 Prepare Guarantee letter			
4. Receive Guarantee Letter	4. Release of Guarantee Letter.	None	2 Minutes	
TOTAL:		None	12 Minutes	



2. Office of the Special Assistant to the President	
Financial/ Medical assistance to individuals in crisis situation	
Office or Division	Office of the City Mayor - Lingap Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	All
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Hospital	
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall
b. Latest Final Bill with deduction from Lingap – 1 original	b. Billing section from the hospital
c. Certificate of Confinement or Medical Certificate – 1 original	c. Medical records from the hospital
d. Promissory Note, if discharge – 1 original or certified true copy	d. Billing section from the hospital
e. ID of patient/ transacting immediate family – 1 original	e. Requestor
2. Funeral	
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall
b. Funeral Contract (Funeral Bill) – 1 original	b. Funeral Parlor
c. Death Certificate – 1 certified true copy	c. City Civil Registrar's Office
d. Statement of Account with deductions from Lingap/DSWD	d. Requestor
3. Dialysis	
a. Proof of residency (Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall
b. Price Quotation – 1 original	Dialysis Center
c. Medical Abstract – 1 original for first timer, 1 photocopy for Repeaters	
d. Statement of account with deductions from LINGAP, DSWD, PCSO – 1 original	
e. ID of patient / transacting immediate family – 1 original	e. Requestor
4. Procedures/ Apparatus/ Laboratories not available in SPMC	
a. Proof of residency (Original Barangay certificate or voters' certificate) – 1 original	a. Comelec or Barangay Hall
b. Price Quotation with deductions from Lingap– 1 original	b. Provider



c. Medical Abstract/Clinical Summary/Medical Certificate related to needed assistance – 1 original		c. Doctor or Provider		
d. SPMC Lingap Endorsement – 1 original		d. SPMC Lingap		
e. ID of patient / transacting immediate family – 1 original		e. Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and evaluate requirements as to completeness	None	3 Minutes	Vincent A. Plarisan, OIC/ ASO – City Mayor's Office
	1.2 Issue Request Assistance Form			
2. Fill-up Request Assistance Form	2. Interview Client	None	5 Minutes	
3. Sign Eligibility Form	3.1 Prepare Eligibility Form	None	2 Minutes	
	3.2 Prepare Guarantee letter			
4. Receive Guarantee Letter	4. Release of Guarantee Letter.	None	2 Minutes	
TOTAL:		None	12 Minutes	



**MADRASAH COMPREHENSIVE DEVELOPMENT
AND PROMOTION UNIT
EXTERNAL SERVICE**



1. Provision on Management of Madrasah Centers and Services				
Supports Islamic Education in which this office provides “Islamic Educators” to every Muslim Community in Davao City where Asatidz (Islamic Teacher), Ulama (Islamic Scholars) are needed and deployed.				
Office or Division	Madrasah Comprehensive Development and Promotion Unit (MCDPU)			
Classification	Complex			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	Graduates of Islamic School (Madrasah Highschool, Colleges, and International/ Foreign Islamic Studies Graduates (Islamic Scholar). A native resident of Davao City (Minimum or at least 2-year residence in the Muslim Community within Davao City)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Diploma/ Certificate, as graduate of: <ul style="list-style-type: none"> • SANAWI/ KULLIYAH (Madrasah Highschool or College) for Asatidz (Islamic Teacher) - 2 Certified True Copy • International Foreign Studies for Ulama (Islamic Scholars) Authenticated and Certified by respective Embassy - 2 Certified True Copy 		1. Requesting Party		
2. Personal Data Sheet (PDS) Form 212 - 2 original				
3. Transcript of Records of: <ul style="list-style-type: none"> • SANAWI/ KULLIYAH (Madrasah Highschool or College) for Asatidz (Islamic Teacher) - 2 Certified True Copy • International Foreign Studies for Ulama (Islamic Scholars) Authenticated and Certified by respective Embassy - 2 Certified True Copy 				
4. Application Letter				
5. COMELEC Certificate with a minimum or at least 2-year residency in Davao City				
6. Barangay Clearance - 1 original, 1 photocopy				
7. Trainings or Seminars Certificate (if any) -1 photocopy each				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants are advised to Sign in to the Client Logbook	1. Guide client to fill-in the Logbook	None	3 Minutes	Acmad Binonggara, Receiving Clerk –



besides the office entrance				MCDPU
2. Clients shall submit the requirements (application letter, Diploma/ Certificate for Foreign Studies, TOR, PSD) which is subject by this office for review	2. Applicant's document is received and reviewed by the Technical Officer and Administrative Officer	None	3 Minutes	Rejal Hamisane/ Wedzmer Abdurajak, Technical Assistant/ Administrative Officer – MCDPU
3. For Asatidz; (If qualified). Applicants shall wait for their scheduled Pen & Paper Qualifying Examination through text, call or email by this office	3 & 4 Schedule of Qualifying Examinations and Interviews for Asatidz and Ulama will be announced through text, call or email by the Administrative Officer	None	As the need arises	Wedzmer Abdurajak, Administrative Officer – MCDPU
4. For Ulama; (If qualified). Applicants shall wait for their scheduled Panel Interview through text, call or email by this office				
5. For Asatidz; once notified, applicants shall proceed to take the Pen and Paper Qualifying Examination	5. Ulama Screening Panel shall commence and facilitate the Qualifying Examination	None	3 Hours	Solaiman Piang, Acting Executive Program Director – MCDPU
6. For Asatidz; Applicants shall wait for the result of the Pen and Paper Qualifying Examination which will be notified through text, call or email by this office	6. Qualifying Examination for Asatidz will be announced through text, call or email by the Administrative Officer	None	3 Days	Wedzmer Abdurajak, Administrative Officer – MCDPU



7. Panel interview will commence for qualified/ passed Asatidz and Ulama	7 & 8 Ulama Screening Committee shall commence and facilitate the Panel interview (Ulama & Asatidz) and teaching demonstration (Asatidz)	None	15 Minutes	Solaiman Piang/ Wedzmer Abdurajak, Acting Executive Program Director/ Administrative Officer – MCDPU
8. For Asatidz; Teaching demonstration will commence with the Ulama screening panel			20 Minutes	
9. None	9. Results of Qualifying Examination and panel interview for Asatidz and Ulama will be announced through text, call or email by the Administrative Officer	None	3 Days	Wedzmer Abdurajak, Administrative Officer – MCDPU
10. Applicants (Ulama & Ustadz) who successfully passed the series of exams and interviews will be advised to complete all pertinent requirements for employment of this office	10. Pertinent documents will be collected by the Technical Assistant	None	3 Minutes	Rejal Hamisane, Technical Assistant – MCDPU
TOTAL:		None	3 Days, 3 Hours and 44 Minutes	



MUSEO DABAWENYO

EXTERNAL SERVICE



1. Museum Tours				
A tour for visitors, local, national and international tourists or students inside the Museo Dabawenyo to showcase the works of local article, culture, trade and history geared towards better historical and cultural awareness, understanding and integration.				
Office or Division	Office of the City Mayor – Museo Dabawenyo			
Classification	Simple Transactions			
Type of Transaction	G2G/ G2C – Government to Government/ Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Master list of guests indicating the age, gender, address and IP group (if applicable) for pre-arranged group tours (2 copies)			Museo Dabawenyo Admin Office (through phone call or at the arrival of the guests)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acceptance of reservation through e-mail	1. Facilitate registration in the registration book/ schedule of calendar	None	5 Minutes per client/ transaction	Leonor Rallos/ Maria Concepcion Baek/ Randy Tubo/ Paul John Untal, Museum In-house Tour Guide – Museo Dabawenyo
2. Submit certified master list of guests indicating the age, gender, address and IP group (if applicable) for pre-arranged group tours	2. Accept and inspect master list submitted	None	3 Minutes per group	
3. Proceed to the lobby for a briefing	3. Conduct briefing (Museum rules and other general information about the Museum)	None	1 Minute	
4. Tour inside the various galleries of the Museum	4. Perform tour guiding tasks	None	20 Minutes	
5. Requesting of Certificate of Appearance	5. Combining the preparation, approval, signing and releasing of Certificate of Appearance	None	3 Minutes per client	
TOTAL:		None	32 Minutes	



OFFICE OF THE SENIOR CITIZEN'S AFFAIRS
EXTERNAL SERVICES



1. Burial Assistance for World War II Veterans				
To grant ₱10,000.00 for every World War II Veterans Death Assistance				
Office or Division	Office of the Senior Citizen's Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	World War II Veterans			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Application Form - 2 Original		1. Frontliner Table 1 – OSCA Annex		
2. Service Record of the Late Veterans or Honorable Dismissal from Service – 2 photocopies		2. OSCA Annex		
3. Barangay Certification - 1 original, 1 photocopy		3. Barangay where he/she reside		
4. Certification from PVAO - 1 original, 1 photocopy		4. Philippine Veterans Affairs Office		
5. Certification from OSCA - 1 original, 1 photocopy		5. Office for Senior Citizens Affairs		
6. Certification from Post Commander - 1 original, 1 photocopy		6. District Commander where he/she reside		
7. Valid Document of the Claimant - 2 photocopies		7. Claimant		
a. Marriage Contract (for Spouse) - 1 Certified True Copy, 1 photocopy		a. Local Civil Registrar/PSA		
b. Birth Certificate (for Children) – 1 Certified True Photocopy, 1 photocopy		b. Local Civil Registrar/PSA		
8. 2x2 ID Picture – 2 pieces		8. Photohouse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up application form from the receiving clerk	1. Provide application form and instruct client of the process and required documents	None	1 Minute	Alma D. Agbayani, Officer of the Day – OSCA OPNS
2. Submit the required documents to the receiving clerk	2.1 Receive, check and validate the completeness of the application form and the required documents.	None	3 Minutes	Alma D. Agbayani, Officer of the Day – OSCA OPNS



