

CITIZEN'S CHARTER

CITY GOVERNMENT OF IMUS

2023, 2nd EDITION

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CITY TREASURER'S OFFICE

EXTERNAL SERVICES

1. ASSESSMENT OF REAL PROPERTY TAX

Real Property Tax is an ad valorem tax imposed on all types of Real Properties including Lands, Buildings, Improvements, and Machinery. It is collected every thirty-first (31st) of January each year. However, taxpayers can also pay in quarterly installment every March 31, June 30, September 30 and December 31.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy) <u>or</u> Notice of Delinquency (Original/Photocopy)		Provided by the client City Assessor's Office City Treasurers Office – Land Tax Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get ticket number from the Queue Management System	1. Call next number in Queue Management System	None	2 minutes <i>(if under normal circumstances)</i>	Luisito Ramirez Moises Jordan Jr.
1.2 Wait for your number to be called		None		
2. Present/submit the requirement/s to the assigned counter for initial assessment and verification	2.1 Receive the requirement/s and check for completeness	None	2 minutes <i>(if under normal circumstances)</i>	Mitchie Fae dela Cruz Clark Costa Riva Dolor Alamo Irene Camilon Russel Gloria Josephine Aragon Junen Baja Jonathan Sampot Catherine Castillo Madel Fina Base Medalyn Saulog Ramil Pascual Rizza May Camia Nikki Satsatin
	2.2 Issue Statement of Account if all requirements were given	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	4 minutes	

2. PAYMENT OF REAL PROPERTY TAX

Real Property Tax is an ad valorem tax imposed on all types of Real Properties including Lands, Buildings, Improvements and Machinery. It is collected every thirty-first (31st) of January each year. However, taxpayers can also pay in quarterly installment every March 31, June 30, September 30 and December 31.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account <u>or</u> Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy) <u>or</u> Notice of Delinquency (Original/Photocopy)		City Treasurers Office – Windows 23 to 25 Provided by the client City Assessor's Office City Treasurers Office – Land Tax Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get ticket number from the Queue Management System	1. Call next number in Queue Management System	None	2 minutes <i>(if under normal circumstances)</i>	Luisito Ramirez Moises Jordan Jr.
1.2 Wait for your number to be called		None		
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	For Basic & SEF: Property Assessed Value X 2.1% + Penalty (if applicable) + Garbage Fee (if applicable) - Discount (if applicable)	3 minutes <i>(if under normal circumstances)</i>	Irene Camilon Russel Gloria Riva Alamo Jonathan Sampot Josephine Aragon Junen Baja Clark Costa Madel Fina Base Ramil Pascual Jess Frederick Berco Medalyn Saulog Lor Annmae Mendoza Catherine Castillo Nikki Satsatin Rizza May Camia
Fill-out the Client Satisfaction Rating Form				



TOTAL	Based on computation	7 minutes	
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3. ISSUANCE OF REAL PROPERTY TAX CLEARANCE

Real Property Clearance is issued to all real property owners certifying that the properties have no outstanding real property tax due.

OFFICE OR DIVISION	City Treasurer's Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
If you are the owner			
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		Provided by the client City Assessor's Office	
Government Issued Identification Card (1 Original/Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth Comelec, PRC, IBP, MARINA, OSCA	
If you are a representative – For Transfer			
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		Provided by the client City Assessor's Office	
Special Power of Attorney – If the owner is in the Philippines (1 Original) or Secretary's Certificate <u>or</u> Consulate Issued Special Power of Attorney Red Ribbon/Seal – If the owner is abroad (1 Original)		Person/Company being Represented	
Deed of Sale/Contract to Sell/Extra Judicial (1 Photocopy)		Provided by the client	
Government Issued Identification Card of Corporate Secretary/ Signatory/Attorney- in-Fact/Owner (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth Comelec, PRC, IBP, MARINA, OSCA	
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth Comelec, PRC, IBP, MARINA, OSCA	
If you are a representative – For Reference/Record Purposes			
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		Provided by the client City Assessor's Office	
Authorization Letter <u>or</u> Special Power of Attorney <u>or</u> Secretary's Certificate <u>or</u> Board Resolution specifying the Authorized Representative (1 Original)		Provided by the client	
Government Issued Identification Card of Corporate Secretary/ Signatory/Attorney- in-Fact/Owner (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth Comelec, PRC, IBP, MARINA, OSCA	

Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
If you are a representative – For Developers/Service Provider				
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		Provided by the client City Assessor's Office		
Secretary's Certificate (1 Original) <u>or</u> Board Resolution specifying the Authorized Representative (1 Original)		Person/Company being Represented		
Government Issued Identification Card of Corporate Secretary/ Signatory (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
*For Transfer – present the Deed of Sale/Contract to Sell together with the above specified requirements (1 Photocopy)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get ticket number from the Queue Management System	1. Call next number in Queue Management System	None	2 minutes (if under normal circumstances)	Luisito Ramirez
1.2 Wait for your number to be called		None		
2. Present/submit the requirement/s to the assigned counter for initial assessment and verification	2. Receive the requirement/s and check for completeness	None	2 minutes (if under normal circumstances)	Mitchie Fae dela Cruz Rizza May Camia Nikki Satsatin
3. Pay the assessed/ required fee(s)	3.1 Receive the payment and Issue O.R. 3.2 Release the Tax Clearance	P50.00 + P30.00 (Documentary Stamp Tax)	2 minutes	Mitchie Fae dela Cruz Rizza May Camia Madelfina Base Nikki Satsatin Lor Annemae Mendoza
Fill-out the Client Satisfaction Rating Form				
TOTAL		Php 80.00	6 minutes	

4. ISSUANCE OF REAL PROPERTY TAX PAYMENT HISTORY

Real Property Tax Payment History is issued to all real property owners providing the payment records of the property.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If you are the owner				
Statement of Account <u>or</u> Latest Real Property Tax Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		City Treasurers Office – Windows 23 to 25 Provided by the client City Assessor's Office		
If you are a representative				
Latest Real Property Tax Official Receipt (Original/Photocopy) <u>or</u> Latest Tax Declaration (1 Original/Photocopy)		Provided by the client City Assessor's Office		
Authorization Letter <u>or</u> Special Power of Attorney <u>or</u> Secretary's Certificate <u>or</u> Board Resolution specifying the Authorized Representative (1 Original)		Provided by the client		
Government Issued Identification Card of Corporate Secretary/ Signatory/Attorney-in-Fact/Owner (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative(1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get ticket number from the Queue Management System	1. Call next number in Queue Management System	None	2 minutes <i>(if under normal circumstances)</i>	Luisito Ramirez
1.2 Wait for your number to be called		None		
2. Present/submit the requirement/s to the assigned counter for initial assessment and verification	2. Receive the requirement/s and check for completeness	None	2 minutes	Mitchie Fae dela Cruz Clark Costa Riva Dolor Alamo Irene Camilon Josephine Aragon Junen Baja Madel Fina Base

				Medalyn Saulog Jonathan Sampot Catherine Castillo Ramil Pascual Rizza May Camia Lor Annmae Mendoza
3. Pay the assessed/ required fee(s)	3. Receive the payment and Issue O.R.	P50.00 + P30.00 (Documentary Stamp Tax)	3 minutes <i>(if under normal circumstances)</i>	Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
4. Present the Official Receipt	4. Release the Tax Payment History	None	2 minutes	Leonida Tapawan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Php 80.00	9 minutes	

5. ASSESSMENT AND PAYMENT OF LOCAL TRANSFER TAX

Local Transfer Tax is imposed on the sale, donation, barter, or any other mode of transferring ownership or title of real property. Payment is due sixty (60) days from the date of execution of the deed or the date of the decedent's death.

OFFICE OR DIVISION	City Treasurer's Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If you are the buyer/seller		
Deed of Absolute Sale <u>or</u> Deed of Conveyance <u>or</u> Deed of Reconveyance (1 Photocopy) <u>or</u> Deed of Donation (1 Photocopy) <u>or</u> Extrajudicial Settlement of Estate (1 Photocopy) <u>or</u> Certificate of Sale (1 Photocopy) <u>or</u> Court Order		Provided by the client
Certificate Authorizing Registration (CAR) (1 Photocopy) <u>or</u> Withholding Tax Remittance Return and Official Receipt/Deposit Slip (1 Photocopy) and Capital Gains Tax Return and Official Receipt/Deposit Slip (1 Photocopy) and Documentary Stamp Tax Declaration/Return (1 Photocopy)		Bureau of Internal Revenue
Transfer Certificate of Title (1 Photocopy)		Register of Deeds
Tax Declaration (1 Photocopy)		City Assessor's Office
Tax Clearance (1 Photocopy)		City Treasurers Office – Window 23 to 25
Government Issued Identification Card (1 Original/Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA
If you are a representative		
Deed of Absolute Sale <u>or</u> Deed of Conveyance <u>or</u> Deed of Reconveyance (1 Photocopy) <u>or</u> Deed of Donation (1 Photocopy) <u>or</u> Extrajudicial Settlement of Estate (1 Photocopy) <u>or</u> Certificate of Sale (1 Photocopy) <u>or</u> Court Order		Provided by the client
Certificate Authorizing Registration (CAR) (1 Photocopy) <u>or</u>		

Withholding Tax Remittance Return and Official Receipt/Deposit Slip (1 Photocopy) and Capital Gains Tax Return and Official Receipt/Deposit Slip (1 Photocopy) and Documentary Stamp Tax Declaration/Return (1 Photocopy)		Bureau of Internal Revenue		
Transfer Certificate of Title (1 Photocopy)		Register of Deeds		
Tax Declaration (1 Photocopy)		City Assessor's Office		
Tax Clearance (1 Photocopy)		City Treasurers Office – Window 1 to 3		
Secretary's Certificate (1 Original) or Special Power of Attorney (1 Original)		Person/Company being Represented		
Government Issued Identification Card (1 Original/Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s to the assigned counter for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	12 minutes <i>(if under normal circumstances)</i>	Jess Frederick Berco Cynthia Hernandez Madel Fina Base
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	75% of 1% (.0075) of acquisition cost/fair market value/zonal value whichever is higher	3 minutes <i>(if under normal circumstances)</i>	Jess Frederick Berco Cynthia Hernandez Madel Fina Base
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	15 minutes	

6. ISSUANCE OF LOCAL TRANSFER TAX CERTIFICATE

Local Transfer Tax Certificate is issued to all real property owners certifying the transfer tax payment of the property.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Imus City Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If you are the owner				
Latest Tax Declaration (1 Photocopy)		City Assessor's Office		
Transfer Certificate of Title (1 Photocopy)		Registry of Deeds		
Government Issued Identification Card (1 Original/Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
If you are a representative				
Latest Tax Declaration (1 Photocopy)		City Assessor's Office		
Transfer Certificate of Title (1 Photocopy)		Registry of Deeds		
Secretary's Certificate (1 Original) or Special Power of Attorney (1 Original)		Person/Company being Represented		
Government Issued Identification Card of Corporate Secretary/ Signatory/Attorney-in-Fact/Owner (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	2 minutes	Jess Frederick Berco Cynthia Hernandez Madel Fina Base
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	P50.00 + P30.00 (Documentary Stamp Tax)	3 minutes (if under normal circumstances)	Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
3. Present O.R. and claim the Certification	3. Release the Certificate	None	5 minutes	Jess Frederick Berco Cynthia Hernandez



				Madel Fina Base
Fill-out the Client Satisfaction Rating Form				
	TOTAL	Php 80.00	10 minutes	

7. ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community Tax Certificate is imposed on all the inhabitants of the city who are eighteen years old and above, as well as juridical persons doing business in the city or whose office or establishment is located in the city. It shall accrue on the first (1st) day of January each year and shall be paid not later than the last day of February of each year.

OFFICE OR DIVISION	City Treasurer's Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
WHO MAY AVAIL THE SERVICE	Residents of City of Imus (must be eighteen years old and above) Residents and non-residents engaged in business or occupation in the City of Imus Real Property owner in City of Imus Individuals who are required to file an income tax return		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
If you are the applicant			
Latest community tax certificate (Original/Photocopy) <u>or</u> Government Issued Identification Card of the Applicant (Original) <u>or</u>		Provided by the client BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA	
If you are a representative			
Latest community tax certificate (Original/Photocopy) <u>or</u> Government Issued Identification Card of the Applicant (Original/Photocopy)		Provided by the client BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA	
Special Power of Attorney (1 Original)		Person being Represented	
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA	
For BIR Filing			
Latest community tax certificate (Original/Photocopy) <u>or</u> Government Issued Identification Card of the Applicant (Original)		Provided by the client BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA	
Certificate of Compensation Payment – BIR Form 2316 (1 Original/Photocopy)		Client's Employer	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s to the assigned counter for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	2 minutes (if under normal circumstances)	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	For Individual: P5.00 + (P1.00 for every P1,000.00 of income/property) For Corporation: P500.00 + (P2.00 for every P5,000.00 of income/property)	3 minutes (if under normal circumstances)	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	5 minutes	

8. PAYMENT OF PROFESSIONAL TAX

Professional Tax is imposed on each person engaged in the exercise or practice of his profession requiring government examination. Payment is due on or before the thirty-first (31st) of January each year.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Licensed Professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Professional Tax Official Receipt (Original/Photocopy) or Professional Regulation Commission License (Original/Photocopy)		Provided by the client		
		Professional Regulation Commission		
For Lawyers				
Integrated Bar of the Philippines Identification Card/Roll Number (Original/Photocopy)		Integrated Bar of the Philippines		
For insurance agents				
Insurance Company Identification Card/Certification		Philippine Regulation Commission/Insurance Commission		
Tax Identification Number		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s to the assigned counter for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	5 minutes (if under normal circumstances)	Jess Frederick Berco Cynthia Hernandez Madel Fina Base
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	P300.00 + Penalty (if applicable)	3 minutes (if under normal circumstances)	Jess Frederick Berco Cynthia Hernandez Madel Fina Base
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	8 minutes	

9. BUSINESS RETIREMENT ASSESSMENT AND ISSUANCE OF BUSINESS CLOSURE CERTIFICATE

A business subject to tax, upon closure/cessation of operation, shall inform LGU for the assessment of any tax due to be paid before its full termination. Business Closure Certificate is issued to all business tax owners certifying that the business filed for business retirement.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Sole/Single Proprietorship				
Completely Filled-out and Notarized Application Form		City Treasurers Office – Business Tax Division		
Latest Original Business Permit (Original)		Provided by the client		
Latest Official Receipt (1 Photocopy) or Certificate of Last Payment – If the receipt is not available (Original)		Provided by the client Business Permit and License Office		
Latest Community Tax Certificate (Original/Photocopy)		Provided by the client		
Audited Financial Statement/Income Tax Return (1 Photocopy)		Bureau of Internal Revenue		
Certificate of Gross Sales – If ITR/FS is consolidated (1 Original)		Company/Business Accountant		
For Partnership/Corporation				
Completely Filled-out and Notarized Application Form		City Treasurers Office – Business Tax Division		
Latest Original Business Permit (Original)		Provided by the client		
Latest Official Receipt (1 Photocopy) or Certificate of Last Payment – If the receipt is not available (Original)		Provided by the client Business Permit and License Office		
Latest Community Tax Certificate (Original/Photocopy)		Provided by the client		
Audited Financial Statement/Income Tax Return (1 Photocopy)		Bureau of Internal Revenue		
Certificate of Gross Sales – If ITR/FS is consolidated (1 Original)		Company/Business Accountant		
Secretary's Certificate (1 Original) or Board Resolution (1 Original) specifying the Date of Closure and Authorized Representative		Person being Represented		
Government Issued Identification Card of Corporate Secretary/ Signatory (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1.1 Receive the requirement/s and check for completeness	None	5 minutes (if under normal circumstances)	Bryan Ordoñez Karl Erick Sapida Patrick George Mercene Dennis Gaurino

	1.2 Issue Order of Payment	None		Elvie Candalla Jean Mari Aveno
2. Pay the assessed/ required fee(s)	2. Receive the payment and Issue O.R.	Based on table below + penalty (if applicable) + P50.00 + P30 (Documentary Stamp Tax)	3 minutes <i>(if under normal circumstances)</i>	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Mary Ann Franco Alvin Topacio Gilbert de Jesus
3.1 Present O.R. 3.2 Claim the Certification	3.1 Verify O.R. 3.2 Prepare and Release the Business Closure Certificate	None	5 minutes <i>(if under normal circumstances)</i>	Bryan Ordoñez Karl Erick Sapida Patrick George Mercene Dennis Gaurino Elvie Candalla Jean Mari Aveno
4. Submit 1 Photocopy of Certification	4. Receive the Certification	None	2 minutes	Administrative Assistant V Business Permit and License Office
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	15 minutes	

(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 Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,742.00
75,000.00 or more but less than 100,000.00	2,178.00
100,000.00 or more but less than 150,000.00	2,904.00
150,000.00 or more but less than 200,000.00	3,630.00
200,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	10,560.00
750,000.00 or more but less than 1,000,000.00	13,200.00
1,000,000.00 or more but less than 2,000,000.00	18,150.00
2,000,000.00 or more but less than 3,000,000.00	22,143.00
3,000,000.00 or more but less than 4,000,000.00	26,136.00
4,000,000.00 or more but less than 5,000,000.00	30,492.00
5,000,000.00 or more but less than 6,500,000.00	32,175.00
6,500,000.00 or more	P32,175.00 plus 49.5% of 1% over P6.5million

The preceding rates shall apply only to the 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 Section.

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

Gross Sales/Receipts for the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 2,000,000.00	13,200.00
2,000,000.00 or more	P13,200.00 plus 66% of 1% over P2.0 million

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.

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 (P50,000.00) subject to existing laws and regulations.

- (c) On exporters, and on manufacturers, millers, producers, 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) the Ordinance;
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

(d) On exporters of all articles of commerce of whatever kind or nature not mentioned under subsection (c), in accordance with the following schedule:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
Less than 100,000.00	871.00
100,000.00 or more but less than 150,000.00	1,221.00
150,000.00 or more but less than 200,000.00	1,580.00
200,000.00 or more but less than 300,000.00	2,178.00
300,000.00 or more but less than 500,000.00	2,904.00
500,000.00 or more but less than 750,000.00	4,345.00
750,000.00 or more but less than 1,000,000.00	5,749.70
1,000,000.00 or more but less than 2,000,000.00	6,534.00
2,000,000.00 or more	P6,534.00 plus 32.45% of 1% over P2.0 million

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

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	P15,180.00 plus 66% of 1% over P2.0 million

Provided that in no case shall the tax on gross receipts of P2,000,000.00 or more be less than P15,1800.00

(f) On banks and other financial institutions, at the rate of seven five percent of one percent (75% of 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. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.

- (g) On operators of theaters and cinema houses, video-movie houses utilizing laser disc players, projectors and of similar apparatus, and other entertainment sites on the internet and other show houses which are open to public for a fee:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,560.00
75,000.00 or more but less than 100,000.00	2,335.00
100,000.00 or more but less than 150,000.00	3,269.00
150,000.00 or more but less than 200,000.00	4,295.00
200,000.00 or more but less than 250,000.00	5,493.00
250,000.00 or more but less than 300,000.00	7,296.00
300,000.00 or more but less than 400,000.00	9,837.00
400,000.00 or more but less than 500,000.00	10,175.00
500,000.00 or more but less than 750,000.00	11,275.00
750,000.00 or more but less than 1,000,000.00	12,650.00
1,000,000.00 or more but less than 2,000,000.00	13,915.00
2,000,000.00 or more	P13,915.00 plus 66% of 1% over P2.0 million

- (h) On lessors of real estate including apartments and boarding houses:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 60,000.00	1,210.00
60,000.00 or more but less than 70,000.00	1,548.00
70,000.00 or more but less than 80,000.00	1,839.00
80,000.00 or more but less than 90,000.00	2,153.00
90,000.00 or more but less than 100,000.00	2,468.00
100,000.00 or more but less than 150,000.00	3,061.00
150,000.00 or more but less than 200,000.00	4,138.00
200,000.00 or more but less than 300,000.00	5,517.00
300,000.00 or more but less than 500,000.00	8,167.00
500,000.00 or more but less than 750,000.00	13,722.00
750,000.00 or more but less than 1,000,000.00	19,882.00
1,000,000.00 or more but less than 2,000,000.00	21,780.00
2,000,000.00 or more	P21,780.00 plus 66% of 1% over P2.0 million

- (i) On the businesses hereunder enumerated:
1. Commission agents;
 2. Lessors, dealers, brokers of real estate;
 3. On travel agencies and travel agents;
 4. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums;
 5. Subdivision owners/developers, Private Cemeteries and Memorial Parks owners/developers;
 6. Privately-owned markets;
 7. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
 8. Operators of Cable Network System;
 9. General consultancy services;
 10. Warehouses;
 11. On line businesses that offers services;
 12. All other similar activities consisting essentially of the sales of services for a fee

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	P15,180.00 plus 66% of 1% over P2.0 million

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P15,180.

(j) On retailers with gross sales or receipts for the preceding year in the amount of:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 100,000,000.00	P11,616.00 plus 66% of 1% over P1.0 million but less than P100 million
100,000,000.00 or more but less than 500,000,000.00	P665,016.00 plus 1.10% over P100 million but less than P500 million
500,000,000.00 or more	P5,065,016.00 plus 82.5% of 1% over P500 million

(k) On retailers classified as sari-sari store with gross sales or receipts for the preceding year in the amount of:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,188.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,244.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 300,000.00	3,950.00
300,000.00 or more but less than 500,000.00	4,924.00
500,000.00 or more but less than 750,000.00	7,920.00
750,000.00 or more but less than 1,000,000.00	10,560.00
1,000,000.00 or more but less than 2,000,000.00	P10,560.00 plus 60% of 1% over P1.0 million

- (l) On Authorized Franchise Car Dealers engaged in business of selling brand new vehicles and genuine parts pursuant to a valid and existing Franchise Agreement with legitimate manufacturers and distributors shall be taxed at the rate of 50% of 1% of gross receipts up to P 2,000,000.00 and 45% of 1% of gross receipts in excess of P 2,000,000.00.
- (m) On restaurants and other eating establishments such as, but not limited to cafes, cafeterias, ice cream or refreshment parlors, carinderias, soda fountains, food caterers, fast food centers and snack counters shall be taxed at the rate of 1.75% of the gross receipts of the preceding calendar year.
- (n) On operators engaged in amusement devices and computer shop shall be taxed at the rate of Two Hundred Pesos (P200.00) per amusement device.
- (o) On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of Sixty Six Pesos (P66.00) per peddler annually.

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

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

- (p) On any business, not otherwise specified in the preceding paragraphs, which the Sanggunian concerned may deem proper to tax: Provided, That on any business subject to the excise, value-added or percentage tax under the National Internal Revenue Code, as amended, the rate of tax shall not exceed two percent (2%) of gross sales or receipts of the preceding calendar year.

10. PAYMENT OF CONTRACTORS TAX

Contractors Tax is a business tax imposed on contractors and other independent contractors such as, but not limited to, general engineering, general building, and specialty contractors.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Building Permit (1 Photocopy)		Office of the Building Official		
Duly Signed Transmittal (1 Original/1 Photocopy)		Office of the Building Official		
Duly Certified Bill of Materials with PRC & PTR License of the Architect or Engineer (1 Photocopy)		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1.1 Receive the requirement/s and check for completeness	None	4 minutes <i>(if under normal circumstances)</i>	Bryan Ordoñez Karl Erick Sapida Patrick George Mercene Dennis Gaurino Elvie Candalla
	1.2 Issue Statement of Account	None		
2. Pay the assessed/required fee(s)	2. Receive the payment and Issue O.R.	Based on the table below	3 minutes <i>(if under normal circumstances)</i>	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat
3. Submit 1 Photocopy of Official Receipt	3. Receive the Photocopy of Official Receipt	None	1 minute	Bryan Ordoñez Karl Erick Sapida Patrick George Mercene Dennis Gaurino Elvie Candalla
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	8 minutes	



Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
Less than 5,000.00	32.75
5,000.00 or more but less than 10,000.00	73.65
10,000.00 or more but less than 15,000.00	125.45
15,000.00 or more but less than 20,000.00	198.00
20,000.00 or more but less than 30,000.00	330.00
30,000.00 or more but less than 40,000.00	462.00
40,000.00 or more but less than 50,000.00	660.00
50,000.00 or more but less than 75,000.00	1,056.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,376.00
150,000.00 or more but less than 200,000.00	3,168.00
200,000.00 or more but less than 250,000.00	4,356.00
250,000.00 or more but less than 300,000.00	5,544.00
300,000.00 or more but less than 400,000.00	7,392.00
400,000.00 or more but less than 500,000.00	9,900.00
500,000.00 or more but less than 750,000.00	11,100.00
750,000.00 or more but less than 1,000,000.00	12,300.00
1,000,000.00 or more but less than 2,000,000.00	13,800.00
2,000,000.00 or more	At a rate not exceeding fifty percent (55%) of one percent (1%)

11. PAYMENT OF VARIOUS LOCAL TAXES, FEES, AND REGULATORY CHARGES

Payment of various local taxes, fees, and regulatory charges payable to City Government of Imus.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment <u>or</u> Statement of Account <u>or</u> Assessment of Taxes and Fees		Respective Imus City Department/Offices		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s to the assigned counter for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	2 minutes <i>(if under normal circumstances)</i>	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
2. Pay the assessed/required fee(s)	2. Receive the payment and Issue O.R.	Based on the table below	3 minutes <i>(if under normal circumstances)</i>	Lea Ilagan Marietta Esguerra Evelyn Miranda Gillianne Villafuerte Charmaine Joy Saringayat Pee Chee Fauni Mary Ann Franco Alvin Topacio Gilbert de Jesus
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	5 minutes	

NATURE OF TAX / FEE	AMOUNT CHARGED
Amusement Tax	as assessed by BPLO
Anti-Rabies Fee	Php 100.00
Business Tax	as assessed by BPLO and City Treasurer
Building Fee	as assessed by City Building Office
Burial Fee	as assessed by BPLO
Business Delinquency Fee	as assessed by Permits and Licensing Office and City Treasurer
Business Retirement Tax	as assessed by the City Treasurer
Cemetery Fee	as assessed by BPLO
Civil Registrar Fee	as assessed by City Civil Registrar
Engineering and Electrical Fees	as assessed by City Engineer's Office
Facilities Fee	as assessed by City Administrator's Office
Franchise Renewal	as assessed by Tricycle Regulatory Unit
Health Fee	Php 100.00 + Php 30.00 Documentary Stamp Tax

NATURE OF TAX / FEE	AMOUNT CHARGED
Local Franchise Tax	50% of 1% of Gross Sales
Mayor's Clearance	Php 50.00
No-Plastic Ordinance Fee	as assessed by CENRO
Other City Fees	as assessed by offices concerned
Pedicycle Registration	as assessed by Tricycle Regulatory Unit
Permit to Construct	Php 250.00
Personnel Certification	Php 50.00
Special Permit Fee	Php 785.00
Traffic Violation Fee	as assessed by CTMO / Violation Ticket
Tricycle Registration	as assessed by Tricycle Regulatory Unit
Working Permit Fee	as assessed by PESO
Zoning Fee	as assessed by City Planning & Development Office
Others	Refer to Order of Payment/Statement of Account

12. CHECK RELEASE OF FINANCIAL ASSISTANCE, CITY UTILITY EXPENDITURES, EMPLOYEE BENEFITS, AND OTHER CLAIMS

Release of checks for financial assistance, utility expenditures, employee benefits, and other claims.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt – If the claim is financial assistance/scholarship/contractors/service providers/creditors (Original)		Provided by client		
Authorization Letter <u>or</u> Special Power of Attorney <u>or</u> Secretary Certificate <u>or</u> Board Resolution specifying the Authorized Representative (1 Original)		Person being Represented		
Government Issued Identification Card of Corporate Secretary/ Signatory/Attorney-in-Fact/Creditor (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	2 minutes (if under normal circumstances)	Luisa Tan Val Abad Pee Chee Fauni Kenneth Figueroa
0.0. Receive the check 0.1. Sign the disbursement and check voucher/s	2. Release the check	None	4 minutes (if under normal circumstances)	Luisa Tan Val Abad Pee Chee Fauni Kenneth Figueroa
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	6 minutes	

13. RELEASE OF SENIOR CITIZEN SUBSIDY

All registered senior citizens of the City of Imus are entitled to receive senior citizen subsidy semi-annually.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All Senior Citizens of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If you are the recipient				
Government Issued Identification Card (1 Original/1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
If you are a representative				
OSCA Authorization Letter (1 Original)		Senior Citizen President of the Barangay		
Government Issued Identification Card of the recipient (1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirement/s for initial assessment and verification	1. Receive the requirement/s and check for completeness	None	5 minutes <i>(if under normal circumstances)</i>	Gencil Ramos
2. Receive the pay envelope	2. Release the pay envelope	None	2 minutes	Luisa Tan Annaliza Racasa
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	7 minutes	

14. DISBURSEMENT AND ISSUANCE OF CHECKS

Preparation and check issuance for all creditors of City Government of Imus and recipients of financial assistance/honorarium/allowances etc.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All creditors of City Government of Imus and recipients of financial assistance/honorarium/allowances etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher and all supporting documents in Accounting Checklist		From requesting department/agency		
Additional Requirements:				
Financial Assistance				
Official Receipt		provided by client		
Employee Benefit				
Photocopy of Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Supplier				
Authorization Letter or Special Power of Attorney		Person being Represented		
Government Issued Identification Card of the owner (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Government Issued Identification Card of the Representative (1 Original and 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO, PhilHealth, Comelec, PRC, IBP, MARINA, OSCA		
Official Receipt (Suppliers Tax)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Disbursement Voucher and supporting documents	1.1 Receive the requirement/s and check for completeness	None	5 minutes	Ruby Protacio
	1.2 Encode details of the disbursement voucher in Voucher Monitoring File	None	2 minutes	
	1.3 Route for City Treasurer's Approval	None	4 hours	
	1.4 Prepare Check	None	1 hour	

	1.5 Encode Check Details in Check Monitoring File	None		
	1.6 Prepare Accountant's Advice	None	10 minutes	
	1.7 Accountant's Advice (Accounting)	None		
	1.8 Encode SRE	None	4 hours	
	1.9 Route Check for Signature	None	1 day	
2.1 Submit additional requirement	2.1 Check and verify additional requirements	None		
2.2 Receive check	2.2 Issue Check			
TOTAL		None	2 days	

NOTE: This is on a normal circumstance.

CITY TREASURER'S OFFICE

INTERNAL SERVICES

1. ISSUANCE OF ACCOUNTABLE FORMS

Issuance of Accountable forms to all bonded collectors and barangay captains/treasurers of the City Government of Imus.

OFFICE OR DIVISION	City Treasurer's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All bonded collectors and barangay captains/treasurers of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Barangay Captains/Treasurers				
Bond Confirmation (1 Photocopy)		Bureau of Treasury		
Oath (1 Photocopy)		Department of the Interior and Local Government		
Certificate of Appointment (1 Photocopy)		Barangay Captain		
Official Receipt (Proof of Purchase of Accountable Form 51)		City Treasurers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for Official Receipt	1. Receive the payment and Issue O.R.	P300.00 / booklet	3 minutes <i>(if under normal circumstances)</i>	Cristina Calvelo
2. Present/submit the requirement/s for initial assessment and verification	2.1 Receive the requirement/s and check for completeness	None	5 minutes <i>(if under normal circumstances)</i>	Cristina Calvelo
	2.2 Prepare Requisition and Issue Voucher	None		
	2.3 Prepare Acknowledgement Receipt	None		
3. Receive the Accountable Forms	3. Issue Accountable Forms	None	2 minutes	Cristina Calvelo
Fill-out the Client Satisfaction Rating Form				
TOTAL		Php 300.00/booklet	10 minutes	

BUSINESS PERMITS AND LICENSING OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF NEW BUSINESS/MAYOR'S PERMIT (ON-SITE AND KIOSK)

All enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operations.

OFFICE OR DIVISION	Business Permits and Licensing Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All proprietors with new business in the City of Imus
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR ONSITE: Please fill-out the Business Permit Application Form/Unified Form (provided by BPLO) and submit together with the following requirements to the Counter/Window:	Business One-Stop Shop (BOSS), https://cityofimus.gov.ph
FOR KIOSK: Please fill-out the Business Permit Application Form/Unified Form using the KIOSK and submit the following requirements to the Counter/Window:	Business One-Stop Shop (BOSS) KIOSK
Proof of Registration -DTI, if Sole Proprietorship 2 Copies - 1 Original, 1 Photocopy or -SEC Registration, if Partnership or Corporation 2 Copies COMPLETE SET - 1 Original, 1 Photocopy or -CDA, if Cooperative 2 Copies - 1 Original, 1 Photocopy - Housing and Land Use Regulatory Board (HLURB) Registration / Department of Human Settlement and Urban Development (DHSUD) Registration (for Homeowner's Association)	Business One-Stop Shop (BOSS), https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex Roxas Boulevard, Metro Manila Philippines https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices https://dhsud.gov.ph/services/homeowners-association/ ; DHSUD Building, Kalayaan Avenue, corner Mayaman Street, Diliman, Quezon City, 1101
Proof of right of applicant to use location as business address -Certified True Copy of Original Certificate Title (OCT)/ Certified True Copy of Transfer Certificate of Title (TCT) -1 Original -Notarized Deed of Sale (if owned)- Original and 1 Photocopy-complete set -Notarized Contract to Sell (if under amortization) -Original and 1 Photocopy-complete set -Notarized Contract of Lease and Lessor's Business Permit (if renting)- Original and 1 Photocopy-complete set	From the owner of the business place

-Notarized Memorandum of Agreement/ Notarized written consent of property owner (if not owned, not renting) -Original and 1 Photocopy-complete set - Death Certificate, Extrajudicial Settlement/Last Will and Testament/Affidavit of Self-Adjudication, Affidavit of Heirship and Written Consent for one of the heirs to use the property for business (if the title owner is deceased)- Original and 1 Photocopy-complete set -Notarized Consent of other title owner (if the business owner is one of the title owner) -Original -Secretary's Certificate (if title is single owned-for Corporation)- Original, -Certificate of Award Notice from NHA (if without title but with Tax Declaration) Original and 1 Photocopy -Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein- Original (if lessor)	
Location plan or sketch of the location with picture of establishment (front, right, left side view including the road, and interior view)-1 Copy-complete set	From the owner of the business
Certificate of Occupancy, if applicable -Original and 1 Photocopy	From the owner of the business/City Building Official Office
OTHER REQUIREMENTS THAT MAY BE NEEDED:	
Market Clearance - for business located in public market- Original and 1Photocopy	From the Economic Enterprise Management Office (EEMO) located at Imus Public Market
Franchise Agreement and Consent for franchisee -Original and 1 Photocopy	From the Franchisor of the business
Clearance for meat retailer, poultry and pet supplies retailer - Original	From City Veterinary Office
Annual Report to DHSUD (received/stamped) for Homeowners' Association - Original and 1 Photocopy	From DHSUD
Written Authorization Letter/ SPA/ Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative) 1 Photocopy	From the owner of the business
Letter of No Objection – Original	From Office of the City Mayor
Approval from the City Mayor – Original	From Office of the City Mayor

Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies	From Barangay Hall where the business is located
Barangay Resolution -1 Photocopy	From Barangay Hall where the business is located
Homeowner's Association Resolution (HOA) endorsing the project or business , if the location of the business is within a Residential Subdivision -Original and 1 Photocopy	From Homeowner's Association of the Subdivision where the business is located
-Tax declaration and Updated Tax Receipt - Original and 1 Photocopy	From the Land Tax Office - Official Receipt of Real Property Tax-Amilyar
Other documents that may be necessary (depending on the nature of business)	
Certificate of Attendance on Solid Waste Management Seminar (must attend seminar conducted by CENRO)	From City Environment and Natural Resources Office (CENRO)
Certificate of Non-Coverage (CNC) DENR-EMB (www.emb.gov.ph) - for WATER STATION, JUNKSHOPS, MEDICAL & DENTAL CLINIC, LABORATORIES, LAUNDRY, CARWASH - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Environmental Compliance Certificate (ECC) DENR-EMB (www.emb.gov.ph) - for INDUSTRY, HOSPITAL, GASOLINE STATION, FUNERAL HOMES, MALL, SUPERMARKET, MANUFACTURER, FACTORY, POULTRY, PIGGERY, OTHER BUSINESS POSES POTENTIAL RISK/IMPACT TO ENVIRONMENT - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Contract/MOA with Private Hauler - private hauler must have MOA with Sanitary Landfill and Certificate of Disposal for MALL, FASTFOOD CHAIN, RESTAURANT, SUPERMARKET, LARGE SCALE INDUSTRY, FACTORY (MANUFACTURING), WAREHOUSE, ET.AL- 2 Photocopies	From Private Hauler
Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal) for MEDICAL INFECTIOUS/TOXIC WASTE -2 Photocopies	From DENR accredited Hauler
Discharge Permit (Water Pollution) -FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE WATER & DISCHARGE IT EVENTUALLY - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)

Hazardous Waste Generators ID & Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal)-FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE CHEMICAL DISCHARGE/HAZARDOUS SUBSTANCES - 1 Photocopy		From Private Infectious/Hazardous Waste Hauler			
Permit to Operate (Air Pollution) - FOR MANUFACTURING/INDUSTRY with furnaces, boilers, generators, or any operation producing dust or particulate matter - 1 Photocopy		From DENR-EMB (www.emb.gov.ph)			
Picture of Grease Trap FOR RESTAURANT, EATERY, CARINDERIA - 1 Photocopy		From the owner of the business			
Water Permit from National Water Resources Board (nwr.gov.ph) if source of water is from deep well -FOR WATER REFILLING STATION, CARWASH, LAUNDRY) - 1 Photocopy		From National Water Resources Board (NWRB) (nwr.gov.ph)			
Latest Result of Microbiological Examination FOR FOOD ESTABLISHMENT & WATER STATION - Original		From Water Testing Laboratory			
Latest Result of Physico-Chemical Analysis Examination for food establishment & water station – Original		From Water Testing Laboratory			
Health Certificate of Staff for food establishment, water station, salon, and spa – Original		From City Health Office			
Urinalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory			
Fecalalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory			
Chest X-Ray (6 months validity) – Original		From Department of Health (DOH)Accredited Laboratory			
Drug Test (1 year validity) – Original		From Department of Health (DOH)Accredited Laboratory			
Pest/Vermin Control for food establishment, fast-food chain, supermarket – Original		From any legitimate Pest Control establishments			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements		1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	20 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles;

				Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment. Pass the Business Tax Order of Payment (Assessment Form), O.R., CTC, to BFP personnel for Fire Inspection Fee payment, then to Sanitary Inspector for Sanitary Permit	<ul style="list-style-type: none"> Mayor's Permit Fee Zoning Fee - Based on Type of Establishment Building Inspection Fee - Based on Type of Structure Garbage Fee -Based on Type of Establishment Environmental Protection Fee-Based on Type of Establishment Sanitary Inspection Fee - Based on Type of Establishment Fire Safety Inspection Fee - 15 % of total assessment excluding business tax Business Plate - Php 200.00 per Business Plate 	10 minutes	City Treasurer's Office assigned personnel
3. Claim the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	None	30 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	1 hour	

Mayor's Permit Fee

(a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		

(b). On Banks

Rural Banks (Main or Branch)	P 5,000.00
Thrift Banks (Main or Branch)	5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)	10,000.00
Universal Banks (Branch)	20,000.00

On Main Offices, one half (1/2) of the Permit Fee enumerated.

(c.) On Other Financial Institutions per establishment

Lending	P 3,000.00
Pawnshop	3,000.00
Money Shops	3,000.00
Insurance	5,000.00
Pension Plan	5,000.00

2. ISSUANCE OF NEW BUSINESS/MAYOR’S PERMIT (ONLINE)

All enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operations.