	2.2 Prepares Disbursement Vouchers and Obligation Request to be signed by the OSCA Head and Chief-of-Staff of the City Mayor	None	1 Day	Alma D. Agbayani, Officer of the Day – OSCA OPNS
	2.3 Send all documents for processing to City Budget Office and City Accounting Office	None	1 Day	Luis R. Moran, Burial Assistance Officer – OSCA
3. Claimant will wait for the approved Cheque.	3. None	None	5 Days	Cashier – City Treasurer’s Office
TOTAL:		None	7 Days and 4 Minutes	



2. Complaint on Violation of Republic Act 9994				
Violators of the Privilege and Benefits of Senior Citizens for not granting 20% discount, VAT Exemption and 5% discount on Basic Necessities and Prime Commodities and are subject for penalty.				
Office or Division	Office of the Senior Citizen's Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Senior Citizens of Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Complaint Application Form – 1 Original		1. Frontliner - Table 1 - OSCA OPNS		
2. Verified Complaint (Notarized) - 1 Original		2. Preferred Legal Counsel of Client		
3. Violation Official Receipts/Sales Invoice – 1 Original		3. Complainant		
4. OSCA I.D. – 1 Photocopy		4. Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up complaint form from the Officer of the Day	1. Provide complaint form and instruct clients of the requirements	None	1 Minute	Ariel A. Axalan, Officer of the Day – OSCA OPNS
2. Submit filled up complaint form and required documents to Officer of the Day	2.1 The Officer of the day receives, checks and validates the completeness of the complaint and required documents	None	3 Minutes	Ariel A. Axalan, Officer of the Day – OSCA OPNS
	2.2 OSCA Board Secretariat initially assess and discuss probability of violation/s to the OSCA Head	None	1 Day	Ariel A. Axalan/ Luis R. Moran, Officer of the Day/ Secretariat – OSCA OPNS
	2.3 The Complaint Board Secretariat prepares notices, venue and time for Complaint Board preliminary hearing	None	1 Day	Ariel A. Axalan, Officer of the Day – OSCA OPNS
3. Receives and acknowledged send notice and attend the Preliminary Hearing	3. Facilitate the Preliminary hearing	None	1 Day	Complaint Board/ CMO/CSWDO/ CHO/ City Legal Office/ OSCA



<p>4. The OSCA Complaint Board after hearing both complainant and respondent on the complaint decides the complaint. The Complaint Board also recommends to the City Mayor for the appropriate action of the complaint.</p>	<p>4. None</p>	<p>None</p>	<p>3 Days</p>	<p>Luis R. Moran, Secretariat – OSCA OPNS</p>
<p>TOTAL:</p>		<p>None</p>	<p>8 Days and 2 Hours and 4 Minutes</p>	



3. Death Benefits Assistance				
Executive Order No. 27 Granting Burial Assistance of P5,000.00 to all indigent Senior Citizens of Davao City.				
Office or Division	Office of the Senior Citizen's Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Senior Citizens of Davao City			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. 1 Original and 2 Photocopy of the following:				
a. Death Certificate (Certified True Copy)		a. Local Civil Registrar (LCR)		
b. OSCA ID		b. Office for Senior Citizen's Affairs		
c. Form 200		c. City Social Welfare and Development Office (CSWDO)		
d. Certificate of Indigency		d. City Social Welfare and Development Office (CSWDO)		
e. Certificate of Eligibility		e. City Social Welfare and Development Office (CSWDO)		
f. Barangay Certification		f. Barangay Hall where he/ she resides		
g. Valid ID of Claimant		g. Claimant		
h. Birth Certificate/ Marriage Contract		h. Local Civil Registrar (LCR)		
2. Claimant – 1 Certified True Copy, 2 Photocopy		2. Local Civil Registrar (LCR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Death Certificate to OSCA	1. Verify document and refer the client to District Social Worker of CSWDO of the process of the Death Benefit Assistance			Jasmin A. Alfanta, Officer of the Day – OSCA OPNS
2. Submit the attached required documents for Death Benefit Assistance from CSWDO	2.1 Receive transmittal with the attached required documents for Death Benefit Assistance			
	2.2 Prepare endorsement and re-check attached documents			



	2.3 Forward Endorsement with transmittal to CSWDO for preparation of voucher			Emily M. Mendoza, Focal Person – OSCA OPNS
TOTAL:		None	8 Minutes	

* **Note: Death Benefit Assistance is processed by CSWDO, subject to budgeting and accounting procedures.**



4. Issuance of OSCA ID and Discount Purchase Booklet as per Republic Act 9994

Privileges and Benefits of Senior Citizen 20% Discount and 5% Discount for Prime Commodities and Basic Necessities

Office or Division Office of the Senior Citizen's Affairs

Classification Simple

Type of Transaction G2C – Government to Citizen

Who may avail Senior Citizens of Davao City

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Application Form - 1 Original copy	1. Frontliner – Table 1
2. Proof of Age- Any Government Issued Documents or ID Any of the following: 1 Photocopy Only	2.
a. Birth Certificate	a. Philippine Statistics Authority/ Local Civil Registrar
b. Baptismal Certificate	b. Church where he/ she baptized
c. Marriage Certificate	c. Philippine Statistics Authority/ Local Civil Registrar
d. Voters Certification	d. COMELEC
e. Passport	e. Department of Foreign Affairs
f. SSS ID/ UMID	f. Social Security System Office
g. Postal ID	g. Postal Office
h. Driver's License	h. Land Transportation Office
i. PhilHealth ID/ MDR	i. PhilHealth Office
j. PRC Card	j. Professional Regulatory Board Office
k. TIN Card	k. Bureau of Internal Revenue
3. Proof of Residency (must be a Davao City resident) – 1 Barangay Certification	3. Barangay Hall where he/ she reside
4. 2 Pcs. Of 1x1 Picture	4. Photohouse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up application form from the Officer of the Day.	1. Provide application form and instruct client of the requirements	None	1 Minute	Jocelyn G. Monday/ Helen B. Mangilit, Officer of the Day – OSCA OPNS
2. Online Application	2. Consolidation via online	None	3 Minutes	Twinkle B. Amihan for 1 st Dist./ Dondie for 2 nd Dist./ Daryl for



				3 rd Dist. – OSCA
3. Submit application with the required documents	3.1 Receive and checks application form and required documents	None	1 Minute	Jocelyn G. Monday/ Helen B. Mangilit, Officer of the Day – OSCA OPNS
	3.2 If documents are complete, validate the correct information given with the required documents then submit for ID preparation	None	1 Minute	Madelyn C. Villasencio, Validator – OSCA
	3.3 If documents are incomplete, ask client to complete the required documents, if there are discrepancies, inquired the client to verify discrepancies and or submit other documents for validation	None	1 Minute	Madelyn C. Villasencio, Validator – OSCA
	3.4 The encoder prepares the OSCA ID with accurate information of the senior citizen/ applicant	None	3 Minutes	Sheryl Z. Limpag, Encoder – OSCA
4. Receive OSCA I.D. Card and Booklet and sign the Logbook/ Distribution list	3.1 The Releasing clerk releases the OSCA I.D. Card and Booklet	None	1 Minute	Cristeta P. Macalipes, Releasing in Charge – OSCA OPNS
	3.2 The validated information of the Senior Citizen/ applicant shall be	None	1 Minute	Dayanodin M. Macadar, IT – OSCA



	encoded to the data base system of senior citizens that has been issued with OSCA ID.			
TOTAL:		None	12 Minutes	



**PUBLIC EMPLOYMENT SERVICE OFFICE
(PESO)
EXTERNAL SERVICES**



1. Attending Pre-Employment Seminar for Local Applicants (PESLA)				
Pre-Employment Seminar for Local Applicants (PESLA) provides jobseekers in the region better employment opportunity both local and overseas.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Unemployed Jobseekers/ Fresh Graduates			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid ID		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/ Search for schedule of Pre-Employment Seminar for Local Applicants (PESLA) at your nearest PESO District Office or at PESO Main Office	1. Provide information on the conduct of PESLA	None	2 Minutes	Roselyn C. Tahil, PESO Coordinator – PESO
2. Attend PESLA as scheduled by PESO District Offices/ Main Office at designated locations	2. Conduct PESLA	None	4 Hours	
3. Claim PESLA Certificate	3. Issue PESLA Certificate	None	10 Hours	
TOTAL:		None	4 Hours and 12 Minutes	



2. How to Apply for Job Fair Permit				
The purpose of the Job Fair is to provide job seekers the opportunity to learn more about potential employers and the opportunities available. It is a way to explore career opportunities within a variety of companies at one location.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B - Government to Business			
Who may avail	Any Licensed Companies/Agencies both for Local and Overseas			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. SEC/DTI/CDA/DOLE certificate whichever is applicable - 1 photocopy		1. Security and Exchange Commission, Department of Trade and Industry, Cooperative Development Authority, Department of Labor and Employment		
2. NBI and/or Police Clearance - 1 photocopy		2. NBI or local police station		
3. List of participating entities - 1 original		3. Client		
4. List of Job Vacancies/Job Orders - 1 original		4. Client		
5. Location map - 1 original		5. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Job Fair Permit Application Form from PESO Main Office	1. Issue Job Fair Permit Application Form	None	5 Minutes	Erwin Cagape, PESO Employment Focal Person – PESO
2. Fill out and submit the Job Fair Permit Application Form and attach requirements	2.1 Check/Evaluate entries and requirements	None	10 Minutes	
	2.2 PESO Manager signs Job Fair Permit Application Form		5 Minutes	Lilibeth D. Pantinople, PESO Manager – PESO
3. Submit Job Fair Permit Application Form with attached requirements to DOLE Field/ District Office for approval	3.1 Evaluate Job Fair Permit Application Form	None	10 Minutes	Jovita Fontilla, DOLE Field/ District Office Staff
	3.2 DOLE Field/ District Office signs Job Fair Permit Application Form		5 Minutes	
	3.3 DOLE Field/District Office prepares Job Fair Certificate		30 Minutes	



TOTAL:	None	1 Hour and 5 Minutes	
---------------	-------------	---------------------------------	--



3. Facilitation of Employment for Students Through Special Program for Employment of Students (SPES)				
The Special Program for Employment of Students aims to provide temporary employment to poor but deserving students, out of school youth, and dependents of displaced or would be displaced workers during summer and or Christmas vacations or anytime of the year to augment the family's income and to help ensure that beneficiaries are able to pursue their education.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Qualified Students and Out of School Youth (OSY)			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Birth Certificate - 2 photocopies			1. Philippine Statistics Authority (PSA)	
2. Parents' Income Tax Return - 2 photocopies			2. Bureau of Internal Revenue	
3. TOR/ Report Card - 2 photocopies			3. School concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit PESO Main Office to be listed as SPES applicant.	1. Listing and initial interview of SPES Applicants	None	10 Minutes	Lilibeth D. Pantinople, PESO SPES Coordinator – PESO
2. Register with SPES online registration form through spes.dole11.net	2. Process registration	None	10 Minutes	SPES applicant
3. Interview and exam with SPES partner employer	3. Interview and exam facilitation	None	8 Hours	Larry Barn Baltazar, PESO SPES Coordinator, PESO SPES Staff – PESO
4. Comply with company and SPES requirements after qualifying the interview and exam	4. Collection and evaluation of SPES requirements	None	20 Minutes per Applicant	
5. Attend SPES Orientation employer at PESO Main Office, Almendras Gym, Davao City	5. SPES Orientation	None	4 Hours	Arlene Sicam, DOLE SPES Coordinator
6. Start working for the SPES partner employer	6. Deployment of SPES grantees	None	10 Minutes	Lilibeth D. Pantinople, PESO SPES Coordinator –



				PESO
7. Secure certification of number of working days attended from partner employer upon completion of work	7. None	None	30 Minutes	Partner employer Manager
8. Submit certification of number of working days attended to PESO Main Office	8.1 Receive and evaluate certification of number of working days attended	None	10 Minutes	Larry Barn Baltazar, PESO SPES Staff – PESO
	8.2 Generate and submit payroll of SPES Grantees to DOLE for payment	None	20 Minutes	
TOTAL:		None	1 Day, 5 Hours and 50 Minutes	



4. Facilitation of Jobstart Program				
Job Start Program Philippines enhances employability of youth by reducing their job-search period and increasing their employability through life skills and technical skills training, paid internship, and full cycle employment facilitation services.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Out of School Youth, High School Level and College Graduate			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Birth Certificate - 1 photocopy		1. Philippine Statistics Authority (PSA)		
2. High School Card/TOR - 1 photocopy		2. School concerned		
3. High School /College Diploma - 1 photocopy		3. School concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit PESO Main Office to be listed as Jobstart applicant.	1. Listing and initial Interview of Jobstart Program at PESO Main Office, Almendras Gym, Davao City.	None	10 Minutes	Conсорcia Ronquillo, PESO Jobstart Coordinator – PESO
2. Comply the Jobstart requirements after qualifying the interview	2. Interview at PESO Main Office, Almendras Gym, Davao City	None	10 Minutes	
3. Career coaching with session on labor market information from trained career guidance advocates	3. Coaching with Jobstart Applicants at PESO Main Office, Almendras Gym, Davao City.	None	30 Minutes	
4. Attend and complete the 10-day interactive Life Skills Training (LST) program.	4. Conduct program	None	8 Hours	LST Facilitators
5. Referrals to employers for interviews and placement.	5. Interview at PESO Main Office, Almendras Gym, Davao City	None	30 Minutes	Partner Employers
6. Start the technical training with partner employers.	6. Deployment of Jobstart grantees.	None	1-3 Months	Partner Employers
7. Monitoring of the Jobstarters in their work place.	7. Check on the Jobstarters in their work place.	None		Conсорcia Ronquillo, PESO Jobstart Coordinator –



				PESO
8. Undergo internship in their designated work place (3 months)	8. Deployment of Jobstart grantees	None		Partner Employers
9. Wage employment.	9. None	None	None	Partner Employers
TOTAL:		None	3 Months, 1 Day, 1 Hour and 20 Minutes	



5. Facilitation of Tulong Pangkabuhayan Para Sa Ating Disadvantage/ Displaced Workers (TUPAD) Program				
TUPAD or Tulong Pangkabuhayan para sa Ating Disadvantage/Displaced Workers Program is a community- based package of assistance that provides emergency employment for displaced workers, underemployed, and unemployed poor, for a minimum period of ten (10) days but not exceeding a maximum of thirty (30) days, depending on the nature of work to be performed.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Displaced workers, underemployed, and unemployed poor, for a minimum period of 10 days, but not to exceed a maximum of 30 days			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Certificate of Under Employment - 1 original		1. Barangay Hall		
2. Community Certificate - 1 photocopy		2. City Treasurer's Office		
3. Birth Certificate - 1 photocopy		3. Philippine Statistics Authority (PSA)		
4. 2X2 ID Picture		4. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit PESO Main Office to be listed as of the TUPAD applicant.	1. Listing and initial Interview of TUPAD Program at PESO District Offices	None	10 Minutes	Lilibeth D. Pantinople, PESO Coordinator – PESO
2. Submit the requirements after qualifying the interview	2. Interview at PESO District Offices	None	10 Minutes	
3. Validate the documents	3. Validation process at PESO District Offices	None	20 Minutes	
4. Attend the Orientation for TUPAD conducted by the DOLE representatives	4. Assist during the said orientation at PESO District Offices	None	8 Hours	Erlinda G. Mamitag, DOLE Personnel
5. Start the emergency employment with their corresponding Barangay of assignment (10 days up to 30 days)	5. Interview at PESO District Offices	None	None	Partner Barangays
6. Start employment. (1-3 months)	6. Check on the Jobstarters in their work place	None	None	Partner Barangays



7. Receive wage.	7. City Treasurer's Office releases the wages with the assistance of PESO Coordinator.	None	None	Lilibeth D. Pantinople, PESO Coordinator – PESO
TOTAL:		None	1 Day and 40 Minutes	



6. How to Get Referral from the Public Employment Service Office (PESO)

Job Referral is a program that companies and organizations use to find talented people by asking their employees to recommend candidates from their existing networks.

Office or Division	Public Employment Service Office
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may avail	All jobseekers (unemployed/underemployed)

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid identification (ID) card		1. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/ Search for schedule of Pre-Employment Seminar for Local Applicants (PESLA) at nearest PESO District Office or at the Main Office	1. Provide information on the conduct of PESLA	None	2 Minutes	Roselyn Tahil, PESO District Coordinator – PESO
2. Attend PESLA as scheduled by PESO District Offices/ Main Office	2. Conduct PESLA	None	4 Hours	
3. Claim PESLA Certificate at PESO District Offices.	3. Issue PESLA Certificate at PESO District Offices.	None	10 Minutes	
4. Go back to PESO office and fill-up registration form and submit 2 x 2 ID picture	4. Give registration form to applicant at PESO District Offices.	None	5 Minutes	
5. Register online at PhilJobNet.ph	5. None	None	10 Minutes	Erlinda Mamitag, BLE Employment Focal Person
6. Claim PESO Card at PESO Main Office, Almendras Gym, Davao City	6. Issue PESO card at PESO Main Office, Almendras Gym, Davao City	None	5 Minutes	Renato Salazar, Main Office Personnel – PESO
7. Scan for available jobs from Job Vacancies List at PESO District Offices	7.1 PESO conducts initial interview and job matching	None	10 Minutes	Renato Salazar, PESO District/ Main Office Personnel – PESO
	7.2 Issue Referral Letter to establishment or company in case applicant is	None	10 Minutes	



	qualified			
8. Proceed to establishment upon securing referral letter	8. None	None	None	Any Human Resource Personnel from Company Referred
TOTAL:		None	4 Hours and 52 Minutes	



7. PESO Registration/ PhilJobNet Online Registration and Jobs Posting for Employers

Job Posting provides job seekers with available positions with corresponding description and qualification.

Office or Division Public Employment Service Office

Classification Simple

Type of Transaction G2B - Government to Business

Who may avail PESO Partner Employers

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Business Permit - 1 photocopy		1. Business Bureau		
2. BIR 2303 - 1 photocopy		2. Bureau of Internal Revenue		
3. SEC/DTI/CDA Registration		3. SEC/DTI/CDA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements for registration of company/ business as employment partner	1. Issue complete list of requirements for employer registration	None	5 Minutes	Erwin W. Cagape, PESO Local Employment in-charge – PESO
2. Register online at PhilJobNet.ph as employer	2. Process registration	None	10 Minutes	
3. Submit requirements	3. Receive and evaluate requirements	None	10 Minutes	
4. Have your company's vacancies posted at PESO Davao City JOB VACANCIES LIST. Simultaneously post vacancies at PhilJobNet.ph for additional visibility	4. Encoding of vacancies at PESO Job Vacancies List	None	20 Minutes	
TOTAL:		None	45 Minutes	



8. PhilJobNet Online Registration and Jobs Browsing for Jobseekers

PhilJobNet (PJN) is an internet-based job and applicant matching system which aims to fast track searching for jobs and employers searching for manpower. It provides jobseekers with a listing of job vacancies posted by employers and manpower recruitment agencies and the employers with a registry of skills available in the market as indicated by the details provided by the PJN registered applicants.

Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	All jobseekers (unemployed/underemployed)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. PESLA Certificate		1. Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-Employment Seminar for Local Applicants (PESLA) as scheduled at PESO District Offices/ PESO Main Office	1. Conduct PESLA	None	4 Hours	Shirly D. Sahid, PESO District Coordinator, PESO District Staff – PESO
2. Register online at PhilJobNet.ph	2. Process registration	None	10 Minutes	Erlinda G. Mamtig, BLE Employment Focal
3. Browse and scan for job vacancies listed at the PhilJobNet.ph	3. None	None	15 Minutes	
TOTAL:		None	4 Hours and 25 Minutes	



9. Registration of Jobseekers to PEIS for Local and Overseas Job Facilitation and Data Banking of Skills (PESO)				
The PESO Employment Information System (PEIS) is the enhanced version of the Skills Registry System. It is a database of active manpower supply containing the profiles of all jobseekers and employers registered under NSRP. It shows information on the qualification and skills of the applicants as well as the job vacancies posted by the employers.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	PESO Staff/ Encoders			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Valid identification (ID) card		1. Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure duly accomplished registration forms (SRS) from Job Fair/ PESLA assigned personnel	1. Gather and segregate SRS forms according to educational attainment/ course.	None	10 Minutes	Shirly D. Sahid, PESO District Coordinator, PESO District Staff – PESO
2. Encode details of each SRS form gathered into the PESO Employment Information System (PEIS).	2. Skills Registry System (SRS) encoding	None	10 Minutes per SRS Form	Jessa Mae P. Laxamana PESO Encoding Personnel – PESO
3. Prepare report for SRS registration and encoding on a monthly basis.	3. Preparation of Reports	None	20 Minutes	
TOTAL:		None	40 Minutes	



10. Securing of No Objection Certificate (NOC) for Local Recruitment Activity (LRA)				
The Local Recruitment Activity (LRA) is to provide employers an avenue to conduct recruitment in the locality. It is a way to provide career opportunities within a variety of companies at one location.				
Office or Division	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B- Government to Business			
Who may avail	Local Employment Agencies and Companies/ Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent for PESO		1. Client		
2. Business Permit - 1 photocopy		2. Business Bureau		
3. BIR 2303 - 1 photocopy		3. Bureau of Internal Revenue		
4. SEC/ DTI/ CDA Registration		4. SEC/ DTI/ CDA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements for conducting Local Recruitment Activity (LRA) at PESO Davao City	1. Issue list of requirements to Local Employment Agencies and Companies/ Offices applying for LRA.	None	5 Minutes	Erwin W. Cagape, PESO Local Employment In-Charge – PESO
2. Submit requirements as listed at PESO Main Office, Almendras Gym, Davao City.	2. Receive and evaluate requirements at PESO Main Office, Almendras Gym, Davao City.	None	20 Minutes	
3. Confirm date and venue as requested at PESO Main Office	3. Assign scheduled date and venue of LRA for Local Employment Agencies and Companies/ Offices	None	10 Minutes	
4. Secure No Objection Certificate (NOC) from PESO Davao City	4. Issue NOC to Local Employment Agencies and Companies/ Offices at PESO Main Office, Almendras Gym, Davao City.	None	20 Minutes	
5. Secure Special Mayor's Permit (for	5. Receive and evaluate	None	20 Minutes	Business Bureau Personnel



Local Employment Agencies and Companies/ Offices without Davao City Business Permit) @ Business Bureau, SP Bldg, Davao City.	requirements for Special Mayor's Permit at Business Bureau, SP Bldg, Davao City			
6. Pay Special Mayor's Permit fee at Business Bureau, SP Bldg, Davao City	6. Receive payment and issue payment receipt at City Treasurer's Office, SP Bldg, Davao	Php 1,200.00	5 Minutes	City Treasurer's Office Personnel
7. Claim Special Mayor's Permit at Business Bureau, SP Bldg, Davao City	7. Issue Special Mayor's Permit @ Business Bureau, SP Bldg, Davao City	None	5 Minutes	Business Bureau Personnel
TOTAL:		None	1 Hour and 25 Minutes	



11. Securing of No Objection Certificate (NOC) For Special Recruitment Activity (SRA)

The Special Recruitment Activity (LRA) is to provide overseas employers without existing branch office in the locality an avenue to conduct recruitment. It is a way to provide career opportunities globally with technical skills available.

Office or Division Public Employment Service Office

Classification Simple

Type of Transaction G2B- Government to Business

Who may avail Overseas Employment Agencies

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent for PESO		1. Client		
2. POEA License POEA-approved Job Orders, SRA Acknowledgement and POEA Davao Certification - 1 photocopy		2. Philippine Overseas Employment Administration (POEA)		
3. Letter of Intent for Business Bureau		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements for conducting Special Recruitment Activity (SRA)	1. Issue list of requirements to Overseas Recruitment Agency applying for SRA	None	5 Minutes	Shirly D. Sahid, PESO Overseas Employment In-Charge – PESO
2. Submit requirements	2. Receive and evaluate requirements	None	20 Minutes	
3. Prepare report for SRS registration and encoding on a monthly basis.	3. Preparation of Reports	None	10 Minutes	
4. Secure No Objection Certificate (NOC) from PESO Davao City	4. Issue NOC to Overseas Employment Agency	None	20 Minutes	
5. Secure Certificate of Undertaking	5. Issue Certificate of Undertaking	None	1 Hour	Maria Carolina Andamag, POEA Davao Focal Person
6. Secure Special Mayor's Permit (for Overseas Employment Agencies without Davao City Business Permit)	6. Receive and evaluate requirements for Special Mayor's Permit	None	20 Minutes	Business Bureau Personnel



7. Pay Special Mayor's Permit fee at City Treasurer's Office, SP Bldg, Davao City	7. Receive payment and issue payment receipt at City Treasurer's Office, SP Bldg, Davao City	Php1,000.00	5 Minutes	City Treasurer's Office Personnel
8. Claim Special Mayor's Permit at Business Bureau, SP Bldg, Davao City	8. Issue Special Mayor's Permit at Business Bureau, SP Bldg, Davao City	None	5 Minutes	Business Bureau Personnel
TOTAL:		Php 1,000.00	2 Hours and 25 Minutes	



**PUBLIC SAFETY AND SECURITY
COMMAND CENTER
EXTERNAL SERVICES**



1. CCTV Viewing and Video Request				
The agency helps the public in their concerns about safety and security by allowing them to review CCTV, and if necessary, provide CCTV footage given that the requirements are complete.				
Office or Division	Public Safety and Security Command Center (PSSCC) – Public Safety and Security Operations Center (PSSOC)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Police Blotter – 1 photocopy		Davao City Police Office (Clients must go to the police station that is nearest to the area of the incident)		
2. Police Personnel ID – 1 photocopy				
3. DVD-RW (for video request) – 1 piece				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For CCTV Viewing:				
1. Request for CCTV viewing and provide necessary requirements at the Public Safety and Security Command Center.	1. The personnel responsible will check the requirements and the dress code. If it is complete, the complainant will register on the logbook and will then proceed to Receiving Area for validation.	None	2 Minutes	Annalyn B. Diamante/ Gian Marie F. Garcia/ Janine Samantha P. Tatoy/ Ritzel G/ Familgan/ Merlita Robles/ Joan Natividad/ Delberto Cabug-os, Front Desk Personnel – PSSCC
2. Go to Receiving Area	2. The personnel responsible will validate the requirements. After validation, the accompanying Police Officer will fill up a request slip containing the complete information regarding the incident.	None	3 Minutes	
3. Proceed to Review Area	3. When the request for CCTV viewing is approved, the personnel responsible, together with the complainant	None	2 Hours, depending on the number of areas to be viewed and the length of time	Bernie S. Bayot/ Lyneth G. Manzo/ Genabel B. Panonce/ Mark Anthony T. Romarate/ Grenel



	and the Police Officer, will proceed to the review area. NOTE: The PSSCC strictly implements the NO TAKING OF PICTURE OR VIDEO WHILE REVIEWING.		of the footage to be reviewed	D. Sismar/ Joerie S. Tizon/ Othello Dave E. Viado/ Romeo T. Villa-Abrille Jr., Call Center Computer Operators – PSSCC
With Video Request:				
4. Proceed to other agencies providing for appropriate services needed	4. Upon the approval of the personnel responsible, the complainant must provide a blank DVD and they will then be informed as to when the copy will be ready for pick-up	None	1 Minute	PLtCol. Angel B. Sumagaysay (Ret.)/ JSup. Josie E. Bacruya (Ret.)/ Ailene L. Madato/ Khomieni L. Ainin, Department Head/ Operations Head/ PSSOC Chief/ Asst. PSSOC Chief – PSSCC
5. Extraction of CCTV Footage	5. The personnel responsible will extract the requested clip from the CCTV footage at the Public Safety and Security Command Center, and a copy will be provided in a DVD.	None	2 Hours, depending on the number of areas to be viewed and the length of time of the footage to be reviewed	Bernie S. Bayot/ Lyneth G. Manzo/ Genabel B. Panonce/ Mark Anthony T. Romarate/ Grenel D. Sismar/ Joerie S. Tizon/ Othello Dave E. Viado/ Romeo T. Villa-Abrille Jr., Call Center Computer Operators – PSSCC
6. Receive information on release of footage	6. The personnel responsible will inform the person requesting the CCTV footage that his/her request is now ready for pick-up	None	1 Minute	Bernie S. Bayot/ Lyneth G. Manzo/ Genabel B. Panonce/ Mark Anthony T. Romarate/ Grenel D. Sismar/ Joerie S. Tizon/ Othello Dave E. Viado/ Romeo T. Villa-Abrille Jr., Call Center Computer Operators – PSSCC
7. Receive released video	7. Release video. The personnel responsible must let the	None	3 Minutes	Bernie S. Bayot/ Lyneth G. Manzo/ Genabel B. Panonce/ Mark



	<p>accompanying Police Officer (with ID) signs on the Video Request Logbook and Request Slip, as part of the requirements for the releasing of the requested footage.</p>			<p>Anthony T. Romarate/ Grenel D. Sismar/ Joerie S. Tizon/ Othello Dave E. Viado/ Romeo T. Villa-Abrille Jr., Call Center Computer Operators – PSSCC</p>
<p>TOTAL:</p>		<p>None</p>	<p>For CCTV Viewing: 2 Hours and 5 Minutes For CCTV Viewing with Video Request: 4 Hours and 10 Minutes</p>	