OFFICE OR DIVISION	Business Permits and Licensing Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All proprietors with new business in the City of Imus
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Registration -DTI, if Sole Proprietorship 2 Copies - 1 Original, 1 Photocopy or -SEC Registration, if Partnership or Corporation 2 Copies COMPLETE SET - 1 Original, 1 Photocopy or -CDA, if Cooperative 2 Copies - 1 Original, 1 Photocopy - Housing and Land Use Regulatory Board (HLURB) Registration / Department of Human Settlement and Urban Development (DHSUD) Registration (for Homeowner’s Association)	Business One-Stop Shop (BOSS), https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex Roxas Boulevard, Metro Manila Philippines https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices https://dhsud.gov.ph/services/homeowners-association/ ; DHSUD Building, Kalayaan Avenue, corner Mayaman Street, Diliman, Quezon City, 1101
Proof of right of applicant to use location as business address -Certified True Copy of Original Certificate Title (OCT)/ Certified True Copy of Transfer Certificate of Title (TCT) -1 Original -Notarized Deed of Sale (if owned)- Original and 1 Photocopy- complete set -Notarized Contract to Sell (if under amortization) -Original and 1 Photocopy-complete set -Notarized Contract of Lease and Lessor’s Business Permit (if renting)- Original and 1 Photocopy-complete set -Notarized Memorandum of Agreement/ Notarized written consent of property owner (if not owned, not renting) -Original and 1 Photocopy-complete set - Death Certificate, Extrajudicial Settlement/Last Will and Testament/Affidavit of Self-Adjudication, Affidavit of Heirship and Written Consent for one of the heirs to use the property for business (if the title owner is deceased)- Original and 1 Photocopy-complete set	From the owner of the business place

-Notarized Consent of other title owner (if the business owner is one of the title owner) -Original -Secretary's Certificate (if title is single owned-for Corporation)-Original, -Certificate of Award Notice from NHA (if without title but with Tax Declaration) Original and 1 Photocopy -Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein- Original (if lessor)	
Location plan or sketch of the location with picture of establishment (front, right, left side view including the road, and interior view)-1 Copy-complete set	From the owner of the business
Certificate of Occupancy, if applicable -Original and 1 Photocopy	From the owner of the business/City Building Official Office
OTHER REQUIREMENTS THAT MAY BE NEEDED:	
Market Clearance - for business located in public market- Original and 1Photocopy	From the Economic Enterprise Management Office (EEMO) located at Imus Public Market
Franchise Agreement and Consent for franchisee -Original and 1 Photocopy	From the Franchisor of the business
Clearance for meat retailer, poultry and pet supplies retailer - Original	From City Veterinary Office
Annual Report to DHSUD (received/stamped) for Homeowners' Association - Original and 1 Photocopy	From DHSUD
Written Authorization Letter/ SPA/ Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative) 1 Photocopy	From the owner of the business
Letter of No Objection – Original	From Office of the City Mayor
Approval from the City Mayor – Original	From Office of the City Mayor
Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies	From Barangay Hall where the business is located
Barangay Resolution -1 Photocopy	From Barangay Hall where the business is located
Homeowner's Association Resolution (HOA) endorsing the project or business , if the location of the business is within a Residential Subdivision -Original and 1 Photocopy	From Homeowner's Association of the Subdivision where the business is located
-Tax declaration and Updated Tax Receipt - Original and 1 Photocopy	From the Land Tax Office - Official Receipt of Real Property Tax-Amilyar

Other documents that may be necessary (depending on the nature of business)	
Certificate of Attendance on Solid Waste Management Seminar (must attend seminar conducted by CENRO)	From City Environment and Natural Resources Office (CENRO)
Certificate of Non-Coverage (CNC) DENR-EMB (www.emb.gov.ph) - for WATER STATION, JUNKSHOPS, MEDICAL & DENTAL CLINIC, LABORATORIES, LAUNDRY, CARWASH - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Environmental Compliance Certificate (ECC) DENR-EMB (www.emb.gov.ph) - for INDUSTRY, HOSPITAL, GASOLINE STATION, FUNERAL HOMES, MALL, SUPERMARKET, MANUFACTURER, FACTORY, POULTRY, PIGGERY, OTHER BUSINESS POSES POTENTIAL RISK/IMPACT TO ENVIRONMENT - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Contract/MOA with Private Hauler - private hauler must have MOA with Sanitary Landfill and Certificate of Disposal for MALL, FASTFOOD CHAIN, RESTAURANT, SUPERMARKET, LARGE SCALE INDUSTRY, FACTORY (MANUFACTURING), WAREHOUSE, ET.AL- 2 Photocopies	From Private Hauler
Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal) for MEDICAL INFECTIOUS/TOXIC WASTE-2 Photocopies	From DENR accredited Hauler
Discharge Permit (Water Pollution) -FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE WATER & DISCHARGE IT EVENTUALLY - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Hazardous Waste Generators ID & Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal)-FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE CHEMICAL DISCHARGE/HAZARDOUS SUBSTANCES - 1 Photocopy	From Private Infectious/Hazardous Waste Hauler

Permit to Operate (Air Pollution) - FOR MANUFACTURING/INDUSTRY with furnaces, boilers, generators, or any operation producing dust or particulate matter - 1 Photocopy		From DENR-EMB (www.emb.gov.ph)		
Picture of Grease Trap FOR RESTAURANT, EATERY, CARINDERIA - 1 Photocopy		From the owner of the business		
Water Permit from National Water Resources Board (nwr.gov.ph) if source of water is from deep well -FOR WATER REFILLING STATION, CARWASH, LAUNDRY) - 1 Photocopy		From National Water Resources Board (NWRB) (nwr.gov.ph)		
Latest Result of Microbiological Examination FOR FOOD ESTABLISHMENT & WATER STATION - Original		From Water Testing Laboratory		
Latest Result of Physico-Chemical Analysis Examination for food establishment & water station – Original		From Water Testing Laboratory		
Health Certificate of Staff for food establishment, water station, salon, and spa – Original		From City Health Office		
Urinalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Fecalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Chest X-Ray (6 months validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Drug Test (1 year validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Pest/Vermin Control for food establishment, fast-food chain, supermarket – Original		From any legitimate Pest Control establishments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to https://egovcityofimus.ph/bpl/ 1.1 Sign in using your email address or mobile number 1.2 Fill-out the Online Application Form 1.3 Attach the complete requirements 1.4 A notification will be sent to your mobile no./email for the Business Tax Order of Payment (Assessment Form)	1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	20 minutes (time may vary on the speed of the internet connection) (stop time)	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez

2. Pay the required fee(s) thru: <ul style="list-style-type: none"> • Link.bizPortal (www.landbank.com and click on Link.bizPortal) • Starpay (www.starpay.com.ph or download the app Starpay) • Gcash (www.gcash.com or download the app Gcash) 	2. Receive the payment	<ul style="list-style-type: none"> • Mayor's Permit Fee • Zoning Fee - Based on Type of Establishment • Building Inspection Fee - Based on Type of Structure • Garbage Fee -Based on Type of Establishment • Environmental Protection Fee-Based on Type of Establishment • Sanitary Inspection Fee - Based on Type of Establishment • Fire Safety Inspection Fee - 15 % of total assessment excluding business tax • Business Plate - Php 200.00 per Business Plate 	10 minutes (time may vary on the speed of the internet connection) (stop time)	City Treasurer's Office assigned personnel
3. Visit the Business One-Stop Shop (BOSS) to pay the Fire Inspection Fee and claim the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	None	30 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	1 hour	

Mayor's Permit Fee

(a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00

Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		

(b). On Banks

Rural Banks (Main or Branch)	P 5,000.00
Thrift Banks (Main or Branch)	5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)	10,000.00
Universal Banks (Branch)	20,000.00

On Main Offices, one half (1/2) of the Permit Fee enumerated.

(c.) On Other Financial Institutions per establishment

Lending	P 3,000.00
Pawnshop	3,000.00
Money Shops	3,000.00
Insurance	5,000.00
Pension Plan	5,000.00

3. RENEWAL OF BUSINESS/MAYOR’S PERMIT (ON-SITE AND KIOSK)

Business Permit must be renewed from January 1 to 20, every year. Penalties are imposed after this period. Those for succeeding years are computed as a percentage of gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

OFFICE OR DIVISION	Business Permits and Licensing Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All proprietors with existing business in the City of Imus
<div>CHECKLIST OF REQUIREMENTS</div>	
<div>WHERE TO SECURE</div>	
FOR ONSITE: Please fill-out the Business Permit Application Form/Unified Form (provided by BPLO) and submit together with the following requirements to the Counter/Window:	Business One-Stop Shop (BOSS), https://cityofimus.gov.ph
FOR KIOSK: Please fill-out the Business Permit Application Form/Unified Form using the KIOSK and submit the following requirements to the Counter/Window:	Business One-Stop Shop (BOSS) KIOSK
Certificate or Sworn Declaration of Gross Sales or Receipts /Financial Statements /Income Tax Returns 1 Copy – Original or Photocopy	From the accountant of the business or from the owner of the business
OTHER REQUIREMENTS THAT MAY BE NEEDED:	
Barangay Clearance/Endorsement for business (if not yet integrated)-Original and 1 Photocopy	From Barangay Hall where the business is located
Barangay Resolution -1 Photocopy	From Barangay Hall where the business is located
Market Clearance for business is located in public market-Original and 1 Photocopy	From the Economic Enterprise Management Office (EEMO) located at Imus Public Market
Annual Report to DHSUD (received/stamped) for Homeowners’ Association - Original	From DHSUD
Written Authorization Letter /Secretary’s Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy	From the owner of the business
Approval from the City Mayor - Original	From Office of the City Mayor
Letter of No Obligation – Original	From Office of the City Mayor
Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein FOR LESSOR- Original	

Latest Result of Microbiological Examination FOR FOOD ESTABLISHMENT & WATER STATION – Original	From Water Testing Laboratory																												
Latest Result of Physico-Chemical Analysis Examination FOR FOOD ESTABLISHMENT & WATER STATION – Original	From Water Testing Laboratory																												
Health Certificate of Staff FOR FOOD ESTABLISHMENT, WATER STATION, SALON, AND SPA – Original	From City Health Office																												
Urinalysis (1 month validity) - Original	From Department of Health (DOH)Accredited Laboratory																												
Fecalalysis (1 month validity) - Original	From Department of Health (DOH)Accredited Laboratory																												
Chest X-Ray (6 months validity) - Original	From Department of Health (DOH)Accredited Laboratory																												
Drug Test (1 year validity) - Original	From Department of Health (DOH)Accredited Laboratory																												
Pest/Vermin Control FOR FOOD ESTABLISHMENT, FASTFOOD CHAIN, SUPERMARKET – Original	From any legitimate Pest Control establishments																												
Other documents that may be necessary (depending on the nature of business)																													
DTI, if Sole Proprietorship (2 Copies - 1 Original, 1 Photocopy) IF EXPIRED	https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office																												
SEC Registration, if Partnership or Corporation (2 Copies COMPLETE SET - 1 Original, 1 Photocopy) IF EXPIRED	https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex, Roxas Boulevard, Metro Manila Philippines																												
CDA, if Cooperative (2 Copies - 1 Original, 1 Photocopy) IF EXPIRED	https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City.																												
Certificate of Registration/Accreditation/ License from NATIONAL AGENCY -Original and 1 Photocopy																													
	<table><tr><th></th><th>LINE OF BUSINESS</th><th>PERMIT/CLEARANCE NEEDED</th><th>NATIONAL GOVERNMENT AGENCY</th></tr><tr><td>1.</td><td>Animal Facilities</td><td>Certificate of Registration</td><td>Bureau of Animal Industry</td></tr><tr><td>2.</td><td>Cargo/Freight Forwarders, Logistics</td><td>Accreditation</td><td>Philippine Shippers Bureau/Fair Trade Enforcement Bureau (FTEB)</td></tr><tr><td>3.</td><td>Customs Brokerage Business</td><td>License</td><td>Customs Brokerage Commission/ Bureau of Customs License</td></tr><tr><td>4.</td><td>Dealer of Rice, Corn, and Wheat</td><td>License</td><td>National Food Authority</td></tr><tr><td>5.</td><td>Drugstores, Household/Urban Pesticides, Medical Devices, Processed Foods, Veterinary Products, Cosmetic Products, Childcare Articles, Toys</td><td>License to Operate; Certificate of Product Registration; PRC License for Pharmacist (Drugstore) License to Operate</td><td>Food and Drug Administration (FDA), Professional Regulation Commission (PRC) Bureau of Health Device & Technology-DOH</td></tr><tr><td>6.</td><td>Electronic/Motor Repair Shop</td><td>Accreditation</td><td>Department of Trade & Industry (DTI)</td></tr></table>		LINE OF BUSINESS	PERMIT/CLEARANCE NEEDED	NATIONAL GOVERNMENT AGENCY	1.	Animal Facilities	Certificate of Registration	Bureau of Animal Industry	2.	Cargo/Freight Forwarders, Logistics	Accreditation	Philippine Shippers Bureau/Fair Trade Enforcement Bureau (FTEB)	3.	Customs Brokerage Business	License	Customs Brokerage Commission/ Bureau of Customs License	4.	Dealer of Rice, Corn, and Wheat	License	National Food Authority	5.	Drugstores, Household/Urban Pesticides, Medical Devices, Processed Foods, Veterinary Products, Cosmetic Products, Childcare Articles, Toys	License to Operate; Certificate of Product Registration; PRC License for Pharmacist (Drugstore) License to Operate	Food and Drug Administration (FDA), Professional Regulation Commission (PRC) Bureau of Health Device & Technology-DOH	6.	Electronic/Motor Repair Shop	Accreditation	Department of Trade & Industry (DTI)
	LINE OF BUSINESS	PERMIT/CLEARANCE NEEDED	NATIONAL GOVERNMENT AGENCY																										
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6.	Electronic/Motor Repair Shop	Accreditation	Department of Trade & Industry (DTI)																										

7.	Funeral Homes/Parlor	Training Certificate and License of Undertaker and Embalmer	Department of Health
8.	General/Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board
9.	Hardware, Sash Factory,	Lumber Dealer Permit	DENR-PENRO
10.	Hotel, Resort, Apartment Hotel, Tourist Inns, Pension Houses, Ned and Breakfast, Home Stay, Travel and Tour Agency, Travel Agency, Tour Operator, Online Travel Agency, Tourist Transport Operators, MICE (Meeting, Incentives, Conventions and Exhibitions) Organizer, MICE Facility Venue, Tour Guide, Adventure/Sports and Ecotourism Facilities	Accreditation/ Registration	Department of Tourism
11.	Lending Institutions, Pawnshops, Remittance Centers, Money Changers	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
12.	LPG Dealer/Retailer	Standard Compliance Cert. (SCC)	Department of Energy
13.	Manning and Crewing Services, Employment/Recruitment/Manpower	Registration/License	Phil. Overseas and Employment Agency (Overseas) Department of Labor and Employment (Local)
14.	Massage Parlor	Registration	TESDA, DOH Certificate
15.	Messengerial and Courier Services	Registration	Department of Transportation and Communication (DOTC)
16.	Pet Shop	Registration	Bureau of Animal Industry (BAI)
17.	Pest Control	License	Fertilizer and Pesticide Authority
18.	Pre-School, Elementary, High School	Permit to Operate	Department of Education Division Office and Regional Office
19.	Real Estate Broker	License	Department of Trade and Industry or Professional Regulatory Board
20.	Rent-a-Car/Transportation Services/Trucking	Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board

	21.	Security Agency	National License, License to Operate	PCSUCIA, PNP (Campo Crame)	
	22.	Spa/Massage Clinic	Certificate of Training of Therapist or Masseur/Masseuse	Department of Health and TESDA	
	23.	Telecommunications Firm	License to Operate	National Telecommunications Commission (NTC)	
	24.	Water Station	Permit	Department of Health (DOH)	
	25.	Video Rental Services	Registration/Permit	Optical Media Board	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements		1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	10 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)		2. Receive the payment. Pass the Business Tax Order of Payment (Assessment Form), O.R., CTC, to BFP personnel for Fire Inspection Fee payment, then to Sanitary Inspector for Sanitary Permit	Business Taxes - Based on Annual Gross Sales/Receipts Mayor's Permit Fee - Based on Business Asset Zoning Fee - Based on Type of Establishment Building Inspection Fee - Based on Type of Structure Garbage Fee -Based on Type of Establishment Environmental Protection Fee- Based on Type of Establishment Sanitary Inspection Fee - Based on Type of Establishment	10 minutes	City Treasurer's Office assigned personnel

		Fire Safety Inspection Fee - 15 % of total assessment excluding business tax. Business Plate - Php 200.00 per Business Plate Business Sticker - Php 20.00 per Sticker (Refer to City Ordinance No. 04-133 S. 2019)		
3. Claim the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate/Sticker, Mayor's Permit Certificate, and Sanitary Permit	None	30 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	50 minutes	

Mayor's Permit Fee

(a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		

(b.) On Banks

Rural Banks (Main or Branch)	P	5,000.00
Thrift Banks (Main or Branch)		5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)		10,000.00
Universal Banks (Branch)		20,000.00

(c.) On Other Financial Institutions per establishment

Lending	P	3,000.00
Pawnshop		3,000.00
Money Shops		3,000.00
Insurance		5,000.00
Pension Plan		5,000.00

Business Tax

A. On **manufacturers, assemblers, re-packers, 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 Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,742.00
75,000.00 or more but less than 100,000.00	2,178.00
100,000.00 or more but less than 150,000.00	2,904.00
150,000.00 or more but less than 200,000.00	3,630.00
200,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	10,560.00
750,000.00 or more but less than 1,000,000.00	13,200.00
1,000,000.00 or more but less than 2,000,000.00	18,150.00
2,000,000.00 or more but less than 3,000,000.00	22,143.00
3,000,000.00 or more but less than 4,000,000.00	26,136.00
4,000,000.00 or more but less than 5,000,000.00	30,492.00
5,000,000.00 or more but less than 6,500,000.00	32,175.00

6,500,000.00 or more	32,175.00 plus 49.5% of 1% over P6.5million
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The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, re-packers, 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 Section.

B. On **wholesalers, distributors, or dealers in any article of commerce** of whatever kind or nature in accordance with the following schedules:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 2,000,000.00	13,200.00
2,000,000.00 or more	P13,200.00 plus 66% of 1% over P2.0 million

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for. 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 (P50,000.00) subject to existing laws and regulations

C. On **exporters, and on manufacturers, millers, producers, 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

D. On **exporters of all articles of commerce** of whatever kind or nature not mentioned under subsection (c), in accordance with the following schedule:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
Less than 100,000.00	871.00
100,000.00 or more but less than 150,000.00	1,221.00
150,000.00 or more but less than 200,000.00	1,580.00
200,000.00 or more but less than 300,000.00	2,178.00
300,000.00 or more but less than 500,000.00	2,904.00
500,000.00 or more but less than 750,000.00	4,345.00
750,000.00 or more but less than 1,000,000.00	5,749.70
1,000,000.00 or more but less than 2,000,000.00	6,534.00
2,000,000.00 or more	P6,534.00 plus 32.45% of 1% over P2.0 million

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.

E. On **contractors and other independent contractors** in accordance with the following schedule:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	15,180.00 plus 66% of 1% over P2.0 million

Provided that in no case shall the tax on gross receipts of P2, 000,000.00 or more be less than P15, 180.00.

F. On **banks and other financial institutions**, at the rate of seven five percent of one percent (75% of 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. All other income and receipts not herein enumerated shall be excluded in the computation of the tax

G. On operators of theaters and cinema houses, video-movie houses utilizing laser disc players, projectors and of similar apparatus, and other entertainment sites in the internet and other show houses which are open to public for a fee:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,560.00
75,000.00 or more but less than 100,000.00	2,335.00
100,000.00 or more but less than 150,000.00	3,269.00
150,000.00 or more but less than 200,000.00	4,295.00
200,000.00 or more but less than 250,000.00	5,493.00
250,000.00 or more but less than 300,000.00	7,296.00
300,000.00 or more but less than 400,000.00	9,837.00
400,000.00 or more but less than 500,000.00	10,175.00
500,000.00 or more but less than 750,000.00	11,275.00
750,000.00 or more but less than 1,000,000.00	12,650.00
1,000,000.00 or more but less than 2,000,000.00	13,915.00
2,000,000.00 or more	P 13,915.00 plus 66% of 1% over P2.0 million

H. On **lessors of real estate** including apartments and boarding houses:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 60,000.00	1,210.00
60,000.00 or more but less than 70,000.00	1,548.00
70,000.00 or more but less than 80,000.00	1,839.00
80,000.00 or more but less than 90,000.00	2,153.00
90,000.00 or more but less than 100,000.00	2,468.00
100,000.00 or more but less than 150,000.00	3,061.00
150,000.00 or more but less than 200,000.00	4,138.00
200,000.00 or more but less than 300,000.00	5,517.00
300,000.00 or more but less than 500,000.00	8,167.00
500,000.00 or more but less than 750,000.00	13,722.00

750,000.00 or more but less than 1,000,000.00	19,882.00
1,000,000.00 or more but less than 2,000,000.00	21,780.00
2,000,000.00 or more	P21,780.00 plus 66% of 1% over P2.0 million

I. On the businesses hereunder enumerated:

1. Commission agents;
2. Lessors, dealers, brokers of real estate;
3. On travel agencies and travel agents;
4. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums;
5. Subdivision owners/developers, Private Cemeteries and Memorial Parks owners/developers;
6. Privately-owned markets;
7. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
8. Operators of Cable Network System;
9. General consultancy services;
10. Warehouses
11. On line businesses that offers services
12. All other similar activities consisting essentially of the sales of services for a fee.

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	P15,180.00 plus 66% of 1% over P2.0 million

Provided, that in no case shall the tax on gross sales of P2, 000,000.00 or more be less than P15, 180.00.

J. On retailers with gross receipts or sales for the preceding year in the amount of:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 100,000,000.00	11,616.00 plus 66% of 1% over P1.0 million but less than P100 million
100,000,000.00 or more but less than 500,000,000.00	665,016.00 plus 1.10% over P100 million but less than P500 million
500,000,000.00 or more	P5,065,016.00 plus 82.5% of 1% over P500 million

K. On retailers classified as sari-sari store with gross sales or receipts for the preceding year in the amount of:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,188.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,244.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 300,000.00	3,950.00
300,000.00 or more but less than 500,000.00	4,924.00
500,000.00 or more but less than 750,000.00	7,920.00
750,000.00 or more but less than 1,000,000.00	10,560.00
1,000,000.00 or more but less than 2,000,000.00	P10,560.00 plus 60% of 1% over P1.0 million

L. On **Authorized Franchise Car Dealers** engaged in business of selling brand new vehicles and genuine parts pursuant to a valid and existing Franchise Agreement with legitimate manufacturers and distributors shall be taxed at the rate of 50% of 1% of gross receipts up to P 2,000,000.00 and 45% of 1% of gross receipts in excess of P 2,000,000.00.

M. On **restaurants and other eating establishments** such as, but not limited to cafes, cafeterias, ice cream or refreshment parlors, carinderias, soda fountains, food caterers, fast food centers and snack counters shall be taxed at the rate of 1.75% of the gross receipts of the preceding calendar year.

N. On operators engaged in amusement devices and computer shop shall be taxed at the rate of Two Hundred Pesos (P200.00) per amusement device.

O. On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of Sixty Six Pesos (P66.00) per peddler annually. Delivery trucks, vans or vehicles used by manufacturers, producers, wholesalers, dealers or retailers enumerated under Section 141 of R.A. 7160 shall be exempt: from the peddlers' tax herein imposed.

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

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

Air-conditioned buses	P 6,000.00 per unit
Buses without air conditioning	5,000.00 per unit
"Mini" buses	4,000.00 per unit
Utility Vehicles/Vans/Fieras/Tamaraws	1,500.00 per unit
Taxis/Grab and the like	1,000.00 per unit
Jeepneys	800.00 per unit
Multi-Cabs	800.00 per unit
Tricycles (5 or more units)	100.0 er unit

4. RENEWAL OF BUSINESS/MAYOR'S PERMIT (ONLINE – ASSESSMENT)

Business Permit must be renewed from January 1 to 20, every year. Penalties are imposed after this period. Those for succeeding years are computed as a percentage of gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

percentage of gross receipts. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.	
OFFICE OR DIVISION	Business Permits and Licensing Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All proprietors with existing business in the City of Imus
CHECKLIST OF REQUIREMENTS	
Certificate or Sworn Declaration of Gross Sales or Receipts /Financial Statements /Income Tax Returns 1 Copy – Original or Photocopy	From the accountant of the business or from the owner of the business
OTHER REQUIREMENTS THAT MAY BE NEEDED:	
Barangay Clearance/Endorsement for business (if not yet integrated)-Original and 1 Photocopy	From Barangay Hall where the business is located
Barangay Resolution -1 Photocopy	From Barangay Hall where the business is located
Market Clearance for business is located in public market-Original and 1 Photocopy	From the Economic Enterprise Management Office (EEMO) located at Imus Public Market
Annual Report to DHSUD (received/stamped) for Homeowners' Association - Original	From DHSUD
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy	From the owner of the business
Approval from the City Mayor - Original	From Office of the City Mayor
Letter of No Obligation – Original	From Office of the City Mayor
Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein FOR LESSOR- Original	
Latest Result of Microbiological Examination FOR FOOD ESTABLISHMENT & WATER STATION – Original	From Water Testing Laboratory
Latest Result of Physico-Chemical Analysis Examination FOR FOOD ESTABLISHMENT & WATER STATION – Original	From Water Testing Laboratory
Health Certificate of Staff FOR FOOD ESTABLISHMENT, WATER STATION, SALON, AND SPA – Original	From City Health Office
Urinalysis (1 month validity) - Original	From Department of Health (DOH)Accredited Laboratory
Fecalalysis (1 month validity) - Original	From Department of Health (DOH)Accredited Laboratory

Chest X-Ray (6 months validity) - Original	From Department of Health (DOH)Accredited Laboratory																																												
Drug Test (1 year validity) - Original	From Department of Health (DOH)Accredited Laboratory																																												
Pest/Vermin Control FOR FOOD ESTABLISHMENT, FASTFOOD CHAIN, SUPERMARKET – Original	From any legitimate Pest Control establishments																																												
Other documents that may be necessary (depending on the nature of business)																																													
DTI, if Sole Proprietorship (2 Copies - 1 Original, 1 Photocopy) IF EXPIRED	https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office																																												
SEC Registration, if Partnership or Corporation (2 Copies COMPLETE SET - 1 Original, 1 Photocopy) IF EXPIRED	https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex, Roxas Boulevard, Metro Manila Philippines																																												
CDA, if Cooperative (2 Copies - 1 Original, 1 Photocopy) IF EXPIRED	https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City.																																												
Certificate of Registration/Accreditation/ License from NATIONAL AGENCY -Original and 1 Photocopy																																													
	<table><tr><th></th><th>LINE OF BUSINESS</th><th>PERMIT/CLEARANCE NEEDED</th><th>NATIONAL GOVERNMENT AGENCY</th></tr><tr><td>1.</td><td>Animal Facilities</td><td>Certificate of Registration</td><td>Bureau of Animal Industry</td></tr><tr><td>2.</td><td>Cargo/Freight Forwarders, Logistics</td><td>Accreditation</td><td>Philippine Shippers Bureau/Fair Trade Enforcement Bureau (FTEB)</td></tr><tr><td>3.</td><td>Customs Brokerage Business</td><td>License</td><td>Customs Brokerage Commission/ Bureau of Customs License</td></tr><tr><td>4.</td><td>Dealer of Rice, Corn, and Wheat</td><td>License</td><td>National Food Authority</td></tr><tr><td>5.</td><td>Drugstores, Household/Urban Pesticides, Medical Devices, Processed Foods, Veterinary Products, Cosmetic Products, Childcare Articles, Toys</td><td>License to Operate; Certificate of Product Registration; PRC License for Pharmacist (Drugstore) License to Operate</td><td>Food and Drug Administration (FDA), Professional Regulation Commission (PRC) Bureau of Health Device & Technology-DOH</td></tr><tr><td>6.</td><td>Electronic/Motor Repair Shop</td><td>Accreditation</td><td>Department of Trade & Industry (DTI)</td></tr><tr><td>7.</td><td>Funeral Homes/Parlor</td><td>Training Certificate and License of Undertaker and Embalmer</td><td>Department of Health</td></tr><tr><td>8.</td><td>General/Specialty and Engineering Contractor</td><td>Contractor's License</td><td>Philippine Contractors Accreditation Board</td></tr><tr><td>9.</td><td>Hardware, Sash Factory,</td><td>Lumber Dealer Permit</td><td>DENR-PENRO</td></tr><tr><td>10.</td><td>Hotel, Resort, Apartment Hotel, Tourist Inns, Pension Houses, Ned and Breakfast, Home Stay, Travel and Tour Agency, Travel Agency, Tour Operator, Online Travel Agency, Tourist</td><td>Accreditation/ Registration</td><td>Department of Tourism</td></tr></table>		LINE OF BUSINESS	PERMIT/CLEARANCE NEEDED	NATIONAL GOVERNMENT AGENCY	1.	Animal Facilities	Certificate of Registration	Bureau of Animal Industry	2.	Cargo/Freight Forwarders, Logistics	Accreditation	Philippine Shippers Bureau/Fair Trade Enforcement Bureau (FTEB)	3.	Customs Brokerage Business	License	Customs Brokerage Commission/ Bureau of Customs License	4.	Dealer of Rice, Corn, and Wheat	License	National Food Authority	5.	Drugstores, Household/Urban Pesticides, Medical Devices, Processed Foods, Veterinary Products, Cosmetic Products, Childcare Articles, Toys	License to Operate; Certificate of Product Registration; PRC License for Pharmacist (Drugstore) License to Operate	Food and Drug Administration (FDA), Professional Regulation Commission (PRC) Bureau of Health Device & Technology-DOH	6.	Electronic/Motor Repair Shop	Accreditation	Department of Trade & Industry (DTI)	7.	Funeral Homes/Parlor	Training Certificate and License of Undertaker and Embalmer	Department of Health	8.	General/Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board	9.	Hardware, Sash Factory,	Lumber Dealer Permit	DENR-PENRO	10.	Hotel, Resort, Apartment Hotel, Tourist Inns, Pension Houses, Ned and Breakfast, Home Stay, Travel and Tour Agency, Travel Agency, Tour Operator, Online Travel Agency, Tourist	Accreditation/ Registration	Department of Tourism
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	Transport Operators, MICE (Meeting, Incentives, Conventions and Exhibitions) Organizer, MICE Facility Venue, Tour Guide, Adventure/Sports and Ecotourism Facilities		
11.	Lending Institutions, Pawnshops, Remittance Centers, Money Changers	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
12.	LPG Dealer/Retailer	Standard Compliance Cert. (SCC)	Department of Energy
13.	Manning and Crewing Services, Employment/Recruitment/Manpower	Registration/License	Phil. Overseas and Employment Agency (Overseas) Department of Labor and Employment (Local)
14.	Massage Parlor	Registration	TESDA, DOH Certificate
15.	Messengerial and Courier Services	Registration	Department of Transportation and Communication (DOTC)
16.	Pet Shop	Registration	Bureau of Animal Industry (BAI)
17.	Pest Control	License	Fertilizer and Pesticide Authority
18.	Pre-School, Elementary, High School	Permit to Operate	Department of Education Division Office and Regional Office
19.	Real Estate Broker	License	Department of Trade and Industry or Professional Regulatory Board
20.	Rent-a-Car/Transportation Services/Trucking	Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
21.	Security Agency	National License, License to Operate	PCSUCIA, PNP (Campo Crame)
22.	Spa/Massage Clinic	Certificate of Training of Therapist or Masseur/Masseuse	Department of Health and TESDA
23.	Telecommunications Firm	License to Operate	National Telecommunications Commission (NTC)
24.	Water Station	Permit	Department of Health (DOH)

25.	Video Rental Services	Registration/Permit	Optical Media Board	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to https://egovcityofimus.ph/bpl/ 1.1 Sign in using your email address or mobile number 1.2 Link the business to your account 1.3 Fill-out the Online Application Form 1.4 Attach the complete requirements 1.5 A notification will be sent to your mobile no./email for the Business Tax Order of Payment (Assessment Form)	1. Evaluate and approve the linking of account 2. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	10 minutes (time may vary on the speed of the internet connection) (stop time)	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s) thru: • Link.bizPortal (www.landbank.com and click on Link.bizPortal) • Starpay (www.starpay.com.ph or download the app Starpay) • Gcash (www.gcash.com or download the app Gcash)	2. Receive the payment	<ul style="list-style-type: none"> Mayor's Permit Fee Zoning Fee - Based on Type of Establishment Building Inspection Fee - Based on Type of Structure Garbage Fee -Based on Type of Establishment Environmental Protection Fee- Based on Type of Establishment Sanitary Inspection Fee - Based on Type of Establishment Fire Safety Inspection Fee - 15 % of total assessment excluding business tax Business Plate - Php 200.00 per Business Plate 	10 minutes (time may vary on the speed of the internet connection) (stop time)	City Treasurer's Office assigned personnel
3. Visit the Business One-Stop Shop (BOSS) to pay the Fire Inspection Fee and claim the	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business	None	30 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.;

Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	Plate, Mayor's Permit Certificate, and Sanitary Permit			Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	50 minutes	

Mayor's Permit Fee

A. On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount
P 10,000.00 and below	150.00
Over P 10,000.00 to P 30,000.00	225.00
Over P 30,000.00 to P 50,000.00	300.00
Over P 50,000.00 to P 75,000.00	375.00
Over P 75,000.00 to P 100,000.00	450.00
Over P 100,000.00 to P 200,000.00	525.00
Over P 200,000.00 to P 350,000.00	600.00
Over P 350,000.00 to P 500,000.00	700.00
Over P 500,000.00 to P 750,000.00	800.00
Over P 750,000.00 to P 850,000.00	1,000.00
Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 30,000,000.00	60,000.00

B. On Banks

Rural Banks (Main or Branch)	P	5,000.00
Thrift Banks (Main or Branch)		5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)		10,000.00
Universal Banks (Branch)		20,000.00

C. On Other Financial Institutions per establishment

Lending	P	3,000.00
Pawnshop		3,000.00
Money Shops		3,000.00
Insurance		5,000.00
Pension Plan		5,000.00

Business Tax

A. On **manufacturers, assemblers, re-packers, 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 Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,742.00
75,000.00 or more but less than 100,000.00	2,178.00
100,000.00 or more but less than 150,000.00	2,904.00
150,000.00 or more but less than 200,000.00	3,630.00
200,000.00 or more but less than 300,000.00	5,082.00
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	10,560.00
750,000.00 or more but less than 1,000,000.00	13,200.00
1,000,000.00 or more but less than 2,000,000.00	18,150.00
2,000,000.00 or more but less than 3,000,000.00	22,143.00
3,000,000.00 or more but less than 4,000,000.00	26,136.00
4,000,000.00 or more but less than 5,000,000.00	30,492.00

5,000,000.00 or more but less than 6,500,000.00	32,175.00
6,500,000.00 or more	32,175.00 plus 49.5% of 1% over P6.5million

The preceding rates shall apply only to the amount of domestic sales of manufacturers, assemblers, re-packers, 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 Section.

B. On **wholesalers, distributors, or dealers in any article of commerce** of whatever kind or nature in accordance with the following schedules:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 2,000,000.00	13,200.00
2,000,000.00 or more	P13,200.00 plus 66% of 1% over P2.0 million

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers herein provided for.

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 (P50,000.00) subject to existing laws and regulations

C. On **exporters, and on manufacturers, millers, producers, 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

D. On **exporters of all articles of commerce** of whatever kind or nature not mentioned under subsection (c), in accordance with the following schedule:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
Less than 100,000.00	871.00
100,000.00 or more but less than 150,000.00	1,221.00
150,000.00 or more but less than 200,000.00	1,580.00
200,000.00 or more but less than 300,000.00	2,178.00
300,000.00 or more but less than 500,000.00	2,904.00
500,000.00 or more but less than 750,000.00	4,345.00
750,000.00 or more but less than 1,000,000.00	5,749.70
1,000,000.00 or more but less than 2,000,000.00	6,534.00
2,000,000.00 or more	P6,534.00 plus 32.45% of 1% over P2.0 million

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.

E. On **contractors and other independent contractors** in accordance with the following schedule:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00

1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	15,180.00 plus 66% of 1% over P2.0 million

Provided that in no case shall the tax on gross receipts of P2, 000,000.00 or more be less than P15, 180.00.

F. On **banks and other financial institutions**, at the rate of seven five percent of one percent (75% of 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. All other income and receipts not herein enumerated shall be excluded in the computation of the tax

G. On operators of theaters and cinema houses, video-movie houses utilizing laser disc players, projectors and of similar apparatus, and other entertainment sites in the internet and other show houses which are open to public for a fee:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,560.00
75,000.00 or more but less than 100,000.00	2,335.00
100,000.00 or more but less than 150,000.00	3,269.00
150,000.00 or more but less than 200,000.00	4,295.00
200,000.00 or more but less than 250,000.00	5,493.00
250,000.00 or more but less than 300,000.00	7,296.00
300,000.00 or more but less than 400,000.00	9,837.00
400,000.00 or more but less than 500,000.00	10,175.00
500,000.00 or more but less than 750,000.00	11,275.00
750,000.00 or more but less than 1,000,000.00	12,650.00
1,000,000.00 or more but less than 2,000,000.00	13,915.00
2,000,000.00 or more	P 13,915.00 plus 66% of 1% over P2.0 million

H. On **lessors of real estate** including apartments and boarding houses:

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 60,000.00	1,210.00
60,000.00 or more but less than 70,000.00	1,548.00
70,000.00 or more but less than 80,000.00	1,839.00
80,000.00 or more but less than 90,000.00	2,153.00
90,000.00 or more but less than 100,000.00	2,468.00

100,000.00 or more but less than 150,000.00	3,061.00
150,000.00 or more but less than 200,000.00	4,138.00
200,000.00 or more but less than 300,000.00	5,517.00
300,000.00 or more but less than 500,000.00	8,167.00
500,000.00 or more but less than 750,000.00	13,722.00
750,000.00 or more but less than 1,000,000.00	19,882.00
1,000,000.00 or more but less than 2,000,000.00	21,780.00
2,000,000.00 or more	P21,780.00 plus 66% of 1% over P2.0 million

I. On the businesses hereunder enumerated:

1. Commission agents;
2. Lessors, dealers, brokers of real estate;
3. On travel agencies and travel agents;
4. On boarding houses, pension houses, motels, apartments, apartelles, and condominiums;
5. Subdivision owners/developers, Private Cemeteries and Memorial Parks owners/developers;
6. Privately-owned markets;
7. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
8. Operators of Cable Network System;
9. General consultancy services;
10. Warehouses
11. On line businesses that offers services
12. All other similar activities consisting essentially of the sales of services for a fee.

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00

750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	P15,180.00 plus 66% of 1% over P2.0 million

Provided, that in no case shall the tax on gross sales of P2, 000,000.00 or more be less than P15, 180.00.

J. On retailers with gross receipts or sales for the preceding year in the amount of:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 100,000,000.00	11,616.00 plus 66% of 1% over P1.0 million but less than P100 million
100,000,000.00 or more but less than 500,000,000.00	665,016.00 plus 1.10% over P100 million but less than P500 million
500,000,000.00 or more	P5,065,016.00 plus 82.5% of 1% over P500 million

K . On retailers classified as sari-sari store with gross sales or receipts for the preceding year in the amount of:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,188.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,244.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 300,000.00	3,950.00
300,000.00 or more but less than 500,000.00	4,924.00
500,000.00 or more but less than 750,000.00	7,920.00
750,000.00 or more but less than 1,000,000.00	10,560.00
1,000,000.00 or more but less than 2,000,000.00	P10,560.00 plus 60% of 1% over P1.0 million

L. On **Authorized Franchise Car Dealers** engaged in business of selling brand new vehicles and genuine parts pursuant to a valid and existing Franchise Agreement with legitimate manufacturers and distributors shall be taxed at the rate of 50% of 1% of gross receipts up to P 2,000,000.00 and 45% of 1% of gross receipts in excess of P 2,000,000.00.

M. On **restaurants and other eating establishments** such as, but not limited to cafes, cafeterias, ice cream or refreshment parlors, carinderias, soda fountains, food caterers, fast food centers and snack counters shall be taxed at the rate of 1.75% of the gross receipts of the preceding calendar year.

N. On operators engaged in amusement devices and computer shop shall be taxed at the rate of Two Hundred Pesos (P200.00) per amusement device.

O. On peddlers engaged in the sale of any merchandise or article of commerce, at the rate of Sixty Six Pesos (P66.00) per peddler annually.

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

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

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

Air-conditioned buses	P 6,000.00 per unit
Buses without air conditioning	5,000.00 per unit
"Mini" buses	4,000.00 per unit
Utility Vehicles/Vans/Fieras/Tamaraws	1,500.00 per unit
Taxis/Grab and the like	1,000.00 per unit
Jeepneys	800.00 per unit
Multi-Cabs	800.00 per unit
Tricycles (5 or more units)	100.00 per unit

5. CHANGE ADDRESS OF BUSINESS (WITHIN CITY OF IMUS) IN BUSINESS/MAYOR’S PERMIT (ON-SITE)

All enterprises that changed its status are required to amend its Business/Mayor’s Permit for transfer/change address.