2. Presentation of Security Plan for the Approval of Special Mayor's Permit	
The Special Mayor's Permit (SMP) is a document issued to any person, group, or establishment, who shall establish, operate or conduct any business, trade, or activity within the city. Said document will be approved only after submission and subsequent evaluation of requirements and the payment of necessary taxes and fees imposed thereon.	
Office or Division	Public Safety and Security Command Center
Classification	Complex
Type of Transaction	G2C/G2B – Government to Citizen/ Government to Business
Who may avail	Event organizers and Businessmen
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Parameters in which to identify what activities/ events require the submission of a Security Plan:	
a. Title/ Type of Event/ Purpose	Event Organizers/ Businessmen
b. Date of Event	
c. Venue	
d. No. of Expected Participants	
e. No. of Security/ Marshalls	
f. No. of First Aiders	
g. Traffic Plan	
h. Medication Plan	
i. Lay-out of Event Area	
j. Floor Plan	
k. Evacuation Plan/ Area	
2. Parameters in which to identify what activities/events does not require the submission of a Security Plan:	
a. Title/ Type of Event/ Purpose	Event Organizers/ Businessmen
b. Date of Event	
c. Venue	
d. No. of Expected Participants	
3. Requirements from Business Bureau:	
a. Letter of intent (activity, date, time, venue, and no. of participants)	Event Organizers/ Businessmen
b. Comprehensive Plan	
c. Certification of Capacity	
d. Business Permit (Private Agency)	Business Bureau
e. Indorsement Letter (Government, LGU, GOCCs)	City Mayor's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Apply on the link given by the Business Bureau: specialpermit.davaocity.gov.ph and upload the necessary documents/ requirements.</p> <p>Note: To get the indorsement letter, email the requirements under the Business Bureau to cmo@davaocity.gov.ph and wait for the indorsement letter to be sent to the client's email.</p> <p>1.2 After receiving an exemption letter from the City Mayor's Office, client shall apply directly to the given link.</p> <p>1.3 Wait for the verification from the SMP personnel</p>	<p>1. Receive the letter request and supporting documents, verify the application, and recommend for approval by the concerned Regulatory Offices (IGDD, City Tourism, DCPO, PSSCC, CTO)</p>	<p>None</p>	<p>1 Day</p>	<p>OIC/ Personnel – Business Bureau</p>
<p>2. None</p>	<p>2. The Operations Staff will receive the Special Mayor's Permit online and will be subsequently evaluated by the PSSCC Operations Officer whether the said activity requires a Security Plan.</p>	<p>None</p>	<p>2 Minutes</p>	<p>JSupt. Josie E. Bacruya (Ret.)/ Jhunamail Vidal, Operations and Coordination Officer/ Operations Staff – PSSCC</p>



3. Client will wait for the schedule for the presentation of their Security Plan.	3. Schedule the presentation of the Security Plan with the members of the Security Cluster for the assessment of the said plan.	None	2 Minutes	JSupt. Josie E. Bacruya (Ret.), Operations and Coordination Officer – PSSCC
4. The event organizer shall present his/her security, safety, and emergency preparedness response plan at the Public Safety and Security Command Center.	4. The Operation Officers of the different security agencies will evaluate the Security Plan for all events and assess if they follow/comply with the necessary security protocols.	None	1 Hour	JSupt Josie E Bacruya (Ret.), Operations and Coordination Officer – PSSCC PLtCol Michael S Seguido, Deputy, City Operations and Management Unit – DCPO
5. The client will wait for the approval of Security Plan.	5. The Operations Officers of the different security agencies will approve the security plan after evaluation if the necessary security protocols were complied.	None	3 Minutes	PLtCol Eddie Capricho, Operations Officer – CTTMO Rodrigo C. Bustillo, Chief Operations & Warning – DCDRMO Aracele Malate, Admin Officer – Central 911 Insp. Shaira E. Borja, Operations Officer – BFP Archie Ronitman, Operations Officer – NICA XI Regina Rosa D. Tecson, Officer-



				in-Charge – CTOO Maj Ronnie Garchitorena, Operations Officer – TFD
6. Receive an Order of Payment via text message and email from the system for the payment of Special Permit. Clients may pay the permit to the nearest City Treasury Office or Online via Landbank or the Development Bank of the Philippines (DBP).	6. The SMP personnel will now edit details of the permit after receiving confirmation of payment reflected from the system and recommend for the Approval of the Officer-in-Charge (Business Bureau).	Meetings, Incentives, Conference, and Exhibits (MICE): Php 500.00 per day Bazaar/ Exhibit: Php 500.00 per day Selling Display: Php 150.00 per day Non-Selling Display: Php 75.00 per day	10 Minutes	OIC/ Personnel – Business Bureau
7. Client will receive a text message that the approved SMP was sent to their email.		None		
TOTAL:		Meetings, Incentives, Conference, and Exhibits (MICE): Php 500.00 per day Bazaar/ Exhibit:	1 Day, 1 Hour and 17 Minutes	



	<p>Php 500.00 per day</p> <p>Selling Display: Php 150.00 per day</p> <p>Non-Selling Display: Php 75.00 per day</p>		
--	---	--	--



3. Drone Registration Application Permit				
The Davao City Public Safety and Security Command Center (PSSCC) shall manage the periodic registration of all Drones and Remotely Piloted Aerial Systems (RPAS) operated by private persons, used for non-commercial, hobbyists, recreational and/or sports purposes, within the territorial jurisdiction and airspace of Davao City, with the assistance and coordination of the Civil Aviation Authority of the Philippines (CAAP) Davao City Office.				
Office or Division	Public Safety and Security Command Center			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Drone Owners/ Operators			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent/ Purpose – 1 photocopy		1. Drone owner/ Operator		
2. CAAP License No. – 1 photocopy		2. Civil Aviation Authority of the Philippines		
3. Barangay Clearance – 1 photocopy		3. Barangay Council		
4. Police Clearance – 1 photocopy		4. Philippine National Police		
5. NBI Clearance – 1 photocopy		5. National Bureau of Investigation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client may apply for drone application registration at the PSSCC Office	1. PSSCC will assist the client	None	15 Minutes	MSgt Reynante B Vallejo Pcg (Ret.), Assistant Operations Officer – PSSCC
2. Applicants will submit the letter of intent/ purpose at PSSCC	2. Receive the letter and evaluate if they comply with the parameters set by the City Ordinance 0419-20, Series of 2020, otherwise known as the Davao City Drone Ordinance	None	30 Minutes	
3. Applicants must submit their complete requirements for drone registration	3. Personnel will receive the complete requirements for documentation purposes	None	15 Minutes	
4. Applicants will Fill-out the registration forms	4. PSSCC will provide the Registration forms for the applicants	None	30 Minutes	
5. Applicants will wait for the approval from	5. PSSCC will approve the drone	None	30 Minutes	PLtCol Angel B Sumagaysay



the PSSCC Head	registration, provided that the requirements are complied			(Ret.)/ MSgt Reynante B Vallejo PCG (Ret.) – PSSCC Head/ Assistant Operations Officer – PSSCC
TOTAL:		None	2 Hours	



**OFFICE OF THE SANGGUNIANG PANLUNGSOD
EXTERNAL SERVICES**



1. Issuance of Certification of Approved Resolutions and Ordinances				
Certification for Approved Resolution/ Ordinance is issued to the transacting public/ government agency or private offices upon request, after payment of the corresponding Secretary's fees				
Office or Division	Office of the Sangguniang Panlungsod			
Classification	Simple			
Type of Transaction	G2G/G2C – Government to Government/Government to Clients			
Who may avail	All Government Agencies, Private Offices/ Transacting Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		1. Requesting Party		
2. Agency Request Form		2. SP ROA Personnel		
3. Order of Payment (for G2C transactions only)		3. SP ROA Personnel		
4. Official Receipt		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Agency Request Form	1. Provide Agency Request Form & Facilitate approval	None	3 Minutes	Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II – SP ROA Division
2. Submit filled up Agency Request Form with complete details (Number of Resolution/ Ordinance requested) to the Secretary/ Asst. Secretary for approval	2.1 Receive request form, facilitate approval and prepare the documents requested	None	10 Minutes	Pilar T. Galimbas/ Cheery Lynn A. Dela Torre, Admin. Aide III/ Sr. Admin. Asst. I – Office of the Secretary
	2.2 Sign the request form			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
	2.3 Issues Order of Payment for G2C transactions (upon checking the requested item/s through LISSP)			Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II –



				SP ROA Division
3. Pay the necessary fees at the City Treasurer's Office (G2C transactions only)	3. CTO Cashier issues Official Receipt to certify payment	₱ 50.00 per page	20 Minutes	Local Revenue Collection Officer I - City Treasurer's Office
4. Submit approved Order of Payment/ Official Receipt to SP ROA personnel (For G2C transactions)	4.1 Prepare draft, edit, and finalize the certification	None	15 Minutes	Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II – SP ROA Division
	4.2 Secretary to SP/Assistant SP Secretary signs the Certification			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
5. Receive requested Certification	5.1 Affix Sanggunian Seal to the Certification	None	3 Minutes	Reena L. Ignacio, Librarian I – SP Records Section
	5.2 Release the Certification			
TOTAL:		Php 50.00 per page	51 Minutes	



2. Issuance of Certificate of Accreditation of Civil Society Organization with the City Government of Davao				
Certificate of Accreditation of Civil Society Organizations (CSOs) with the City Government of Davao is issued to the requesting association of the approved accreditation and upon request, after payment of the corresponding Secretary's fees				
Office or Division	Office of the Sangguniang Panlungsod			
Classification	Simple			
Type of Transaction	G2C –Government to Clients			
Who may avail	Accredited Civil Society Organization			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		1. Requesting Party		
2. Agency Request Form		2. CARO SP Deployed Personnel		
3. Order of Payment (for G2C transactions only)		3. CARO SP Deployed Personnel		
4. Official Receipt		4. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Agency Request Form	1. Provide Agency Request Form & Facilitate approval	None	3 Minutes	Ivonne D. Kempis/ Brigitte M. Ansaldo, Records Officer IV/ Records Officer I – CARO SP Deployed Personnel
2. Submit filled up Agency Request Form with complete details (Complete name of the Association) to the Secretary/Asst. Secretary for approval	2.1 Receive request form, facilitate approval and prepare the documents requested	None	10 Minutes	Pilar T. Galimbas/ Cheery Lynn A. Dela Torre, Admin. Aide III/ Sr. Admin. Asst. I – Office of the Secretary
	2.2 Sign the request form			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
	2.3 Issue Order of Payment for G2C transactions (upon			Ivonne D. Kempis/ Brigitte M. Ansaldo,



	checking the requested item/s through LISSP)			Records Officer IV/ Records Officer I – CARO SP Deployed Personnel
3. Pay the necessary fees at the City Treasurer’s Office (G2C transactions only)	3. CTO Cashier issues Official Receipt to certify payment	Php 50.00 per page	20 Minutes	Local Revenue Collection Officer I - City Treasurer’s Office
4. Submit approved Order of Payment/ Official Receipt to SP ROA personnel (For G2C transactions)	4.1 Prepare draft, edit, and finalize the certification	None	30 Minutes	July M. Tinitigan, Admin. Asst. VI – SP Records Section (IT Interim Unit)
	4.2 Route the Certificate for signature of the Secretary to SP/Assistant SP Secretary and approved and signed by the Vice Mayor		1 Day	Pilar T. Galimbas/ Cheery Lynn A. Dela Torre, Admin. Aide III/ Sr. Admin. Asst. I – Office of the Secretary
	4.3 Sign/ Attest the Certificate			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
	4.4 Sign/ Approve the Certificate			Sebastian Z. Duterte, Vice Mayor
5. Receive requested Certification	5.1 Affix Sanggunian Seal to the Certification	None	3 Minutes	Reena L. Ignacio, Librarian I – SP Records Section
	5.2 Release the Certification			
TOTAL:		Php 50.00 per page	1 Day, 1 Hour & 6 Minutes	