OFFICE OR DIVISION	Business Permits and Licensing Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All proprietors with new business in the City of Imus
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
Please fill-out the Business Permit Application Form/Unified Form (provided by BPLO) and submit together with the following requirements:	Business One-Stop Shop (BOSS), https://cityofimus.gov.ph
Latest Business Tax Order of Payment (Assessment Form) – Original	From the owner of the business (previously issued by BPLO to the owner)
Latest Business Permit Certificate (Diploma) – Original	From the owner of the business (previously issued by BPLO to the owner)
Proof of right of applicant to use location as business address -Certified True Copy of Original Certificate Title (OCT)/ Certified True Copy of Transfer Certificate of Title (TCT)/ Tax Declaration/- 1 Original (if owned) -Notarized Deed of Sale (if owned)- Original and 1 Photocopy-complete set -Notarized Contract to Sell (if under amortization) -Original and 1 Photocopy-complete set -Notarized Contract of Lease and Lessor's Business Permit (if renting)- Original and 1 Photocopy-complete set -Notarized Memorandum of Agreement/ Notarized written consent of property owner (if not owned, not renting) -Original and 1 Photocopy-complete set - Death Certificate, Extrajudicial Settlement/Last Will and Testament/Affidavit of Self-Adjudication (if the title owner is deceased)- Original and 1 Photocopy-complete set -Notarized Consent of other title owner (if the business owner is one of the title owner)-Original -Secretary's Certificate (if title is single owned-for Corporation), - Original -Certificate of Award Notice from NHA (if without title but with Tax Declaration) Original and 1 Photocopy	From the owner of the business place

-Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein- Original (if lessor)				
Location plan or sketch of the location with picture of establishment (front, right, left side view including the road, and interior view) -1 Copy-complete set		From the owner of the business		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Barangay Clearance/Endorsement for business (if not yet integrated)-Original and 2 Photocopies		From Barangay Hall where the business is located		
Barangay Resolution - 1 Photocopy		From Barangay Hall where the business is located		
Homeowner's Association Resolution (HOA) endorsing the project or business, if the location of the business is within a Residential Subdivision-Original and 1 Photocopy		From Homeowner's Association of the Subdivision where the business is located		
Updated Tax Receipt - Original and 1 Photocopy		From the Land Tax Office (Official Receipt of Real Property Tax-Amilyar)		
Market Clearance for business is located in public market -Original and 1 Photocopy		From the Economic Enterprise Management Office (EEMO) located at Imus Public Market		
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the owner of the business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	10 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment. Pass the Business Tax Order of Payment (Assessment Form)	Mayor's Permit Fee	10 minutes	City Treasurer's Office assigned personnel
3. Claim the Business Tax Order of Payment (Assessment Form) with	3. Issue the Business Tax Order of Payment (Assessment Form) with	None	10 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.;

Official Receipt, Mayor's Permit Certificate	Official Receipt, Mayor's Permit Certificate			Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	30 minutes	

Mayor’s Permit Fee

(a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		1,250.00

(b.) On Banks

Rural Banks (Main or Branch)	P 5,000.00
Thrift Banks (Main or Branch)	5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)	10,000.00
Universal Banks (Branch)	20,000.00

(c.) On Other Financial Institutions per establishment

Lending	P 3,000.00
Pawnshop	3,000.00
Money Shops	3,000.00

Insurance	5,000.00
Pension Plan	5,000.00

6. CHANGE BUSINESS NAME IN BUSINESS/MAYOR'S PERMIT / CHANGE BUSINESS NATURE OR LINE OF BUSINESS (ON-SITE)

All enterprises that changed its status are required to amend its Business/Mayor's Permit for change of business name.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All proprietors with new business in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please fill-out the Business Permit Application Form/Unified Form (provided by BPLO) and submit together with the following requirements:		Business One-Stop Shop (BOSS), https://cityofimus.gov.ph		
Latest Business Tax Order of Payment (Assessment Form) - Original		From the owner of the business (previously issued by BPLO to the owner)		
Latest Business Permit Certificate (Diploma) - Original		From the owner of the business (previously issued by BPLO to the owner)		
Proof of Registration -DTI, if Sole Proprietorship – should be same owner 2 Copies - 1 Original, 1 Photocopy or -SEC Registration, if Partnership or Corporation – should be same incorporators 2 Copies COMPLETE SET - 1 Original, 1 Photocopy or -CDA, if Cooperative 2 Copies - 1 Original, 1 Photocopy		Business One-Stop Shop (BOSS), https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex Roxas Boulevard, Metro Manila Philippines https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices		
Written Authorization Letter / Secretary's Certificate /Partnership Certificate with I.D.s from owner and authorized representative-(if Representative) 1 Photocopy		From the owner of the business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	10 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz;

				Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment. Pass the Business Tax Order of Payment (Assessment Form)	Mayor's Permit Fee	10 minutes	City Treasurer's Office assigned personnel
3. Claim the Business Tax Order of Payment (Assessment Form) with Official Receipt, Mayor's Permit Certificate	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipt, Mayor's Permit Certificate	None	10 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	30 minutes	

Mayor's Permit Fee

(a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		1,250.00

(b.) On Banks

Rural Banks (Main or Branch)	P	5,000.00
Thrift Banks (Main or Branch)		5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)		10,000.00
Universal Banks (Branch)		20,000.00

(c.) On Other Financial Institutions per establishment

Lending	P	3,000.00
Pawnshop		3,000.00
Money Shops		3,000.00
Insurance		5,000.00
Pension Plan		5,000.00

7. MULTIPLE AMENDMENTS IN BUSINESS/MAYOR’S PERMIT (CHANGE OWNERSHIP/CHANGE BUSINESS NAME/CHANGE ADDRESS-WITHIN CITY OF IMUS) and CHANGE OWNERSHIP IN BUSINESS/MAYOR’S PERMIT – (ON-SITE)

All enterprises that changed its status are required to amend its Business/Mayor’s Permit.

OFFICE OR DIVISION	Business Permits and Licensing Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All proprietors with new business in the City of Imus	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Please fill-out the Business Permit Application Form/Unified Form (provided by BPLO) and submit together with the following requirements:		Business One-Stop Shop (BOSS), https://cityofimus.gov.ph
Business Retirement Certificate – 1 Photocopy		From the owner of the business (previously issued by City Treasurer’s Office)
Proof of Registration -DTI, if Sole Proprietorship 2 Copies - 1 Original, 1 Photocopy or -SEC Registration, if Partnership or Corporation 2 Copies COMPLETE SET - 1 Original, 1 Photocopy or -CDA, if Cooperative 2 Copies - 1 Original, 1 Photocopy - Housing and Land Use Regulatory Board (HLURB) Registration / Department of Human Settlement and Urban Development (DHSUD) Registration (for Homeowner’s Association)		Business One-Stop Shop (BOSS), https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex Roxas Boulevard, Metro Manila Philippines https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices https://dhsud.gov.ph/services/homeowners-association/ ; DHSUD Building, Kalayaan Avenue, corner Mayaman Street, Diliman, Quezon City, 1101
Proof of right of applicant to use location as business address -Certified True Copy of Original Certificate Title (OCT)/ Certified True Copy of Transfer Certificate of Title (TCT)/ Tax Declaration/- 1 Original (if owned) -Notarized Deed of Sale (if owned)- Original and 1 Photocopy- complete set -Notarized Contract to Sell (if under amortization) -Original and 1 Photocopy-complete set		From the owner of the business place



<ul style="list-style-type: none"> -Notarized Contract of Lease and Lessor's Business Permit (if renting)- Original and 1 Photocopy-complete set -Notarized Memorandum of Agreement/ Notarized written consent of property owner (if not owned, not renting) -Original and 1 Photocopy-complete set - Death Certificate, Extrajudicial Settlement/Last Will and Testament/Affidavit of Self-Adjudication (if the title owner is deceased)- Original and 1 Photocopy-complete set -Notarized Consent of other title owner (if the business owner is one of the title owner)-Original -Secretary's Certificate (if title is single owned-for Corporation)- Original, -Certificate of Award Notice from NHA (if without title but with Tax Declaration) Original and 1 Photocopy -Affidavit of Sworn Declaration of all real properties for rent with tenants listed therein- Original (if lessor) -Tax declaration and Updated Tax Receipt - Original and 1 Photocopy (From the Land Tax Office - Official Receipt of Real Property Tax-Amilyar)) 	
Location plan or sketch of the location with picture of establishment (front, right, left side view including the road, and interior view)-1 Copy-complete set	From the owner of the business
Certificate of Occupancy, if applicable -Original and 1 Photocopy	From the owner of the business/City Building Official Office
OTHER REQUIREMENTS THAT MAY BE NEEDED:	
Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies	From Barangay Hall where the business is located
Barangay Resolution -1 Photocopy	From Barangay Hall where the business is located
Homeowner's Association Resolution (HOA) endorsing the project or business , if the location of the business is within a Residential Subdivision -Original and 1 Photocopy	From Homeowner's Association of the Subdivision where the business is located
Other documents that may be necessary (depending on the nature of business)	
Market Clearance for business is located in public market -Original and 1 Photocopy	From the Economic Enterprise Management Office (EEMO) located at Imus Public Market

Franchise Agreement and Consent for franchisee -Original and 1 Photocopy	From the Franchisor of the business
Annual Report to DHSUD (received/stamped) for Homeowners' Association - Original and 1 Photocopy	From DHSUD
Written Authorization Letter/ SPA/ Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative) 1 Photocopy	From the owner of the business
Letter of No Objection – Original	From Office of the City Mayor
Approval from the City Mayor – Original	From Office of the City Mayor
Certificate of Attendance on Solid Waste Management Seminar (must attend seminar conducted by CENRO)	From City Environment and Natural Resources Office (CENRO)
Certificate of Non-Coverage (CNC) DENR-EMB (www.emb.gov.ph) - for WATER STATION, JUNKSHOPS, MEDICAL & DENTAL CLINIC, LABORATORIES, LAUNDRY, CARWASH - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Environmental Compliance Certificate (ECC) DENR-EMB (www.emb.gov.ph) - for INDUSTRY, HOSPITAL, GASOLINE STATION, FUNERAL HOMES, MALL, SUPERMARKET, MANUFACTURER, FACTORY, POULTRY, PIGGERY, OTHER BUSINESS POSES POTENTIAL RISK/IMPACT TO ENVIRONMENT - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)
Contract/MOA with Private Hauler - private hauler must have MOA with Sanitary Landfill and Certificate of Disposal for MALL, FASTFOOD CHAIN, RESTAURANT, SUPERMARKET, LARGE SCALE INDUSTRY, FACTORY (MANUFACTURING), WAREHOUSE, ET.AL - 2 Photocopies	From Private Hauler
Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal) for MEDICAL INFECTIOUS/TOXIC WASTE -2 Photocopies	From DENR accredited Hauler
Discharge Permit (Water Pollution) -FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE WATER & DISCHARGE IT EVENTUALLY - 1 Photocopy	From DENR-EMB (www.emb.gov.ph)

Hazardous Waste Generators ID & Contract/MOA with Private Infectious/Hazardous Waste Hauler (Certificate of Safe Disposal)-FOR RESTAURANTS, SHOPPING MALLS, COMMERCIAL LABORATORIES, HOSPITAL, MARKETS, COMMERCIAL CONDOMINIUMS, HOTELS, GASOLINE STATIONS, FUNERAL PARLOR, & OTHER ESTABLISHMENTS THAT USE CHEMICAL DISCHARGE/HAZARDOUS SUBSTANCES - 1 Photocopy		From Private Infectious/Hazardous Waste Hauler		
Permit to Operate (Air Pollution) - FOR MANUFACTURING/INDUSTRY with furnaces, boilers, generators, or any operation producing dust or particulate matter - 1 Photocopy		From DENR-EMB (www.emb.gov.ph)		
Picture of Grease Trap FOR RESTAURANT, EATERY, CARINDERIA - 1 Photocopy		From the owner of the business		
Water Permit from National Water Resources Board (nwr.gov.ph) if source of water is from deep well -FOR WATER REFILLING STATION, CARWASH, LAUNDRY) - 1 Photocopy		From National Water Resources Board (NWRB) (nwr.gov.ph)		
Latest Result of Physico-Chemical Analysis Examination for food establishment & water station – Original		From Water Testing Laboratory		
Health Certificate of Staff for food establishment, water station, salon, and spa – Original		From City Health Office		
Urinalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Fecalalysis (1 month validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Chest X-Ray (6 months validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Drug Test (1 year validity) – Original		From Department of Health (DOH)Accredited Laboratory		
Pest/Vermin Control for food establishment, fast-food chain, supermarket – Original		From any legitimate Pest Control establishments		
Clearance for meat retailer, poultry and pet supplies retailer - Original		From City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Business Tax Order of Payment (Assessment Form)	None	20 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Rolando Dela Cruz; Ma. Elinor Laureles;

				Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment. Pass the Business Tax Order of Payment (Assessment Form), O.R., CTC, to BFP personnel for Fire Inspection Fee payment, then to Sanitary Inspector for Sanitary Permit	<ul style="list-style-type: none"> Mayor's Permit Fee Zoning Fee - Based on Type of Establishment Building Inspection Fee - Based on Type of Structure Garbage Fee -Based on Type of Establishment Environmental Protection Fee-Based on Type of Establishment Sanitary Inspection Fee - Based on Type of Establishment Fire Safety Inspection Fee - 15 % of total assessment excluding business tax Business Plate - Php 200.00 per Business Plate 	10 minutes	City Treasurer's Office assigned personnel
3. Claim the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	3. Issue the Business Tax Order of Payment (Assessment Form) with Official Receipts, CTC, Business Plate, Mayor's Permit Certificate, and Sanitary Permit	None	30 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	1 hour	

Mayor's Permit Fee

- (a.) On business whose business tax rates are determined based on their gross sales and/or receipts based on section 7 paragraphs a, b, c, d, e, g, h, i, j, k and l of City Ordinance No. 04-133 S. 2019:

Asset Size	Amount	Asset Size	Amount
P 10,000.00 and below	150.00	Over P 850,000.00 to P 1,000,000.00	1,250.00
Over P 10,000.00 to P 30,000.00	225.00	Over P 1,000,000.00 to P 3,000,000.00	5,000.00
Over P 30,000.00 to P 50,000.00	300.00	Over P 3,000,000.00 to P 5,000,000.00	7,500.00
Over P 50,000.00 to P 75,000.00	375.00	Over P 5,000,000.00 to P 7,500,000.00	10,000.00
Over P 75,000.00 to P 100,000.00	450.00	Over P 7,500,000.00 to P 10,000,000.00	15,000.00
Over P 100,000.00 to P 200,000.00	525.00	Over P 10,000,000.00 to P 15,000,000.00	25,000.00
Over P 200,000.00 to P 350,000.00	600.00	Over P 15,000,000.00 to P 25,000,000.00	40,000.00
Over P 350,000.00 to P 500,000.00	700.00	Over P 25,000,000.00 to P 30,000,000.00	50,000.00
Over P 500,000.00 to P 750,000.00	800.00	Over P 30,000,000.00	60,000.00
Over P 750,000.00 to P 850,000.00	1,000.00		1,250.00

(b). On Banks

Rural Banks (Main or Branch)	P 5,000.00
Thrift Banks (Main or Branch)	5,000.00
Savings, Commercial, Industrial and Development Banks (Branch)	10,000.00
Universal Banks (Branch)	20,000.00

On Main Offices, one half (1/2) of the Permit Fee enumerated.

(c.) On Other Financial Institutions per establishment

Lending	P 3,000.00
Pawnshop	3,000.00
Money Shops	3,000.00
Insurance	5,000.00
Pension Plan	5,000.00

8. ISSUANCE OF MAYOR’S PERMIT FOR COOPERATIVE

Cooperatives are required to obtain or secure Mayor’s Permit and pay the commensurate cost of regulation, inspection, and surveillance of the operation of its business.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All Cooperatives in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cooperative Development Authority (CDA) Registration (2 Copies - 1 Original, 1 Photocopy)		https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices.		
Community Tax Certificate (CEDULA)		City Treasurer’s Office		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Barangay Clearance for business (2 Copies – 1 Original, 1 Photocopy)		Barangay Hall where the business is located		
Written Authorization Letter /Secretary’s Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the owner of the business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	5 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	Mayor’s Permit - P1,000.00	5 minutes	City Treasurer’s Office assigned personnel
3. Claim the Mayor’s Permit Certificate	3. Issue the Mayor’s Permit Certificate	None	5 minutes	Norman Angeles; Luisito Dominguez; Felizardo San Jose, Jr.; Melani Unawa; Richard Villanueva; Zecel Secretario



Fill-out the Client Satisfaction Rating Form			
TOTAL	Based on computation	15 minutes	

9. ISSUANCE OF TEMPORARY OR SEASONAL VENDOR'S PERMIT

Mayor's Permit is issued to temporary or seasonal vendors and exhibitors engaged in the sale or display of goods or services during fairs, fiestas, Christmas, foundation or anniversary day, and other holidays or special occasions, for a period of at least one (1) day but not more than one (1) year, in temporary booths or other temporary structures, located indoors or outdoors, whether leased or free.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All potential proprietors with business in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI , if Sole Proprietorship (2 Copies - 1 Original, 1 Photocopy) or SEC Registration, if Partnership or Corporation (2 Copies - 1 Original, 1 Photocopy) or CDA, if Cooperative (2 Copies - 1 Original, 1 Photocopy)		Business One-Stop Shop (BOSS), https://bnrs.dti.gov.ph/registration , Imus Satellite Office – The District Mall, City of Imus, Any DTI Office https://crs.sec.gov.ph/ ; Secretariat Building, PICC Complex Roxas Boulevard, Metro Manila Philippines https://www.cda.gov.ph/resources/downloads/pro-forma-registration-documents ; 827 Aurora Blvd., Immaculate Conception, Quezon City. For registration of primary cooperatives, this power has been delegated to the Regional or Extension Offices		
Contract of Lease		From the owner/lessor of the building or commercial stall		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies		Barangay Hall where the business is located		
Approval from the City Mayor – Original		From the Office of the City Mayor		
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the owner of the business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	5 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz;

				Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	<ul style="list-style-type: none"> Business Taxes <ul style="list-style-type: none"> Renewal Based on Annual Gross Sales/Receipts Mayor's Permit Fee <ul style="list-style-type: none"> Four (4) square meters or less Php 7.00/day More than four (4) square meters Php 60.00/sq.m. per mo. <p>(Refer to City Ordinance No. 04-133 S. 2019)</p>	5 minutes	City Treasurer's Office assigned personnel
3. Claim the Mayor's Permit Certificate	3. Issue the Mayor's Permit Certificate	None	5 minutes	Norman T. Angeles; Luisito E. Dominguez Melani M. Unawa Richard M. Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	15 minutes	

Mayor's Permit Fee

Size	Amount
Four (4) square meters or less	P 7.00/day
More than four (4) square meters	60.00/sq.m./mo.

Business Taxes

- Renewal

A. On the businesses hereunder enumerated: All other similar activities consisting essentially of the sales of services for a fee.

Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,161.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,613.00
150,000.00 or more but less than 200,000.00	3,484.00
200,000.00 or more but less than 250,000.00	4,791.00
250,000.00 or more but less than 300,000.00	6,098.00
300,000.00 or more but less than 400,000.00	8,131.00
400,000.00 or more but less than 500,000.00	10,890.00
500,000.00 or more but less than 750,000.00	12,210.00
750,000.00 or more but less than 1,000,000.00	13,530.00
1,000,000.00 or more but less than 2,000,000.00	15,180.00
2,000,000.00 or more	P15,180.00 plus 66% of 1% over P2.0 million

Provided, that in no case shall the tax on gross sales of P2, 000,000.00 or more be less than P15, 180.00.

B. On retailers with gross receipts or sales for the preceding year in the amount of:

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Tax Per Annum
50,000.00 or more but less than 75,000.00	1,306.00
75,000.00 or more but less than 100,000.00	1,742.00
100,000.00 or more but less than 150,000.00	2,468.00
150,000.00 or more but less than 200,000.00	3,194.00
200,000.00 or more but less than 300,000.00	4,345.00
300,000.00 or more but less than 500,000.00	5,416.00
500,000.00 or more but less than 750,000.00	8,712.00
750,000.00 or more but less than 1,000,000.00	11,616.00
1,000,000.00 or more but less than 100,000,000.00	11,616.00 plus 66% of 1% over P1.0 million but less than P100 million
100,000,000.00 or more but less than 500,000,000.00	665,016.00 plus 1.10% over P100 million but less than P500 million
500,000,000.00 or more	P5,065,016.00 plus 82.5% of 1% over P500 million

10. ISSUANCE OF PERMIT FOR AMBULANT AND ITINERANT AMUSEMENT OPERATORS

Mayor's Permit is issued to operators of amusement area particularly within the Imus Town Plaza, Imus Covered Court and its vicinity.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All potential proprietors with business in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter from the City Mayor/City Administrator		Office of the City Mayor/ City Administrator's Office		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies		Barangay Hall where the business is located		
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the owner of the business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	5 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	Mayor's Permit Fee Php 600.00 per sq.m./day (particularly within the Imus City Plaza, Imus Covered Court, and its vicinity) Circus, Carnivals, or the like Php 500.00 per day Merry-go-round, Rollercoaster, Ferris Wheel, Swing and other Mechanical rides(within	5 minutes	City Treasurer's Office assigned personnel

		Imus City Plaza or any public property) Php 1,200.00 per day Shooting gallery and other game booths Php 750.00 per day (less than or equal to 4 sq.m.) Other gaming stalls Php 1,500.00 (greater than 4 sq.m.) per day		
3. Claim the Mayor's Permit Certificate	3. Issue the Mayor's Permit Certificate	None	5 minutes	Norman T. Angeles; Luisito E. Dominguez; Melani M. Unawa; Richard M. Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on computation	15 minutes	

11. ISSUANCE OF OTHER PERMITS

Mayor's Permit is issued to cockpit operators/owners/licensees and cockpit personnel. The following are the other issued permits:

- Permit for Cockpit Owners/Operators/ Licensees
- Permit for Promoters and Cockpit Personnel
- Special Permit for Cockfighting

OFFICE OR DIVISION	Business Permits and Licensing Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus All cockpit owners of the City of Imus (for issuance of Special Permit for Cockfighting)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Permit for Cockpit Owners/Operators/ Licensees		
New License		
Zoning/Locational Clearance (issued by the Zoning Administrator)		City Planning and Development Office
Building Plan and Design (duly approved by the City Engineer)		City Engineering Office
Sanitary Permit/Clearance (issued by the City Health Officer)		City Health Office
Annual Renewal		
Certification from the City Engineer to the effect that such cockpit is free from material, structural or other physical hazards		City Engineering Office
Sanitary Permit/Clearance (issued by the City Health Officer)		City Health Office
Permit for Promoters and Cockpit Personnel		
Community Tax Certificate (CTC)		City Treasurer's Office
Special Permit for Cockfighting		
Endorsement Letter from the City Mayor/City Administrator		Office of the City Mayor/ City Administrator's Office
Community Tax Certificate (CTC)		City Treasurer's Office
OTHER REQUIREMENTS THAT MAY BE NEEDED:		
Barangay Clearance/Endorsement for business (if not yet integrated) -Original and 2 Photocopies		Barangay Hall where the business is located
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the owner of the business

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	5 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	A. Owner/operator/licensee of the cockpit: Application Filing Fee Php 3,000.00 Annual Cockpit Permit Fee Php 15,000.00 B. Permit for Promoters and Cockpit Personnel Cockpit Personnel Promoter/Hosts Php 2,000.00 per annum Pit Manager Php 500.00 per annum Referee Php 300.00 per annum Bet Taker (Kristo/Llamador) Php 300.00 per annum Bet Manager (Maciador/Kasador) Php 300.00 per annum Gaffer (Mananari) Php 200.00 per annum Cashier Php 200.00 per annum Derby (Matchmaker) Php 200.00 per annum C. Soltada	5 minutes	City Treasurer's Office assigned personnel

		Ordinary/Regular/Hackfight Php 50.00 per fight Plasada 1% of the total bet of the winner Special Permit Fee for Cockfighting A. Special Cockfights (Pintakasi) Php1,000.00 per day B. Special Derby Assessment from Promoters of: One-Cock "Ulutan" and Php 2,000.00 per day "Timbangan" Two-Cock Derby Php 3,000.00 per day Three-Cock Derby Php 4,000.00 per day Four-Cock Derby Php 5,000.00 per day Five-Cock (or more) Derby Php 6,000.00 per day International Derby Php 3,000.00 per day C. Soltada Special Cockfight and Derby Php 120.00 per fight International Derby Php 200.00 per fight		
3. Claim the Mayor's Permit Certificate	3. Issue the Mayor's Permit Certificate	None	5 minutes	Norman T. Angeles; Luisito E. Dominguez; Melani M. Unawa; Richard M. Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on Computation	15 minutes	



12. ISSUANCE OF CERTIFICATION

The certification for non-existing business, with existing business, or other certifications related to businesses are issued by this office that are usually required for scholarships, hospitalization, BIR, and others. The following are the issued certifications:

- Certification - with existing business and non-existing business
- Other Certifications

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the requesting party		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Written Authorization Letter (if Representative)1 Photocopy		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	5 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	With Existing Business Certification P 50.00 Non-Existing Business Certification P 50.00 Other Certifications P 50.00 Documentary Stamp Tax Php 30.00	5 minutes	City Treasurer's Office assigned personnel
3. Claim the Certificate	3. Issue the Certificate	None	5 minutes	Norman T. Angeles; Luisito E. Dominguez; Melani M. Unawa; Richard M. Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		P80.00	15 minutes	



13. ISSUANCE OF CEMETERY CONTRACT OF LEASE (for lots owned by the city)

A Cemetery Contract of Lease for lots owned by this city is issued to the relative of the deceased resident of Imus. Rental fee is collected for the rental of Municipal Cemetery lots/niche with the lease period of five (5) years.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (issued by BPLO)		Business Permits & Licensing Office		
Community Tax Certificate (CEDULA) of informant		City Treasurer's Office		
Registered Death Certificate		From the Local Civil Registrar's Office of the City/City where the person died;		
Transfer Permit in case the deceased died outside the territorial jurisdiction of the city;		From the Treasurer's Office of the City/City where the person died;		
Previous Cemetery Contract (if renewal)		From the relative of the deceased or person who processed the previous contract		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements and get the Referral Letter	1. Evaluate requirements and issue Referral Letter for signature of cemetery caretaker	None	2 minutes (stop time)	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Present the Referral Letter	2. Fill-out the Referral Letter & sign	None	5 minutes (stop time)	Nelson Vasquez (cemetery caretaker)
3. Present the Referral Letter with signature of cemetery caretaker	3. Check the requirements and approve the Referral Letter	None	10 minutes	General Services Office personnel
4. Present the Referral Letter with the complete requirements and receive the Cemetery Contract of Lease	4. Prepare Cemetery Contract of Lease, to be signed by concerned personnel and release for signature of the City Mayor	None	5 minutes	Norman T. Angeles; Luisito E. Dominguez; Melani M. Unawa; Richard M. Villanueva

5. Pay the required fee(s) at the City Treasurer's Office	5. Receive the payment and issue the O.R.	Alapan Public Cemetery Contract Fee <ul style="list-style-type: none"> • New Php 1,500.00 • Renewal Php 500.00 • Construction of new tomb fee Php 6,500.00 • Construction of old tomb fee Php 5,000.00 • Construction of bone crypt Php 3,000.00 Toclong Public Cemetery Contract Fee <ul style="list-style-type: none"> • New Php 1,500.00 • Lot Renewal Php 100.00/sq.m./year 	5 minutes	City Treasurer's Office assigned personnel
6. Submit Cemetery Contract of Lease for signature	6. The lessor (City Mayor) will sign the contract	None	1 day	City Mayor
7. Notarize the Cemetery Contract of Lease	7. Wait for the client	None	(stop time)	Any notary public office
8. Present the O.R. and Cemetery Contract of Lease (paid, signed and notarized)	8.1 Write the O.R. no. in the Contract of Lease; 8.2 Get a copy of Cemetery Contract of Lease, and Referral Letter for filing	None	1 minute	Norman Angeles; Luisito Dominguez; Melani Unawa; Richard Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		Depending on the option chosen	1 day and 28 minutes	

14. CERTIFIED COPY OF DOCUMENTS

Certified copy of Mayor's Permit or any certifications/permits originated from this office is issued to the requesting party.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All business owners or authorized personnel of the requesting party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of document/s originated from this office		From the requesting party		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative- (if Representative)1 Photocopy		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Assess the requirements and issue the Assessment Form	None	2 minutes	Mary Grace Basa; Regina Camaclang; Rolando Dela Cruz; Ma. Elinor Laureles; Roehl Mañago, Jr.; Dianne Lois Marcial; Ruby Ordoñez; Glenn Elmer Ramirez
2. Pay the required fee(s)	2. Receive the payment and issue the O.R.	Certified Copy Php 50.00 per copy Documentary Stamp Tax Php 30.00	5 minutes	City Treasurer's Office assigned personnel
3. Claim the Certified Copy of document	3. Issue the Certified Copy of document	None	2 minutes	Norman T. Angeles; Luisito E. Dominguez; Melani M. Unawa; Richard M. Villanueva
Fill-out the Client Satisfaction Rating Form				
TOTAL		P 80.00	9 minutes	



15. VERIFICATION OF RECORDS

The requesting party may verify the records from this office in relation to business permit issued.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All requesting parties or authorized personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (written letter, email)		From the requesting party		
OTHER REQUIREMENTS THAT MAY BE NEEDED:				
Written Authorization Letter /Secretary's Certificate/Partnership Certificate with I.D.s from owner and authorized representative-(if Representative)1 Photocopy		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Verify the request from the database	None	5 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Ma. Elinor Laureles
2. Receive the reply thru letter/certification or email	2. Prepare the letter/certification or email and send to the requesting party	None	5 minutes	Mary Grace Basa; Regina Camaclang; Ruby Concepcion; Ma. Elinor Laureles
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	10 minutes	

Note: All information to be disclosed will be in accordance with the Data Privacy Act

16. FILING OF BUSINESS COMPLAINT

Complaint on business establishments in City of Imus is filed in this office to undertake necessary actions.

OFFICE OR DIVISION	Business Permits and Licensing Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business, G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Business Complaint Form or Letter of Complaint		Business Permits and Licensing Office (BPLO)		
		From the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit Business Complaint Form or Letter of Complaint	1.1 Interview the complainant	None	5 minutes	Regina C. Camaclang; Ruby R. Concepcion; Rolando S. Dela Cruz; Ma. Elinor G. Laureles
	1.2 Schedule the ocular inspection of the business complaint	None	2 minutes (stop time)	Will be inspected on scheduled date
	1.3 Ocular inspection on the scheduled date (“Special Visit”) and take photos	None	1 day	Rolando S. Dela Cruz; Luisito E. Dominguez; Roehl R. Mañago, Jr.; Dianne Lois Marcial;
	1.4 Prepare the Inspection Report	None	5 minutes	Glenn Elmer S. Ramirez; Felizardo San Jose, Jr.; Zecel N.
	1.5 Encode the inspected business establishment in the computer system and prepare an arrears assessment, if necessary	None	5 minutes	Secretario; Job Order employees assigned to BPLO
	1.6 File the Inspection Report and attachments (per business)	None	3 minutes	Regina Camaclang



2. Receive feedback or update	2. Send feedback or update to the complainant	None	5 minutes	Regina C. Camaclang; Ruby R. Concepcion; Rolando S. Dela Cruz; Ma. Elinor G. Laureles
TOTAL		None	1 day and 25 minutes	



CITY ASSESSOR'S OFFICE

EXTERNAL SERVICES

A. APPRAISAL SERVICES

1. FIRST TIME DECLARATION OF IMPROVEMENT (HOUSE, BUILDING, FENCE, PAVEMENT AND MACHINERY)

2. RE-ASSESSMENT DUE TO SUBSTANTIAL INTRODUCTION OF ADDITION IMPROVEMENT

Persons who are acquiring real property or making improvements thereon as well as the Office of the city Assessor have the duty to make declaration of real property as provided by law. This service requested by declarant/owners is for the issuance of tax declaration for his newly constructed/reconstructed building and or/newly installed machinery.

OFFICE OR DIVISION	City Assessor's Office
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All Imus City real property owners/tax payers, buyers, realtors/developers and other parties concerned.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, Pantawid Pamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth.
FOR AUTHORIZED REPRESENTATIVE: * Authorization letter or Notarized Special Power of Attorney from the owner stating the specific purpose for securing documents and property description with attached signed photocopy of valid I.D. of owner and authorized representative. **Apostilled or Consularized Special Power of Attorney if the property owner is abroad. *** Notarized Deed of Sale/Deed of Assignment/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	Person being represented
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	Person being represented
2. Processing fee of Php. 25.00 per tax declaration applied	Treasurer's Office, Window 8 or 9
3. Processing time: 7 working days	Assessor's Office
4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)	Assessor's Office

BASIC REQUIREMENTS (Clear Photocopy of the Following)				
1. Electronic Copy of the latest Transfer Certificate of Title		Registry of Deeds-Trece Martires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall		
2. Tax Declaration of Land		Assessor's Office		
3. Latest/Current Real Property Tax Receipt/ Tax Clearance Certificate		Treasurer's Office, windows 17 to 19 & 15 & 23		
4. Approved Building Plan		Office of the Building Official – 2nd Floor		
5. Bill of Materials of actual construction signed and sealed by Architect or Engineer		Office of the Building Official – 2nd Floor		
6. Building Permit and/or Occupancy Permit		Office of the Building Official – 2nd Floor		
7. Printed colored photographs of latest and actual condition of the property (Exterior and interior portion of the building)		Principal Owner/Applicant		
8. Sworn statement stating the true market value of the property- Notarized, signed by owner or Authorized Representative ONLY.		Assessor's Office		
9. Sketch of exact location or Vicinity Map of the property		Applicant		
Note: Subject to Back Taxes of 10 years (Sec. 222 of RA 7160) for first time declaration of property without sufficient proof of date of latest construction.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to any of Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	5 minutes	Assessor's assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office any from Windows 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assessor's Office assigned personnel
	3.2 Start processing the request	None	6 days	
	A. Plotting			Engr. Roy Ebio Tax Mapper II and tax mapping personnel
	B. Ocular inspection			Appraisers: Engr. Ken Dacatimbang LAOO II Engr. Joycell Bawalan

	C. Appraisal/Preparation of FAAS			LAOO I Marina Gonzales LAOO III Ramon Crisostomo Jr.
	D. Approval of FAAS			Elmer Camerino Acting City Assessor
	E. Numbering			Records personnel
	F. Encoding/Reviewing/Printing			Assessment & Records Personnel
	G. Final Approval			Elmer Camerino Acting City Assessor Secretariat
	H. Recording/Filing			
4. Present claim stub and valid I.D. of the presenter to Window 1 to 5	4. Release the document requested	None	2 minutes	Secretariat
TOTAL		Php 25.00 per tax declaration	7 days	

3. RECLASSIFICATION/RE-ASSESSMENT OF ACTUAL USE OF LAND AND BUILDING BASED ON TIS PREDOMINANT USE

This service pertains to the issuance of tax declaration to the properties with updated classification and valuation for taxation purposes.

OFFICE OR DIVISION	City Assessor's Office	
CLASSIFICATION	Complex	
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR DECLARED PROPERTY OWNER		
Signed photocopy of owner's one (1) valid I.D. from the list below:		
E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:		
* Authorization letter from the owner/s (1 original copy)		Person being represented
** Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative		Person being represented
*** Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)		Person being represented
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		Person /company being represented
2.Processing fee of Php 25.00 per tax declaration		Treasurer's Office,
3.Processing Time: 7 days		
4.Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Assessor's Office
BASIC REQUIREMENTS (Clear Photocopy of the following):		
1. Letter Request addressed to the City Assessor (1 original copy)		Principal owner
2. Electronic Copy of Title (1 original copy)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoar City Hall

3. Tax Declaration of Land and building(1 photocopy)		Assessor's Office – Windows 1 to 5		
4. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Window		
5. Notarized sworn statement stating the true market value of property (1 original copy)		Assessor's Office – Windows 1 to 5		
6. Approved building plan/fencing permit; Occupancy Permit; bill of materials of actual construction signed by Architect or Engineer		Office of the Building Official – 2nd Floor		
7. Printed colored photographs of latest and actual condition of the property (interior and exterior portion of the building)		Applicant		
8. Sketch Map of location of property		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to any from Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	5 minutes	Assessor's assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office to any from Windows 2 to 7	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assessor's Office assigned personnel
	3.2 Start processing the request	None	6 days	
	A. Plotting			Engr. Roy A. Ebio Tax Mapper II and tax mapping personnel
	B. Ocular inspection			Appraisers: Engr. Ken Dacatimbang LAOO II
	C. Appraisal/Preparation of FAAS			Engr. Joycell Bawalan LAOO I Marina Gonzales LAOO III Ramon Crisostomo Jr. LAOO I
	D. Approval of FAAS			Elmer L. Camerino Acting City Assessor

	E. Numbering			Records Personnel
	F. Encoding/Printing			Assessment Personnel
	G. Final Approval			Elmer L. Camerino Acting City Assessor
	H. Recording/Filing			Records Personnel
4. Present claim stub to Window 1 to 5	4. Release the document requested	None	2 minutes	Secretariat
TOTAL		Php 25.00 per tax declaration	7 days	

4. RECLASSIFICATION OF ACTUAL USE OF LAND AND BUILDING FROM BEING TAXABLE TO EXEMPT (RELIGIOUS, EDUCATIONAL, CHARITABLE AND INSTITUTIONAL PROPERTIES)

This service pertains to the issuance of tax declaration of properties with updated classification and valuation of their properties for being taxable to exempt based on its actual use as provided in Sec. 234 of R.A. 7160 or Local Government Code of 1991.

OFFICE OR DIVISION	City Assessor's Office
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All
CHECKLIST OF REQUIREMENTS	
1. FOR DECLARED PROPERTY OWNER	
*Authorization letter from the owner/s (1 original copy)	Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	Person being represented
**Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	Principal owner
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	Person /company being represented
2.Processing fee of Php 25.00 per tax declaration	Treasurer's Office, Window 8 or 9
3.Processing time: 7 days	

4.Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Assessor's Office		
BASIC REQUIREMENTS (Clear Photocopy of the following)				
1.Letter Request addressed to the City Assessor (1 original copy)		Principal owner		
2.Electronic Copy of Title of land (1 original copy)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall		
3.Tax Declaration of Land and building(1 photocopy)		Assessor's Office – Windows 1 to 5		
4.Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 17 to 19 & 15& 23		
5.Approved building plan/permit/Site development plan; Occupancy Permit; bill of materials of actual construction signed by Architect or Engineer		Office of the Building Official – 2nd Floor		
6.Business Permit, DTI Permit, BIR Certification of Registration, Certificate of Accreditation/Affiliation, Government Permit (DECS/CHED) and License to Operate (1 photocopy)		BPLO – Ground Floor, D.T.I.; B.I.R.; DECS, CHED, CBCP		
7.SEC Registration and Updated Articles of Incorporation and By-Laws		S.E.C.		
8.Notarized sworn statement stating the true market value of the property (1 original copy)		Assessor's Office – Windows 1 to 5		
10.Sketch Map of location of property		Applicant		
11. Printed colored photographs of latest and actual condition of the property		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to any from Windows 1 to 5	1 Receive the required documents and check for completeness and accuracy. 1.1 Issue order of payment	None	5 minutes	Assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2.Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Any from Windows 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assessor's Office assigned personnel
	3.2 Start processing the request	None	6 days	Engr. Roy A. Ebio Tax Mapper II and tax mapping personnel
	A. Plotting			Appraisers: Engr. Ken Dacatimbang LAOO II
	B. Ocular inspection			Engr. Joycell Bawalan LAOO I
	C. Appraisal/Preparation of FAAS			

	D. Approval of FAAS E. Numbering F. Encoding/Printing G. Final Approval H. Recording/Filing			Marina Gonzales LAOO III Ramon Crisostomo Jr. LAOO I Elmer L. Camerino Acting City Assessor Records Personnel Assessment Personnel Elmer L. Camerino Acting City Assessor Records Personnel
4. Present claim stub to Windows 1 to 5	4. Release the document requested	None	2 minutes	Secretariat
TOTAL		Php 25.00 per tax declaration	7 days	

5. APPRAISAL OF PROPERTIES FOR THE ESTABLISHMENT OF FAIR MARKET VALUE FOR LGU'S ACQUISITION, LEASING AND OTHER FINANCIAL PURPOSES, AND FOR EXPROPRIATION PROCEEDINGS

This service is issued to clients whose property will be acquired by the government through sale, lease or expropriation proceedings.

OFFICE OR DIVISION	City Assessor's Office
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL THE SERVICE	LGU, Province, National Government and Trial Courts
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:	
*Authorization letter from the owner/s (1 original copy)	Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	
***Notarized Deed of Sale/Deed of Assignment/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	
2 .Processing time: 7 to 20 days	Assessor's Office
3. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)	
BASIC REQUIREMENTS: clear Photocopy of the following):	
1. Indorsement letter to conduct property appraisal or Regional Trial Court Order/Subpoena	City Mayor, RTC
2. Electronic Copy of Title (1 original copy)	Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall
3. Tax Declaration of Land and building(1 photocopy)	Assessor's Office – Windows 1 to 5
4. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)	Treasurer's Office – Windows 17 to 19 & 15 & 23
5. Sketch Map of location of property	Applicant

6. Printed colored photographs of latest and actual condition of the property.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to any from Windows 1 to 5	1.1 Receive the required documents and check for completeness and accuracy.	None	5 minutes	Elmer L. Camerino Acting City Assessor; Assigned personnel
	1.2 Start processing the request a. Plotting b. Ocular inspection	None	2 days	Engr. Roy Ebio Tax Mapper II and tax mapping personnel Assigned Appraiser and inspectors
	1.3 Preparation of Narrative Report	None	2 days	Elmer Camerino, Acting City Assessor; Assigned Appraiser
	1.4 Convenes for determination of appraised valuation of the property	None	1 day	Appraisal Committee
2. Get Indorsement and Narrative and Appraisal Report.	2. Indorsement of Narrative and Appraisal Report to the Sangguniang Panglungsod for Approval and Resolution		30 minutes	Secretariat
TOTAL		None	6 days	

6. FIRST TIME DECLARATION OF PEZA ACCREDITED PROPERTIES

This service pertains to the issuance of tax declaration to the real properties owned by manufacturing and industrial companies who may avail incentives by Philippine Economic Zone Authority.