3. Issuance of Certified True Copies Approved Resolutions/ Ordinances & other Records

Certificate of Accreditation of Civil Society Organizations (CSOs) with the City Government of Davao is issued to the requesting association of the approved accreditation and upon request, after payment of the corresponding Secretary's fees

Office or Division Office of the Sangguniang Panlungsod

Classification Simple

Type of Transaction G2G/ G2C – Government to Government/ Government to Clients

Who may avail All Government Agencies, Private Offices/ Transacting Public

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
5. Letter Request	5. Requesting Party
6. Agency Request Form	6. CARO SP Deployed Personnel
7. Order of Payment (for G2C transactions only)	7. CARO SP Deployed Personnel
8. Official Receipt	8. City Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Agency Request Form	1. Provide Agency Request Form & Facilitate approval	None	3 Minutes	Ivonne D. Kempis/ Brigitte M. Ansaldo, Records Officer IV/ Records Officer I – CARO SP Deployed Personnel
2. Submit filled up Agency Request Form with complete details (Complete name of the Association) to the Secretary/Asst. Secretary for approval	2.1 Receive request form and facilitates approval	None	10 Minutes	Pilar T. Galimbas/ Cheery Lynn A. Dela Torre, Admin. Aide III/ Sr. Admin. Asst. I – Office of the Secretary
	2.2 Sign the request form			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
	2.3 Issue Order of Payment for G2C transactions (upon			Ivonne D. Kempis/ Brigitte M. Ansaldo,



	checking the requested item/s through LISSP)			Records Officer IV/ Records Officer I – CARO SP Deployed Personnel
	2.4 Prepare the requested documents			
3. Pay the necessary fees at the City Treasurer’s Office (G2C transactions only)	3. CTO Cashier issues Official Receipt to certify payment	Php 50.00 per page	20 Minutes	Local Revenue Collection Officer I - City Treasurer’s Office
4. Submit approved Order of Payment/ Official Receipt to SP ROA personnel (For G2C transactions)	4.1 Prepare photocopy/ies of the approved Resolution/ Ordinance or other documents duly marked and signed as Certified True Copy	None	15 Minutes	Ivonne D. Kempis/ Brigitte M. Ansaldo, Records Officer IV/ Records Officer I – CARO SP Deployed Personnel
5. Receive requested Certification	5. Release the Certification	None	3 Minutes	
TOTAL:		Php 50.00 per page	51 Minutes	



4. Issuance of Certificate of Appearance				
Certificate of Appearance is provided to visiting government Officials/Employees upon request and appearing personally for whatever purpose it may serve them				
Office or Division	Office of the Sangguniang Panlungsod			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	Government Officials and Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Agency Request Form (Properly filled out form with complete name, position and address)		1. SP ROA Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Agency Request Form	1. Provide Agency Request Form & Facilitate preparation of Certificate of Appearance	None	3 Minutes	Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II – SP ROA Division
2. Submit filled up Agency Request Form with complete details (Name, position and address)	2.1 Upon receipt of filled up request, prepares and prints Certificate of Appearance	None	20 Minutes	Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II – SP ROA Division
	2.2 SP Secretary/ Asst. Secretary signs the Certificate of Appearance			Charito N. Santos/ Ma. Theresa A. Reyes, SP Secretary/ Asst. Secretary – Office of the Secretary
3. Receive the requested Certificate of Appearance	3. Release the Certificate of Appearance	None	3 Minutes	Karen Joyce T. Quintas/ Juvy Sandra Dawn A. Mahipus, LSO I/ Translator II – SP ROA Division
TOTAL:		None	26 Minutes	



SPORTS DEVELOPMENT DIVISION

EXTERNAL SERVICES



1. Araw ng Dabaw and Kadayawan Sports Festival				
To continually promote goodwill, sportsmanship and camaraderie among Davaoeños and to increase the level of participation of Davao City's constituents in different sports event in recognition to the impact of physical health, growth and development.				
Office or Division	Sports Development Division, City Mayor's Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	National Sports Association, Local Sports Organizations, Clubs, & Coaches			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Budget Proposals – 2 original		National Sports Association, Local Sports Organizations and Club		
2. Endorsement Letter for Officiating Officials – 2 original				
3. List of Participants – 2 original				
4. Schedule of Games – 2 original				
5. Acceptance Letter – 2 original				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Budget Proposals at Sports Office	1. Evaluate budget proposal at Sports Office	None	5 Minutes	Cindy A. Cruz, Sports & Games Regulation Officer II – City Mayor's Office
2. Submit Requirements at Sports Office	2. Evaluate submitted requirements at Sports Office	None	5 Minutes	Cindy A. Cruz, Sports & Games Regulation Officer II – City Mayor's Office
3. Tournament proper at respective sports facilities	3. Preparation of payroll for awardees at Sports Office	None	3 Days	Caryl Joyce B. Dinzon, Executive Program Director – City Mayor's Office
4. Releasing of cash prizes at respective sports facilities	4. Disbursing of money of respective sports facilities	None	5 Minutes	Renah Liza B. Vidamo, Recreation and Welfare Service Officer – City Mayor's Office



5. Releasing officiating fees at respective sports facilities	5. Disbursing of money at respective sports facilities	None	5 Minutes	Julius Gene C. Garcia, Sports & Games Regulation Officer II – City Mayor’s Office
6. Present valid ID and sign the payroll at respective sports facilities	6. Check ID/s if valid at respective facilities	None	5 Minutes	Lina S. Dela Cerna, Executive Program Director – City Mayor’s Office
TOTAL:		None	3 Days and 25 Minutes	



2. Batang Pinoy Mindanao Leg, Batang Pinoy National Championships, Philippine National Games				
This program is designed to instill the benefits of physical fitness and core values that aid in addressing juvenile delinquency. It is also tailored as a conduit of the government in developing positive outlook in our youth.				
Office or Division	Sports Development Division, City Mayor's Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	National Sports Association, Local Sports Organizations, Coaches & Athletes			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Endorsement Letter – 2 original		1. Sports Development Division		
2. PSA Birth Certificate – 1 original, 1 photocopy		2. Philippine Statistics Authority		
3. Parent's Consent – 3 original		3. Sports Development Division		
4. Barangay Clearance – 1 original		4. LGU - Barangay		
5. Valid IDs – 3 photocopies		5. Participant/s (Coaches & Athletes)		
6. Philippine Sports Commission Forms – 2 original		6. Philippine Sports Commission Website: Home - Philippine Sports Commission (psc.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement letter	1. Check and validate names, birth dates and schools at Sports Office	None	5 Minutes	Irish Mae O. Aberilla, Executive Program Director – City Mayor's Office
2. Submit requirements	2. Evaluate requirements at Sports Office	None	5 Minutes	Irish Mae O. Aberilla, Executive Program Director – City Mayor's Office
3. Game proper at respective host city	3. Monitoring at respective sports facilities	None	None	Respective Point Persons
TOTAL:		None	10 Minutes	



3. Arafura and Brunei Darussalam-Indonesia-Malaysia-Philippines – Northern Territory (BIMP-NT) Games				
Arafura & BIMP-NT Games is to accelerate economic development in its neighboring countries which, although geographically distant from their national capitals, are in strategic proximity to each other, in one of the world's most resource-rich regions. The Arafura initiative is market-driven and operates through a decentralized organization structure involving the different governments and the private sector.				
Office or Division	Sports Development Division, City Mayor's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	National Sports Association, Local Sports Organizations, Coaches & Athletes			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Endorsement Letter – 2 original		1. Sports Development Division		
2. PSA Birth Certificate – 1 original, 1 photocopy		2. Philippine Statistics Authority		
3. Parent's Consent – 3 original		3. Sports Development Division		
4. Barangay Clearance – 1 original		4. LGU - Barangay		
5. Valid ID's – 3 photocopies		5. Participant/s (Coaches & Athletes)		
6. DSWD Clearance – 1 original, 1 photocopy		6. DSWD Office		
7. Passport – 1 photocopy		7. Coaches and Athletes		
8. DSWD Clearance – 2 original		8. Philippine Sports Commission Website Home - Philippine Sports Commission (psc.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement letter at Sports Office	1. Check and validate names, birthdates and schools at Sports Office	None	5 Minutes	Cindy A. Cruz, Sports & Games Regulation Officer II – City Mayor's Office
2. Submit Requirements at Sports Office	2. Evaluate requirements at Sports Office	None	5 Minutes	Cindy A. Cruz, Sports & Games Regulation Officer II – City Mayor's Office
3. Game proper at respective host city	3. Monitoring at respective sports facilities	None	None	Respective Point Persons
TOTAL:		None	10 Minutes	