OFFICE OR DIVISION	City Assessor's Office
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G - Government to Government; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	PEZA Registered Companies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:	
*Authorization letter from the owner/s (1 original copy)	Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	Person /company being represented
2. Processing fee: Php 25.00 per tax declaration	Treasurer's Office, Window 8 or 9
3. Processing time: 7 to 20 days	City Assessor's Office
4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)	
BASIC REQUIREMENTS (Clear photocopy of the following):	
1. Letter Request addressed to the City Assessor (1 original copy)	Principal owner
2. Electronic Copy of Title of land (1 original copy)	Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoar City Hall

3. Tax Declaration of Land and building (1 photocopy)	Assessor's Office – Windows 1 to 5			
4. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)	Treasurer's Office – Windows 17 to 19 & 15 & 23			
5. Notarized sworn statement stating true market values of the property (1 original copy)	Assessor's Office			
6. Approved building plan/permit/Site development plan; Occupancy Permit; bill of materials of actual construction signed by Architect or Engineer	Office of the Building Official – 2nd Floor			
7. List of complete machineries including cost and date of acquisition	Applicant			
8. Business Permit, DTI Permit, BIR Certification of Registration with Terms and conditions, and Annual Audited Financial Reports(1 photocopy)	BPLO, Ground Floor, D.T.I.; B.I.R.;			
9.SEC Registration and Updated Articles of Incorporation and By-Laws	S.E.C.			
10.PEZA Reg. Certificate, Anti-Graft Certificate,	PEZA OFFICE			
11.PEZA – ERD Form No. 97-01 (PEZA VAT Zero Rating Certificate)				
12.PEZA – ERD Form No. 97-01 (Corporate Income Tax Holiday)				
13.List of Affiliated Companies/tenants registered with PEZA				
14.Printed colored photographs of latest and current condition of the properties	Applicant			
15.Notarized sworn statement stating the true market value of the property	City Assessor's Office			
16.Sketch Map of location of property	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to any from Windows 1 to 5	1. Receive the required documents and check for completeness and accuracy. 1.1 Issue order of payment	None	5 minutes	Assigned Personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2.Receive the payment and issue the Official Receipt.	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office from Window 1 - 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assessor's Office assigned personnel
	3.2 Start processing the request	None	6 days	Engr. Roy A. Ebio Tax Mapper II and tax mapping personnel
	A. Plotting			
	B. Ocular inspection			
	C. Appraisal/Preparation of FAAS			Appraisers: Engr. Ken Dacatimbang LAOO II

	D. Approval of FAAS E. Numbering F. Encoding/Printing G. Final Approval H. Recording/Filing			Engr. Joycell Bawalan LAOO I Marina Gonzales LAOO III Ramon Crisostomo Jr. LAOO I Elmer L. Camerino Acting City Assessor Records Personnel Assessment Personnel Elmer L. Camerino Acting City Assessor Records Personnel
4. Present claim stub to Windows 2 or 3	4. Release the document requested	None	2 minutes	Secretariat
TOTAL		Php 25.00 per tax declaration	7 days	

B. ASSESSMENT SERVICES

7. TRANSFER OF OWNERSHIP OF TAX DECLARATION OF TITLED PROPERTY

8. TRANSFER OF OWNERSHIP OF UNREGISTERED (NEVER BEEN ISSUED A TITLE OR REGISTERED IN THE REGISTRY OF DEEDS (OWNERSHIP OF LAND IS BASED ON TAX DECLARATION ONLY)

This service pertains to the issuance of tax declaration of properties to the newly declared owners.

OFFICE OR DIVISION	City Assessor's Office	
CLASSIFICATION	Complex	
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.FOR DECLARED PROPERTY OWNER		
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:		
*Authorization letter from the owner/s (1 original copy)		Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative		
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)		
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		Person /company being represented
2. Processing fee of Php. 25.00 per tax declaration applied		Treasurer's Office – Windows 8 or 9
3. Processing time: working days		Assessor's Office – Windows 1 to 5
4. Ocular Inspection will be conducted with proper coordination with contact person one (1) day prior to actual inspection		Inspector Assessor's Office
BASIC REQUIREMENTS (Clear photocopy of the following):		
1. Electronic copy of the latest Transfer Certificate of Title		Registry of Deeds – TreceMartires City

2. Electronic copy of cancelled/previous Transfer of Title.		Registry of Deeds – TreceMartires City		
3. Latest/Current Real Property Tax Receipt/ Tax Clearance cert.		Treasurer's Office – Window's 17 to 19 & 15 & 23		
4. Mode of Transfer/ Acquisition:				
Deed of Absolute Sale Deed of Donation Deed of Exchange Deed of Assignment Extrajudicial Settlement of Estate Self-Adjudication For Foreclosed Properties: Certificate of Sale Original Affidavit of Consolidation For unregistered lot: a. LRA Certification (1 copy)		Trial Court		
5. Certificate Authorizing Registration (CAR) (1 photocopy)		B.I.R. – TreceMartires City		
6. Transfer tax receipt or certificate of payment (1 photocopy)		Treasurer Imus for Transfer Tax Receipt issued from 2012 up to present Provincial Treasurer (TreceMartires City) for transfer Tax Issued from 2000 to 2011		
7. Notarized Sworn Statement stating current and true market value of the property.		City Assessor's Office		
8. Printed colored photographs of latest and actual condition of the property (interior and exterior portion of the house)		Applicant		
9. Sketch Map of location of property		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.1 Issue order of payment	None	5 minutes	Assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office Window 8 or 9	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 2 to 7	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request	None	6 days	
	A. Plotting			

9. TRANSFER OF OWNERSHIP OF TAX DECLARATION OF LAND AWARDED TO FARMER BENEFICIARIES OF COMPREHENSIVE AGRARIAN REFORM PROGRAM (CARP)/CERTIFICATE OF LAND OWNERSHIP (CLOA)/EMANCIPATION PATENT TITLE FOR LAND

This service pertains to the issuance of tax declaration of land to the new owners from previous owners who were tenants or beneficiaries of the government program.

OFFICE OR DIVISION	City Assessor's Office – Assessment
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
1.FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:	
*Authorization letter from the owner/s (1 original copy)	Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	Person /company being represented
2.Processing fee of Php. 25.00 per tax declaration applied	Treasurer's Office – Windows 8 or 9
3.Processing time: working days	Assessor's Office – Windows 1 to 5
4.Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)	Inspector Assessor's Office
BASIC REQUIREMENTS (Clear Photocopy of the following):	
1. Electronic Copy of Title (1 original copy)	Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall
2. Electronic copy cancelled title of mother lot (1 original copy)	Registry of Deeds

3. Certification that the original copy of CLOA/EP title is intact and existing in the said registry (1 original copy)		Registry of Deeds		
4. Certificate of Award (1 photocopy)		Department of Agrarian		
5. Tax Declaration of Land and building (1 photocopy)		Assessor's Office – Windows 1 to 5		
6. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 17 to 19 & 15 or 23		
7. Notarized Sworn statement stating true market value of the property (1 original copy)		Assessor's Office – Windows 1 to 5		
8. Notarized Deed of Conveyance (1 photocopy) such as:		Principal Owner		
Deed of Absolute Sale Deed of Donation Deed of Exchange Deed of Assignment Extrajudicial Settlement of Estate Self-Adjudication For Foreclosed Properties: Certificate of Sale Original Affidavit of Consolidation		Trial Court		
9. Certificate Authorizing Registration (CAR) (1 photocopy)		B.I.R. – TreceMartires City		
10. Transfer tax receipt or certificate of payment (1 photocopy)		Treasurer Imus for Transfer tax Receipt issued from 2012 up to present Provincial Treasurer (TreceMartires City) for transfer Tax Issued from 2000 to 2011		
Sketch Map of location of property		Applicant		
Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Inspectors of Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	2 minutes	Assigned Personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Windows 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request	None	6 days	
	A. Plotting			

10. FIRST TIME DECLARATION OF UNTITLED/TITLED PROPERTY

This service pertains to the issuance of tax declaration whose land will be declared/registered at the Office of the City Assessor.

OFFICE OR DIVISION	City Assessor's Office	
CLASSIFICATION	Complex	
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.FOR DECLARED PROPERTY OWNER		
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:		
*Authorization letter from the owner/s (1 original copy)		Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative		
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)		
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		Person /company being represented
2. Processing fee of Php. 25.00 per tax declaration applied		Treasurer's Office – Windows 8 or 9
3. Processing time: working days		Assessor's Office – Windows 1 to 5
4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Inspector Assessor's Office
BASIC REQUIREMENTS (Clear Photocopy of the following):		
1. Letter request addressed to the City Assessor		Applicant
2. Electronic Copy of Title (1 original copy for titled property only)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarias City, Bacoar City Hall
3. Electronic copy of cancelled title of mother lot (1 original copy for titled property only)		Registry of Deeds

4. Tax Declaration of Land and building(1 photocopy)	Assessor's Office – Windows 1 to 5			
5. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)	Treasurer's Office – Windows 17 to 19 7 15 OR 23			
6. Notarized Affidavit the actual status of the property (1 original copy)	Assessor's Office – Windows 1 to 5			
7. Notarized Deed of Conveyance (1 photocopy) such as:	Applicant			
Deed of Absolute Sale Deed of Donation Deed of Exchange Deed of Assignment Extrajudicial Settlement of Estate Self-Adjudication For Foreclosed Properties: Certificate of Sale Original Affidavit of Consolidation	Trial Court			
8.Certificate Authorizing Registration (CAR) (1 photocopy)	B.I.R. – TreceMartires City			
9.Transfer tax receipt or certificate of payment (1 photocopy)	Treasurer Imus for Transfer Tax Receipt issued from 2012 up to present Provincial Treasurer (Trece Martires City) for transfer Tax Issued from 2011 to 2000			
10.Certification from DENR stating that the subject property is registered in the name of applicant/claimant	DENR/PENRO/CENRO			
11.Certification from LRA stating that the untitled property was registered in the Ref. of Deeds' List of Untitled Property	Registry of Deeds – Trece Martires City			
12.Approved survey plan, technical description and exact location of property	DENR – LMB, LRA			
13.Certification stating among others that the land is within alienable and disposable area	PENRO/ CENRO			
14. Certification/Clearance	DAR			
15. Affidavit of Ownership stating the following (1 original copy) No Adverse Claim Length of possession of the property The applicant is in long, continuous and notorious possession of the property	Principal Owner			
16. Certification that the property has never been declared for taxation purposes (1 original copy)	Assessor's Office – Windows 1 to 5			
17. Notarized Affidavit of Adjoining Owners	Principal owner			
18. Subject to 10 year back taxes				
19. Printed colored photograph of actual and current condition of the property	Applicant			
20. Sketch Map of location of property	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2.Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Windows 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request	None	6 days	
	A. Plotting			Engr. Roy A. Ebio Tax Mapper II And tax mapping personnel
	B. Ocular inspection			Assigned appraisers and inspectors:
	C. Preparation of FAAS			Appraisers: Engr. Ken Dacatimbang LAOO II Engr. Joycell Bawalan LAOO I Marina Gonzales LAOO III Engr. Ramon Crisostomo Jr. LAOO I
	D. Approval of FAAS			Elmer Camerino Acting City Assessor
	E. Numbering			Records Personnel Assessment Personnel
	F. Encoding/Printing			
	G. Final Approval			Elmer Camerino Acting City Assessor Records Personnel

	H. Recording/Filing			
4. Present claim stub to Window 1 to 5	4. Release the document requested	None	2 minutes	Secretariat
TOTAL		Php 25.00 per tax declaration	7 days	

11. RECLASSIFICATION OF AGRICULTURAL LAND TO OTHER NON-AGRICULTURAL USAGE

This service pertains to the issuance of tax declaration whose land will be utilized from being agricultural to its Highest and best Use such as residential, commercial or industrial

OFFICE OR DIVISION	City Assessor's Office		
CLASSIFICATION	Complex		
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business		
WHO MAY AVAIL THE SERVICE	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. FOR DECLARED PROPERTY OWNER			
Signed photocopy of owner's one (1) valid I.D. from the list below:		Government Agencies assigned such as:	
E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth	
FOR AUTHORIZED REPRESENTATIVE:			
*Authorization letter from the owner/s (1 original copy)		Person being represented	
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative			
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)			
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		Person /company being represented	
2. Processing fee of Php. 25.00 per tax declaration applied		Treasurer's Office – Windows 8 OR 9	
3.Processing time: working days		Assessor's Office – Windows 1 to 5	

4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Inspector Assessor's Office		
BASIC REQUIREMENTS (Clear Photocopy of the following):				
1. Electronic Copy of Title (1 original copy)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall		
2. Letter Request addressed to the City Assessor		Person being represented		
3. Tax Declaration of Land and building(1 photocopy)		Assessor's Office – Windows 1 to 5		
4. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 17 to 19 & 15 or 23		
5. Approved building plan/permit, Occupancy permit, Bill of materials of actual construction cost approved and signed by an architect or Engineer		Office of the Building Official – 2nd Floor		
6. Certification/Clearance/Order of Conversion (1 photocopy)		DAR		
7. Notarized Affidavit of Non-tenancy (1 original copy)		Principal Owner		
Certification from:(1 photocopy) Resolution or Ordinance Housing and Land Use Regulatory Board Zoning Certificate National Irrigation Authority, if irrigated rice land		Sangguniang Panglungsod HLURB City Planning and Development Office NIA		
In case of subdivision:				
Development permit License to Sell and Certificate of Registration (CR) Approved Site Development Plan Approved alteration permit, in case there were changes made in the development plan LMB-DENR approved survey plan with Lot data computation of all resulting subdivision lots		Applicant		
8. Sketch Map of location of property		Applicant		
9. Printed colored photographs of the actual condition of the property.		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	5 minutes	Assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2.Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration Reclassification fee: Php 1.00 per sq.m.	2 minutes	City Treasurer's assigned personnel

3. Present O.R. to Assessor's office Window 1 to 5	3.2 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.1 Start processing the request A. Plotting B. Ocular inspection C. Preparation of FAAS D. Approval of FAAS E. Numbering F. Encoding/Printing G. Final Approval H. Recording/Filing	None	6 days	Engr. Roy A. Ebio Tax Mapper II And tax mapping personnel Assigned appraisers and inspectors: Appraisers: Engr. Ken Dacatimbang LAOO II Engr. Joycell Bawalan LAOO I Marina Gonzales LAOO III Engr. Ramon Crisostomo Jr. LAOO I Elmer Camerino Acting City Assessor Records Personnel Assessment Personnel Elmer Camerino Acting City Assessor Records Personnel
4. Present claim stub to Windows 3 or 4	4. Release the document requested	None	2 minutes	Secretariat

	TOTAL	Processing Fee: Php 25.00 per tax declaration Reclassification fee: Php 1.00 per sq.m.	7 days	
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12. CONSOLIDATION/SUBDIVISION OF MOTHER LOT/AND IMPROVEMENT

This service pertains to the issuance of tax declaration to the mother lot/s to be consolidated or subdivided

OFFICE OR DIVISION	City Assessor's Office		
CLASSIFICATION	Highly Technical		
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business		
WHO MAY AVAIL THE SERVICE	All including subdivision and condominium developers, public utility companies, supermalls, convenience stores, hospitals and industrial companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. FOR DECLARED PROPERTY OWNER			
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth	
FOR AUTHORIZED REPRESENTATIVE:			
*Authorization letter from the owner/s (1 original copy)		Person being represented	
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative			
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)			
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		Person /company being represented	
2.Processing fee of Php. 25.00 per tax declaration applied		Treasurer's Office – Windows 8 or 9	

3. Processing time: working days		Assessor's Office – Windows 1 to 5		
4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Inspector Assessor's Office		
BASIC REQUIREMENTS (Clear Photocopy of the following):				
1. Letter request addressed to the City Assessor		Applicant		
2. Electronic Copy of Title (1 original copy)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall		
3. Tax declaration of land (and improvement)		Applicant		
4. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 17 to 19 & 15 OR 23		
5. Approved building plan/permit, Occupancy permit, Bill of materials of actual construction cost approved and signed by an architect or Engineer (IF THERE ARE IMPROVEMENTS ONLY)		Office of the Building Official, 2nd floor		
6. Approved subdivision plan, technical description, site development plan		DENR – LMB, LRA, CPDO		
7. Approved original subdivision plan, if altered (FOR DEVELOPERS)		CPDO, SangguniangPanglungsod		
8. Approved Alteration Permit (FOR DEVELOPERS)		CPDO/SangguniangPanglungsod, HLURB		
9. License to Sell (1 photocopy) (FOR DEVELOPERS)		HLURB		
10. List/tabulation of all original subdivision lots with mother title numbers and tax declaration numbers) (e-file or photocopy)		CPDO, SangguniangPanglungsod, HLURB		
11. Printed colored photographs of the actual condition of the property.				
12. Sketch Map of location of property				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	2 minutes	Assigned personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2.Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request	None	6 days	Engr. Roy A. Ebio Tax Mapper II And tax mapping personnel
	A. Plotting			
	B. Ocular inspection			

	C. Preparation of FAAS D. Approval of FAAS E. Numbering F. Encoding/Printing G. Final Approval H. Recording/Filing			Assigned appraisers and inspectors: Appraisers: Engr. Ken Dacatimbang LAOO II Engr. Joycell Bawalan LAOO I Marina Gonzales LAOO III Engr. Ramon Crisostomo Jr. LAOO I Elmer Camerino Acting City Assessor Records Personnel Assessment Personnel Elmer Camerino Acting City Assessor Records Personnel
4. Present claim stub to Window 1 to 5	4. Release the document requested			Secretariat
TOTAL		Processing Fee: Php 25.00 per tax declaration	20 days	

13. CORRECTION OF DATA/REVISION OF TAX DECLARATION DUE TO TYPOGRAPHICAL ERROR ON ASSESSEMENT RECORDS BASED ON CERTIFIED TRUE COPY OF TITLE

This service pertains to the correction of data on declarant's name, address, title number and other necessary information that are basically typographical only based on titles.

OFFICE OR DIVISION	City Assessor's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.FOR DECLARED PROPERTY OWNER				
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, Pantawid Pamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth		
FOR AUTHORIZED REPRESENTATIVE:				
*Authorization letter from the owner/s (1 original copy)		Person being represented		
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative				
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)				
2. Processing fee of Php 25.00 per tax declaration		Treasurer's Office		
3. Certification fee of PHP80.00 per certificate				
4. Processing time: 10 to 15 minutes per tax declaration				
BASIC REQUIREMENTS (Clear Photocopy of the following):				
1. Letter Request addressed to the City Assessor (original copy)		Applicant		
2. Electronic copy of Title		Registry of Deeds-Trece Martires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City		
3.Real Property tax receipt/Tax Clearance		Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certified true copy of Title to window 1 to 5	1.1 Receive Certified true copy of Title check for completeness and accuracy.	None	2 minutes	Assigned personnel

	1.2 Issue order of payment			
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 80.00 per tax declaration	3 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 or 5	3.1 Accept photocopy of Official Receipt 3.2 Start processing 3.3 Prepared certified true copy of Corrected Tax Declaration		5 minutes	Assigned personnel Records Personnel Elmer Camerino Acting City Assessor
5. Get the document.	4. Release the document requested			
TOTAL		Php 80.00 per tax declaration	15 minutes	

B. RECORDS OF ASSESSMENT MANAGEMENT SERVICES

14. VERIFICATION OF RECORDS OF ASSESSMENT

15. ISSUANCE OF CERTIFIED TRUE COPY OF LAND, BUILDING AND MACHINERY

16. ISSUANCE OF CERTIFICATE OF BEING TAX EXEMPT (FOR EDUCATIONAL, CHARITABLE, RELIGIOUS AND INSTITUTIONAL PROPERTIES)

This service pertains to verification and issuance of assessment records for the following purposes: reference for tax payment, for mortgage/loan/financial institutions, courts and many other legal purposes.

OFFICE OR DIVISION	City Assessor's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOR DECLARED PROPERTY OWNER				
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth		
FOR AUTHORIZED REPRESENTATIVE:				
*Authorization letter from the owner/s (1 original copy)		Person being represented		
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative				
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy				
2. Certification fee of PHP80.00 per certificate				
3. Processing time: 3 to 5 minutes per certificate		Assessor's Office		
BASIC REQUIREMENTS (Clear Photocopy of the following):				
1. Updated real Property tax receipt/Tax Clearance Certificate		Treasurer's Office 17 to 19 & 15 or 23		
2. Electronic Copy of title				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	5 minutes	Assigned personnel

2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9.	2. Receive the payment and issue the Official Receipt	Certification fee Fee: Php 50.00 per certified true copy of tax dec; Doc Stamp: Php 30.00 per certificate	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request A. Verify records B. Prepare certificates C. Print certificate D. Review E. Recording F. Final Approval	None	8 minutes	Records personnel Elmer Camerino Acting City Assessor Ermyly dela Cruz LAOO IV Edgardo I. Bautista; LAOO IV
	4. Release the document requested			Assigned personnel
TOTAL		Php 80.00 per certified true copy of tax dec	14 minutes	

17. ISSUANCE OF CERTIFICATE OF NO IMPROVEMENT

This service is issued to a client who wishes to secure document certifying that their lot is actually vacant has no any improvement erected thereon, and usually used as reference for transfer of title or loan application.