VICES REGULATION UNIT

EXTERNAL SERVICES



1. Issuance of Permit to Sell				
Permit to sell are issued to owners of establishments who intend to sell cigarettes/e-cig, shisha and its accessories.				
Office or Division	Vices Regulation Unit (VRU)			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	Establishment owners who are intending to sell cigarettes/e-cig, shisha and its accessories.			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Application Form – 1 original			1. Vices Regulation Unit, inside Magsaysay Park	
2. Business Permit – 1 photocopy			2. Business Bureau - SP Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure the Checklist	1. Receive Application for Permit to Sell	None	5 Minutes	Jocelyn N. Albarillo, Person-in-Charge - VRU
2. Submit and confirm the information on the requirements	2. VRU staff will conduct assessment/ inspection and inform client of the result	None	3 Days	
3. Comply requirements/ signages to be posted on stores/ establishment NOTE: IF NON-COMPLIANT, application will be disapproved.	3. Issuance of Permit to Sell	None	2 Days	
TOTAL:		None	5 Days and 5 Minutes	



2. Issuance of Certificate of Compliance for Designated Outdoor Smoking Area				
The Certificate is issued to establishment owners who will meet the requirements for establishing a designated Outdoor Smoking Area in their establishment.				
Office or Division		Vices Regulation Unit		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Establishment owners		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Application Form – 1 original		Vices Regulation Unit, inside Magsaysay Park		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Checklist	1. Receive the Application for Designated Outdoor Smoking Area (DOSA)	Php 3,000.00 (for smoking area not more than 3 sqm)	5 Minutes	Judith A. Quiñanola, Person-in-Charge - VRU
2. Submit and confirm the information on the requirements	2. VRU staff will conduct assessment/ inspection inform client of the result		3 Days	
3. Comply with the requirements/ signages to be posted on Approved Smoking Area	3. Issue Certificate of Compliance	Php 5,000.00 (for smoking area not more than 5 sqm)	2 Days	
NOTE: IF NON-COMPLIANT, application will be disapproved				
TOTAL:		Php 3,000.00 (for smoking area not more than 3 sqm) Php 5,000.00 (for smoking area not more than 5 sqm)	5 Days and 5 Minutes	



3. Issuance of Citation Ticket for Violation of Anti-Smoking Ordinance				
Citation ticket is issued to violators of Anti-Smoking Ordinance.				
Office or Division		Vices Regulation Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		N/A		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Administrative Penalty)	1. Receive payment	Php 1,000.00 for no contest provision, Php 2,000.00 for 1 st Offense, PHP 3,000.00 for 2 nd Offense, PHP 5,000.00 for 3 rd Offense	5 Minutes	Cashier- City Treasurer's Office (CTO)
2. Attend Smoking Counselling	2. Conduct Smoking Cessation Counselling	None	1 Hour and 20 Minutes	Jocelyn N. Albarillo/ Jalyn D. Pareja/ Mhuradz J. Talib, Person-in-Charge - VRU
3. Return the citation ticket with the Official Receipts to the Office/Police Station stated below the citation ticket. NOTE: If the violator will not pay, case will be filed with the	3. Receive the documents		5 Minutes	Person in charge of the concerned police station



City Prosecutor's Office				
TOTAL:		Php 1,000.00 for no contest provision, Php 2,000.00 for 1st Offense, Php 3,000.00 for 2nd Offense, Php 5,000.00 for 3rd Offense	1 Hour and 30 Minutes	



4. Issuance of Citation Ticket for Violation of Liquor Ban				
Citation ticket is issued to violators of Liquor Ban.				
Office or Division		Vices Regulation Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		N/A		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VRU for issuance of Order of Payment	1. Issue Order of payment to violator	None	5 Minutes	Judith A. Quiñanola, Administrative Officer – VRU
2. Pay the fine at the City Treasurer's Office.	2. Receive payment	Php 3,000.00 for the 1 st Offense, Php 5,000.00 for the 2 nd Offense, Php 5,000.00 for the 3 rd Offense	1 Hour and 20 Minutes	
3. Return the citation ticket with the Official Receipts to the Office/Police Station stated below the citation ticket. NOTE: If the violator will not pay, case will be filed with the City Prosecutor's Office	3. Receive the documents	None	5 Minutes	Person in charge of the concerned police station
TOTAL:		PHP 3,000.00 for the 1st Offense,	1 Hour and 30 Minutes	



	PHP 5,000.00 for the 2nd Offense, PHP 5,000.00 for the 3rd Offense		
--	---	--	--



5. Issuance of Citation Ticket for Violation of Sobriety Ordinance				
Citation ticket is issued to violators of the Sobriety Ordinance.				
Office or Division		Vices Regulation Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		N/A		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VRU for issuance of Order of Payment	1. Issue Order of payment to violator	None	5 Minutes	Judith A. Quiñanola, Administrative Officer - VRU
2. Pay the fine at the City Treasurer's Office.	2. Receive payment	Php 3,000.00 for the 1 st Offense, Php 5,000.00 for the 2 nd Offense, Php 5,000.00 for the 3 rd Offense	1 Hour and 20 Minutes	
3. Return the citation ticket with the Official Receipts to the Office/Police Station stated below the citation ticket. NOTE: If the violator will not pay, case will be filed with the City Prosecutor's Office	3. Receive the documents	None	5 Minutes	Person in charge of the concerned police station
TOTAL:		Php 3,000.00 for	1 Hour and 30 Minutes	



	the 1st Offense, Php 5,000.00 for the 2nd Offense, Php 5,000.00 for the 3rd Offense		
--	---	--	--

FEEDBACK AND COMPLAINT MECHANISM

The mechanism is designed to minimize, if not eradicate, discourtesy, arrogance, and inefficiency in the public service and allow the public to report poor government front-line service delivery and corrupt practices in all government agencies in Davao City. Also, this intends to establish a culture in the public service that recognizes the need to serve clients courteously and efficiently when they come for assistance and complete the service they need at the earliest time possible with the least burden on the part of the clients. Moreover, it hopes to manage the reputation of the City Government of Davao.

The controls specified in this procedure covers all activities from the receiving of complaints/commendations/requests/recommendations through the City Government of Davao (CGD) - Client Satisfaction Survey (both online and pen and paper), the Mamamayan Muna Drop Boxes (MMDB) that are located in conspicuous places in the CGD offices and at the Public Assistance Counters (PAC), the 8888 Citizens' Complaint Center, and the Presidential Complaints Center (PCC); and up to their subsequent endorsements to the concerned offices, updating of the 8888 system and the PCC email on the arrived resolution, creating data analysis by the Human Resource Management Office (HRMO), and the receiving of complaints by the Bilis Aksyon Partner (BAP) for appropriate action and/or mediation until settled.

How to send feedback?

Answer the client feedback form and drop it at the designated drop box located at the Public Assistance Counter located at the main entrance of the Main City Hall, City Hall Annex Building, and Sangguniang Panlungsod or at the Suggestion Box of the concerned department/office.

Contact Information: For inquiries and follow-up, clients may contact the following telephone number: HRMO-PR Personnel @ 241-1000-290/241/226 or 222-8983.

How is feedback processed?

Receiving Clerk	<p>Receives the complaint/commendation from the MMP Drop Boxes, CSS (pen & paper), 8888/PCC, and internal/external clients and forwards to the secretary.</p>
Department Head Secretary	<ul style="list-style-type: none"> • Endorses to the Department Head for comments and assignment. • Routes the letter-complaint/commendation to the concerned division.
Department Head	<ul style="list-style-type: none"> • Endorses the complaints/commendations to the HRDD Staff with comments and for appropriate action.
HRDD Staff in charge of CSS	<ul style="list-style-type: none"> • Receives and collects the CSS forms (pen and paper) forwarded by the Administrative Offices from various CGD offices in response to a Memorandum Order • Encodes and updates the repository of the CGD CSS • Prepares data analysis for both online and pen and paper surveys
HRDD Staff in charge of BAP	<ul style="list-style-type: none"> • Receives and collects the complaints from the CSC, the Mamamayan Muna Program Drop Boxes, Davao City Reports, letter complaints received by the Human Resource Management Office, and various offices of the City Government of Davao • Checks, evaluates, and verifies the complaints/commendations • If it is not BAP-related, endorses the complaints to the concerned office/personnel or investigating committee • Schedules the BAP meetings for mediation • Prepares the BAP minutes and resolution • Prepares data analysis
HRMO Staff in charge of 8888	<ul style="list-style-type: none"> • Receives complaints via 8888 portal or endorsement letters with 8888 ticket reference number

	<ul style="list-style-type: none"> • Endorses the complaints to concerned offices/departments • Updates 8888 portal or email of the resolution from concerned offices/departments
HRMO Staff in charge of PCC	<ul style="list-style-type: none"> • Endorses the complaints to the concerned offices • Forwards the action taken by the concerned office to PCC email
Bilis Aksyon Partner Officer	<ul style="list-style-type: none"> • Presides the mediation • Signs minutes of the meeting/resolutions

PROCEDURE DETAILS

1. Receiving of complaints/commendations

- 1.1. Receives, stamps, encodes, and scans the document for records keeping and tracking, logs through RMS (Records Management System) and CRMS (City Records Management System).
- 1.2. Endorses the documents to the Department Head Secretary.
- 1.3. Head Secretary receives the documents and forwards to the Department Head for comments and assignment.
- 1.4. Head Secretary prepares the routing slip for endorsement to the HRMO Staff in charge of 8888/ BAP/ PCC/CSS

2. Checks, evaluates and verifies the submitted complaints/commendations

- 2.1 HRMO Staff in charge of 8888/BAP/PCC/CSS checks, evaluates, and verifies the complaints/commendations submitted through CSC, the Mamamayan Muna Program Drop Boxes, Davao City Reports, letter complaints received by the Human Resource Management Office, and various offices of the City Government of Davao, 8888, and PCC.

3. Appropriate actions taken

For BAP:

- Schedule a conference
- BAP Officer presides over the mediation and allows both parties to express their sentiments.

- If settled: Considered as case closed and resolved.
- Schedule another BAP meeting if not settled and still willing to be mediated.
- If both parties refuse to be mediated, the presiding officer will suggest a proper forum or avenue push legal action on the matter
- If the concern is not BAP related, endorse to the Investigation Committee, other concerned offices, or mechanisms for appropriate action.
- Prepares data analysis

For 8888:

Once the concerned office endorses a letter reply on the resolution of the complaint, the document is then forwarded via the 8888 portal or email.

- If settled: The complaint ticket reference number is closed.
- If not settled, the complaint ticket reference number shall remain unresolved, and the office concerned shall be requested to provide an appropriate response.

For PCC:

Once the concerned office endorses a letter reply on the resolution of the complaint, the document is then forwarded to PCC via email.

For MMDB:

- Administrative Officers collect the survey forms (commendation/request for assistance/ complaints/ recommendation), placed in a sealed envelope, and endorse them to the Human Resource Management Office every Friday.
- HRDD-PR Staff collates the survey forms (commendation / request for assistance/ complaints/ recommendation) submitted
- PR Staff prepares statistical data analysis and report

For CSS:

- Administrative Officers collect the Customer Satisfaction Survey forms to be placed in a sealed envelope, and endorse to the Human Resource Management Office every Friday.
 - HRDD-PR Staff lodge the pen and paper survey forms to the CSS repository

- HRDD-PR Staff prepares statistical data analysis and report

Grievance Committee (concerning employee relations/work conditions):

- Discussion with immediate supervisor.
- The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of discussion.
- Appeal to the Department Grievance Committee (DGC). If the aggrieved party is not satisfied with the decision of the supervisor, grievance may be elevated to the Department Grievance Committee within five (5) working days after the discussion with supervisor.
- Appeal to the Central Grievance Committee. If the aggrieved party is not satisfied with the decision of the DGC, grievance case may be elevated to the CGC within five (5) working days from the receipt of DGC decision.
- Appeal to the Civil Service Commission (CSC) Regional Office through the CSC Davao Field Office. Bilis Aksyon Partner (BAP). If the aggrieved party is not satisfied with the decision of the CGC, personnel may elevate grievance to the CSC within 5 working days

Contact Information: For inquiries and follow-ups, clients may contact the following telephone number: HRMO-PR Personnel @ 241-1000-290/241/226 or 222-8983.

CONTACT INFORMATION

Main City Hall Public Assistance Counter (PAC)	241-1000loc.285
Bilis Aksyon Partner (c/o HRMO)	241-1000loc.290/241/226
Presidential Complaints Center	8888
Contact Center ng Bayan	Text:0908-8016565 Call:1-6565 www.contactcenterngbayan.gov.ph
Anti-Red Tape Authority (ARTA)	complaints@arta.gov.ph

	OFFICE	ADDRESS	CONTACT INFORMATION
1	CITY ACCOUNTANT'S OFFICE	Rm 27 3 rd Flr.,City Hall, City Hall Drive, Davao City	Tel No.:227-4744 (fax)Tel No.:241-1000 Local 255
2	CITY ADMINISTRATOR'S OFFICE	CITY ADMINISTRATOR'S OFFICE--ADMIN. Rm.22,City Hall, Davao City	Tel.Nos.:241-1000 Local 295/224-2028/221-3222
		CITY INFORMATION TECHNOLOGY CENTER Rm.11,City Hall, Davao City	Tel.Nos.:241-1000 Local291/213
3	CITY ADMINISTRATOR'S OFFICE--CITY ECONOMIC ENTERPRISE	OPERATION OF CITY-OWNED PUBLIC MARKETS Rm.15,City Hall, Davao City	Tel. Nos.: 225-3240/241-1000Local 218/217/278
		DAVAO CITY OVERLAND TRANSPORT TERMINAL (DCOTT) DCOTT Compound, Ecoland, Davao City	Tel. Nos.:297-5737
		OPERATION OF SLAUGHTER HOUSE Ma-a, Davao City	Tel. No.:241-1729
		OPERATION OF STA. ANA PORT Sta. Ana Port, Davao City	Tel. No.:227-4954
		OPERATION OF DAVAO CITY RECREATION CENTER Almendras Gym, Quimpo Blvd., Davao City	Tel. No.:225-0042
		OPERATION OF PUBLIC CEMETERIES Father Selga Street, Brgy.8-A, Davao City	Tel. Nos.: 227-3171
4	CITY AGRICULTURIST OFFICE	4 th Floor City Hall Annex Bldg., A. Pichon St., Davao City	Tel No.:228-6582 Tel.Nos.:228-6582/241-1000 local 360
5	CITY ARCHIVES AND RECORDS OFFICE	Ecoland, Davao City	Tel No.(082)225-6569 Local 261
6	CITY ASSESSOR'S OFFICE	Ground Flr.,SP Building, San Pedro St., Davao City	Tel No.:241-1000 local370 Tel No.: 241-1000 local 372

7	CITY BUDGET OFFICE	Rm13, City Hall, City Hall Drive, Davao City	Tel Nos.:241-1000 Local 208,209,210,274
8	CITY CIVIL REGISTRAR'S OFFICE	Ground Floor, SP Building, San Pedro St., Davao City	Tel Nos.:241-1000 local366
9	CITY COOPERATIVE DEVELOPMENT OFFICE	3 rd Floor City Hall Annex Bldg., A. Pichon St., Davao City	Tel. No.241-1000 local356 Tel. No.241-1000 local354
10	CITY ENGINEER'S OFFICE/ OFFICE OF THE CITY BUILDING OFFICIAL	City Hall Drive, Davao City	Tel. No.:224-4144/ 227-2960
11	CITY ENVIRONMENT & NATURAL RESOURCES OFFICE	Maa Motorpool, Davao City	Tel. Nos.:225- 0744(fax) / 227-2655/244-00-94
12	CITY GENERAL SERVICES OFFICE	Ground Flr., City Hall, City Hall Drive, Davao City	Tel. :227-9852/241- 1000 Local257 Tel No.:227-9729
13	CITY HEALTH OFFICE	A. Pichon St., Davao City	Tel No.:227-4749 Tel No.:225-3460 (fax)
14	CITY LEGAL OFFICE	Rm 24 & 25, City Hall, City Hall Drive, Davao City	Tel Nos.:241-1000 Local 297/227
15	CITY MAYOR'S OFFICE	BARANGAY AND CULTURAL COMMUNITIES AFFAIRS DIVISION Room3, City Hall, Davao City	Tel Nos.:241-1000 Local 245/246
		CITY INVESTMENT PROMOTION CENTER Room 7, Magsaysay Complex, Magsaysay Park Davao City	Tel Nos.:227- 2860/70/80
		CITY LIBRARY AND INFORMATION CENTER 3 rd Floor, SP Building San Pedro St., Davao City	Tel. Nos.:225-3137 (fax)/222-7845
		CITY TOURISM OPERATIONS OFFICE 2 nd Floor Pasalubong Center Palma Gil St. Davao City	Tel. Nos.:222-1956/ 222-1957 / 222- 1958

		CORRESPONDENCE AND RECORDS DIVISION 2 nd Flr. Room 23, City Hall, Davao City	Tel.Nos.:241-1000 Local 222/223
		DAVAO CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE Central 911 Compound, Sandawa Matina Davao City	Tel.Nos.:295-2387/285-8984
		EDUCATIONAL BENEFITS SYSTEMS UNIT 4th Flr. City Hall Main Bldg., San Pedro St., Davao City	Tel.No.:241-1000 Local 247
		INTEGRATED GENDER AND DEVELOPMENT DIVISION Room 9, City Hall, Davao City	Tel.Nos.:226-8011 (Fax)/241-1000local 205/339
		LINGAP PARA SA MAHIRAP PROGRAM DMC Compound, J.P. Laurel Ave., Davao City	Tel.No.:233-4961
		MUSEO DABAWENYO University Ave., Juna Subd. Corner Mindanao Folk Arts Museum and Study Center Davao City	Tel.No.:222-6011
		OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA) Ground Floor, SP Building, Davao City	TelNo.:222-8061
		PERMITS AND LICENSES / BUSINESS BUREAU Ground Flr., SP Bldg., San Pedro St., Davao City	Tel.Nos.:225-0374/ 221-1203 / 241-1000 local 378/380/381
		PUBLIC EMPLOYMENT SERVICES OFFICE Almendras Gym Compound, Quimpo Blvd., Davao City	Tel. No.:233-6890
		PUBLIC INFORMATION AND PRODUCTION DIVISION Rm.18, City Hall, Davao City	Tel. Nos.:241-1000 local264/219
		PUBLIC SAFETY AND SECURITY COMMAND CENTER SIR Public Market, Patnubay Street Corner Aquino, SIR Phase II, Davao City	Tel. No. : 295-7722/295-3636

		SPORTS DEVELOPMENT DIVISION Almendras Gym Compound, Quimpo Blvd., Davao City	Tel. No.: 221-0031
		TREATMENT & REHABILITATION CENTER FOR DRUG DEPENDENTS Purok 5, Bago Oshiro, Tugbok District Davao City	Tel No.: 293-0252
16	CITY PLANNING & DEVELOPMENT OFFICE	Rm 2, City Hall, City Hall Drive, Davao City	TelNo.:241-1000 Local 242 TelNo.:Local 237
17	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE	Old City Library Building	TelNos.:227-1617/ 2953500 / 2250417(Hotline)
18	CITY TRANSPORT AND TRAFFIC MANAGEMENT OFFICE	SIR Public Market, Ecoland, Davao City	Tel.Nos.:298-3602/ 301-1313
19	CITY TREASURER'S OFFICE	Rm1 ,City Hall, City Hall Drive, Davao City	Tel.No.:241-1000 local 235 Loc. 233
20	CITY VETERINARIAN'S OFFICE	2 nd Floor City Hall Annex Bldg., A. Pichon St., Davao City	Tel.No.:241-1000 Local 352
21	HUMAN RESOURCE MANAGEMENT OFFICE	Rm.26, City Hall, City Hall Drive Davao City	TelNos.:241-1000 Local 226/290
22	SANGGUNIANG PANLUNGSOD	San Pedro St., Davao City	Tel.Nos.:222-0855 to 63 (Operator Assisted)