OFFICE OR DIVISION	City Assessor's Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/UMID, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, PantawidPamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:	
*Authorization letter from the owner/s (1 original copy)	Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)	
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	Person /company being represented
2. Certification Fee of Php. 80.00 per certification applied	Treasurer's Office – Windows 8 or 9
3. Processing time: working days	Assessor's Office – Windows 1 to 5
4. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)	Inspector Assessor's Office
BASIC REQUIREMENTS (Clear photocopy of the following):	
1. Electronic Copy of the latest Transfer Certificate of Title	Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarias City
2. Tax Declaration of Land	Assessor's Office – Windows 1 to 5



3. Updated Realty Tax Receipt or Tax Clearance Certificate		Treasurer's Office – Windows 8 or 9		
4. Affidavit of No Improvement (stating that the subject property is a vacant lot and has no any structures such as fence, house, etc.		Applicant		
5. Printed colored photograph of latest and actual condition of the property.		Applicant		
6. Sketch of exact location or Vicinity map of the property		Person being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 or 3	1.1 Receive the required documents and check for completeness and accuracy.	None	5 minutes	Assigned personnel
	1.2 Issue order of payment		5 minutes	
2. Pay the required fees showing the Order of Payment at Treasurer Office	2. Receive the payment and issue the Official Receipt	Certification Fee: Php 50.00 per certificate; Doc Stamp: Php 30.00 per certificate	5 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 or 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned appraisers and inspectors: Engr. Roy Ebio Inspector Secretariat Tax Mapping Personnel Elmer Camerino OIC-City Assessor
	3.2 Start processing the request.	None	25 minutes	
	A. Plotting			
	B. Ocular inspection			
	C. Issue Notice of Disapproval/ Sworn Statement and Affidavit, if found with improvement			
	D. Printing			
	F. Final Approval			
4. Get the document.	4. Release the document requested	None	2 minutes	Assigned personnel
TOTAL		Php 80.00 per certificate	30 minutes	

18. ISSUANCE OF AGGREGATE PROPERTY HOLDINGS (WITH PROPERTY/NO PROPERTY)

This service is given to property owners or his duly authorized representatives, any government agency or private entity to who wish to obtain a listing of his property holdings as reference for tax payment and other legal purposes it may serve.

OFFICE OR DIVISION	ASSESSOR
CLASSIFICATION	Simple – 3 DAYS
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL THE SERVICE	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. FOR DECLARED PROPERTY OWNER	
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/UMID, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, Pantawid Pamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,	Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth
FOR AUTHORIZED REPRESENTATIVE:	
*Authorization letter from the owner/s (1 original copy)	
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative	
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy	Person being represented
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.	
1. Certification fee of PHP 80.00 per certificate	
2. Processing time: 10-15 minutes per certificate Note: 1 to 3 days for application with numerous deceased owners/heirs which require back tracing of records.	
BASIC REQUIREMENTS (Clear Photocopy of the following):	
1. Updated real Property tax receipt/Tax Clearance Certificate	Treasurer's Office, window 17 to 19 & 15 or 23
2. Electronic Copy of title	Applicant
3. Notarized Extra-Judicial Settlement of Estate/Self-Adjudication	Applicant
4. Death Certificate of deceased owner/s and heirs	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	2 minutes	Assigned Personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office	2. Receive the payment and issue the Official Receipt	Certification Fee: Php 50.00 per certificate; Doc Stamp: Php 30.00 per certificate	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request A. Verify records B. Prepare certificates C. Print certificate D. Review E. Recording/Filing F. Final Approval	None	2 days	Records personnel Elmer Camerino Acting City Assessor Ermily dela Cruz LAOO IV Edgardo I. Bautista LAOO IV
4. Get the document.	4. Release the document requested	None		Assigned personnel
	TOTAL	None	3 days	

19. ANNOTATION/CANCELLATION OF MORTGAGE ON TAX DECLARATION

This service pertains to cancellation or annotation of mortgage on tax declaration

OFFICE OR DIVISION	City Assessor's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOR PROPERTY DECLARED OWNER:				
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, Pantawid Pamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Government Agencies assigned such as: GSIS/SSS, Employer's Company, Land Transportation Office, PRC, DFA, COMELEC, IBP, BIR, Post Office, HDMF, Philhealth		
FOR AUTHORIZED REPRESENTATIVE:				
*Authorization letter from the owner/s (1 original copy)		Person being represented		
***Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative		Person being represented		
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)				
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.				
BASIC REQUIREMENTS:				
1. Certified True Copy of Title (1 original copy for titled property only)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoar City Hall		
2.Tax Declaration of Land and building(1 photocopy)		Assessor's Office – Windows 1 to 5		
3.Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 17 to 19 & 15 to 23		
4.FROM BANKS/FINANCIAL INSTITUTIONS: Original copy of mortgage/release of mortgage (1 original copy)		Financial Institutions		
FROM TRIAL COURTS: Original/certified true copy of Court Order		Trial Courts		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	2 minutes	Assigned Personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9	2. Receive the payment and issue the Official Receipt	Certification fee Fee: Php 50.00 per certified true copy of tax dec Doc Stamp: Php30.00 per certificate	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 or 5	3.1 Accept photocopy of Official Receipt and issue Claim stub		2 minutes	Assigned personnel
	3.2 Start processing the request A. Verify records B. Annotate/cancel mortgage C. Prepare certificates D. Print certificate		20 minutes	Records personnel
TOTAL		Php 50.00 per certified true copy of tax dec	1 day	

20. CANCELLATION OF RECORDS WITH DUAL OR ULTIPL E ASSESSMENT AND/OR PROPERTIES THAT ARE ALREADY TOTALLY DEMOLISEHED OR NO LONGER EXISTING

This service pertains to the issuance of Notice of Cancellation of Records of assessment for properties found out to be doubled or totally demolished

OFFICE OR DIVISION	City Assessor's Office	
CLASSIFICATION	Complex	
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. FOR PROPERTY DECLARED OWNER:		
Signed photocopy of owner's one (1) valid I.D. from the list below: E-Card/Umid, Employee's ID/ Office ID, Driver's License, Professional Regulation Commission (PRC) ID, Passport, Senior Citizen ID, SSS ID, Comelec/Voter's ID/ Comelec Registration Form, Integrated Bar of the Philippines (IBP) ID, Firearms License, AFPSLAI ID, PVAO ID, AFP Beneficiary ID, BIR (TIN) ID, Pag-ibig ID, Person With Disability (PWD) ID, Solo Parent ID, Pantawid Pamilya Pilipino Program (4Ps) ID, Barangay ID, Philippine Postal ID, Phil-health ID, School ID,		Client
FOR AUTHORIZED REPRESENTATIVE:		
*Authorization letter from the owner/s (1 original copy)		Person being represented
**Notarized/Consularized Special Power of Attorney (1 photocopy) or Secretary's Certificate with attached signed photocopy of Gov't. issued I.D. of Corporate Secretary and Authorized Representative		
***Notarized Deed of Sale/Memorandum or Contract of Agreement/Lease/Real Estate Mortgage if the title is not yet transferred to the new owner of being leased (1 photocopy)		
FOR CORPORATE OWNED PROPERTY: Latest Secretary's Certificate with Attached signed photocopy of valid I.D. of Corporate Secretary and authorized Representative.		
BASIC REQUIREMENTS (CLEAR POTOCOPY OF THE FOLLOWING):		
1. Certified True Copy of Title (1 original copy for titled property only)		Registry of Deeds-TreceMartires, Reg. of Deeds Kiosks- Robinsons Dasmarinas City, Bacoor City Hall
2. Tax Declaration of Land and building(1 photocopy)		Assessor's Office – Windows 1 to 5
3. Updated Realty Tax Receipt or Tax Clearance Certificate (1 photocopy)		Treasurer's Office – Windows 8 or 9
4. Fire incident report/certificate (1 photocopy)		Bureau of Fire, Barangay Captain
5. Demolition Permit (1 Photocopy)		Office of the Building Official
6.Certificate of Business Closure/Retirement		BPLO, City Treasurer, DTI/SEC
7. Approved building plan/fencing permit; Occupancy Permit; bill of		Office of the Building Official – 2ndFloor

materials of actual construction signed by Architect or Engineer, if there were new construction /structures already				
8. Business Permit/DTI Permit/SEC Registration, if there were already business establishments constructed (1 photocopy)		BPLO, DTI, SEC		
9. Printed colored photograph of latest and actual condition of the property.		Applicant		
10. Sketch Map of location of property		Applicant		
11. Ocular inspection of the subject property (every day from 8:30AM to 11:30 AM and 1:00PM to 4:00 PM)		Appraiser and Inspectors of Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to Window 1 to 5	1.1 Receive the required documents and check for completeness and accuracy. 1.2 Issue order of payment	None	2 minutes	Assigned Personnel
2. Pay the required fees showing the Order of Payment at Treasurer Office, Window 8 or 9.	2. Receive the payment and issue the Official Receipt	Processing Fee: Php 25.00 per tax declaration	2 minutes	City Treasurer's assigned personnel
3. Present O.R. to Assessor's office Window 1 to 5	3.1 Accept photocopy of Official Receipt and issue Claim stub	None	2 minutes	Assigned personnel
	3.2 Start processing the request A. Plotting B. Ocular inspection C. Preparation of ocular inspection report D. Numbering E. Prepare Notice of Cancellation	None	6 days	Engr. Roy Ebio Tax Mapper II and tax mapping personnel Assigned appraisers and inspectors: Engr. Ken Dacatimbang LAOO II Engr. Joycell Bawalan LAOO I Records Personnel Ermily dela Cruz LAOOIV

	F. Approval of Notice of Cancellation			Elmer Camerino Acting City Assessor
	G. Cancellation of Records			Records Personnel
4. Present claim stub to Window 1 to 5.	4. Release the document requested	None	2 minutes	Secretariat
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 25.00 per tax declaration	7 days	



CITY CIVIL REGISTRAR'S OFFICE

EXTERNAL SERVICES

1. REGISTRATION OF BIRTH, MARRIAGE, AND DEATH CERTIFICATES (TIMELY)

Birth – It's complete expulsion or extraction of a duration of conception from its mother, irrespective of the duration of pregnancy, which after such separation, breathes or shows any other evidences of life such as beating of the heart, pulsation of the umbilical cord, or definite movement of voluntary muscles, whether or not the umbilical cord has been cut off or the placenta is still attached; each product of such birth is considered alive.

Marriage – is a special contract of permanent union between a man and a woman entered into in accordance with law of the establishment of conjugal and family life.

Death – is a permanent disappearance of all evidence of life at any time after live birth has taken place (postnatal cessation of vital functions without capability of resuscitation).

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of birth, marriage, and death certificates, which must be accomplished correctly and completely		Birth (Hospital, Lying-In Clinics and Health Center) Marriage (Church, Pastor, Judge and Mayor) Death (Hospital and Funeral Services)		
Additional Requirements for Certificate of Death				
Transfer Permit of Cadaver		City Health Office Centers (Tahimik Poblacion, Velarde Medicion, Greengate Malagasang, Plaridel Bayan Luma and Carsadang Bago)		
Entrance Permit of Cadaver		Different Municipalities and Cities		
Exhumation Permit		Building Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1.1 Interview the client.	None	20 minutes	(Birth) Celia M. Sapida Jett S. San Jose Glenn Paul L. Villarosa Ariel Mari C. Camerino Rolly R. Melitante (Marriage) Carolina S. Saria Renato B. Pangilinan Renalyn Q. Topacio (Death) Debbie Jane S. Melo
	1.2 Examine and check the documents.	None		

				Michael R. Miranda City Treasurer's Office
2. Payment of Fees	2. Receive payment.	<ul style="list-style-type: none"> Burial Permit – P 500.00 Transfer Permit – P 100.00 Transfer of Ashes - P 100.00 Transfer/exhumation of Cadaver - P100.00 Cremation Permit – P 1,000.00 AUSF – P200.00 	10 minutes (stop time)	
3. Present Official Receipt (OR)	3.1 Registration of document with registry number.	None	5 minutes	(Birth) Celia M. Sapida Jett S. San Jose Glenn Paul L. Villarosa Ariel Mari C. Camerino Rolly R. Melitante (Marriage) Carolina S. Saria Renato B. Pangilinan Renalyn Q. Topacio (Death) Debbie Jane S. Melo Michael R. Miranda
	3.2 Sign the document.	None	5 minutes	Randy Gonzales OIC – Civil Registrar
4. Claim the registered documents.	4. Release the document.	None	5 minutes	CCRO Personnel
Fil-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	45 minutes	

NOTE : Additional payment for Certification - Documentary Stamp Tax (P 30.00)

2. ISSUANCE OF CERTIFIED COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES AND OTHER CIVIL REGISTRY DOCUMENTS

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth, marriage and death certificates and other civil registry documents		City Civil Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip.	1.1 Database/ archive search.	None	10 minutes	Joselito S. Camia Maricia S. Gonzales Shanielyn H. Ramirez Glenn Paul L. Villarosa
	1.2 Issuance of order payment.	None		
2. Payment of Fees	2. Receive payment.	P 100.00 P30.00 (Documentary Stamp Tax)	5 minutes	City Treasurer's Office
3. Present Official Receipt (OR)	3.1 Check and certify the documents.	None	5 minutes	CCRO Personnel
	3.2 Record the OR.	None		CCRO Personnel Randy Gonzales
	3.3 Sign the document.			OIC – Civil Registrar
4. Claim the Certified Copy	4. Release the document.	None	5 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		P 130.00	25 minutes	

3. REGISTRATION OF COURT ORDERS (CO)/DECREES AND REQUEST OF ANNOTATED RECORD

The Civil Registry office where the event of the decree/order was registered shall forward a certified true copy of the decision to the office of the Civil Registrar where an event affected was originally registered.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/certified photo copy of the court order/decision		Court where he/she can file order/decision		
Certificate of Finality		Court where he/she can file order/decision		
Certificate of Authenticity		Court where he/she can file order/decision		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Check and examine the documents for registration and annotation.	None	10 minutes	Cynthia E. Ochoa
	1.2 Issuance of order payment.	None		
2. Payment of fees.	2. Receive payment.	<ul style="list-style-type: none">• Annulment- P500.00• Adoption- P 500.00• Correction- P500.00• Certified photocopy of court order (CO)- P100.00• Endorsement- P100.00• Certified photocopy of Annotated Record P130.00	10 minutes (stop time)	City Treasurer's Office
3. Present Official Receipt.	3.1 Registration of Court Order and Annotation to the Affected Civil Registry Record. 3.2 Prepares certificate of court registration, annotated Civil Registry record and certified photocopy of CO and	None	20 minutes	CCRO Personnel

	endorsement letter to PSA, Sta. Mesa, Manila			
4.1 Claim the Requested Record	4.1 Review, approve and sign the documents.	None	5 minutes	Randy B. Gonzales OIC – City Civil Registrar
4.2 Sign the logbook.	4.2 Record and release court registration.	None	5 minutes	Cynthia E. Ochoa
Fill-out Client Satisfaction Rating Form				
	TOTAL	Based on assessment	50 minutes	

NOTE : Additional payment for Certification - Documentary Stamp Tax (P 30.00)

4. REGISTRATION OF LEGAL INSTRUMENTS/LEGITIMATION OF NATURAL CHILD

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

OFFICE OR DIVISION	City Civil Registrar's Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL THE SERVICE	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CENOMAR (Certificate of No Marriage) of Husband and Wife	Philippine Statistics Authority (PSA)
Marriage Contract (PSA copy) if not solemnized in Imus, Cavite	Philippine Statistics Authority (PSA)
Birth Certificate	City Civil Registrar Office
Affidavit of Legitimation	City Civil Registrar Office/ Notary Public
Affidavit of Acknowledgement if father is N/A on COLB	City Civil Registrar Office/ Notary Public
Residence Certificate	City Treasurer's Office
Appearance of Parents	
Republic Act 9255 - Affidavit to Use the Surname of the Father (AUSF)	City Civil Registrar Office/ Notary Public
1. a. affidavit of paternity / acknowledgement, voluntary emancipation/parental authorization,	City Civil Registrar Office/ Notary Public
* all legal instruments executed abroad must be registered at the city civil registry office of Manila	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Check and verify the requirements for registration and annotation.	None	5 minutes	Celia M. Sapida Ariel Mari C. Camerino
	1.2 Issuance of order payment.	None		
2. Payment of fees	2. Receive payment.	<ul style="list-style-type: none"> • Legitimation Fee – P 500.00 • Certification - P 100.00 • Deed of Legitimation - P 100.00 • Registration Fee - P 200.00 • Affidavit of Acknowledgement - P 200.00 • AUSF P200.00 	10 minutes (stop time)	City Treasurer's Office
3. Present the OR.	3.1 Prepare certificate, endorsement letter and annotate registered documents.	None	20 minutes	CCRO Personnel
	3.2 Review, approve and sign the documents.	None	5 minutes	Randy B. Gonzales OIC – City Civil Registrar
4. Claim the document.	4. Release the document	None	5 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	45 minutes	

NOTE : Additional payment for Certification - Documentary Stamp Tax (P 30.00)

5. ENDORSEMENT OF REGISTRY RECORDS TO THE CIVIL REGISTRAR-GENERAL

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA-Negative Result Certification		Philippine Statistics Authority (PSA)		
Certified true copy/photocopy of Civil registry documents		City Civil Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an endorsement of his/her record to PSA.	1.1 Database/ Archive search.	None	10 minutes	Celia M. Sapida Rolly R. Melitante Jett S. San Jose Ariel Mari C. Camerino Glenn Paul L. Villarosa
	1.2 Issuance of order payment.	None		
2. Payment of fees	2. Receive payment	P 100.00 P 30.00 (Documentary Stamp Tax)	10 minutes (stop time)	City Treasurer's Office
3. Present the Official Receipt (OR)	3.1 Prepare the endorsement letter.	None	5 minutes	CCRO Personnel Randy B. Gonzales OIC – City Civil Registrar
	3.2 Review and approval.	None	3 minutes	
4. Claim the endorsement.	4. Release the document	None	2 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating From				
TOTAL			30 minutes	

Note: Mail the documents to Provincial Statistics Office (PSA) follow-up after 5 days to 7 working days by the client.

6. DELAYED AND OUT OF TOWN REGISTRATION OF BIRTH, MARRIAGE AND DEATH CERTIFICATE OF CIVIL REGISTRY RECORDS

A report of vital event made beyond the reglementary period is considered delayed.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Birth Certificate:				
Philippine Statistics Authority (PSA) Negative Result		Philippine Statistics Authority (PSA)		
Affidavit of Two (2) Disinterested Persons		Notary Public		
Voter's Affidavit		COMELEC		
Baptismal Certificate		Church where he/she baptized		
School Records		School		
Marriage Certificate (if married)		Philippine Statistics Authority (PSA) or Civil Registrar Office		
Residence Certificate of Parents		Treasurer's Office		
Medical Records		Hospitals/Clinics		
For Marriage and Death Certificate:				
Philippine Statistics Authority (PSA) Negative Result		Philippine Statistics Authority (PSA)		
Affidavit of Delayed Registration		Notary Public		
Affidavit of Two (2) Disinterested Persons		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Interview the client and evaluate the submitted requirements.	None	15 minutes	(Birth) Celia M. Sapida Ariel Mari C. Camerino Jett S. San Jose (Marriage) Carolina S. Saria (Death) Debbie Jane S. Melo Michael R. Miranda
	1.2 Database / Archive search.	None		
	1.3 Issuance of claim stub.	None		
	1.4 Process, record, and register the documents	None		
	1.5 Issuance of order payment.	None		
2. Payment of fees.	2. Receive payment.	• P 200.00	10 minutes (stop time)	City Treasurer's Office

		• P 300.00 - Out of town		
3.1 Present the Official Receipt (OR)	3.1 Approve and sign the documents.	None	3 minutes	Randy B. Gonzales OIC – City Civil Registrar
	3.2 Publication Posting day	None	10 days	
3.2 Present claiming stub and get the document.	3.3 Release the document	None	2 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 days and 30 minutes	

Note: Out of Town Registration are forwarded to the corresponding towns/cities for registration by the client.
Release documents after 10 calendar days. (Administrative Order No. 1 Series of 1993)

7. ISSUANCE OF MARRIAGE LICENSE

A license contains important details of marriage, such as the wedding date and place, and is a formal requirement to marry anywhere in the Philippines. It is proof that your marriage took place and that your partner is your legal spouse.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True/Xerox copy of birth certificate of applicants		Philippine Statistics Authority (PSA) or Civil Registrar Office		
Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
Barangay Clearance		Respective Barangay		
Pre-Marriage Counseling Certificate		PopCom Office		
Family Planning Seminar		PopCom Office		
Certificate of Death (if widowed)		Philippine Statistics Authority (PSA)		
Annotated Certificate of Marriage (if annulled)		Philippine Statistics Office (PSA)		
Legal capacity to marry from respective embassy in the Philippines (if foreigner)		Respective Embassy		
Judicial Decree of absolute divorce (if divorced)		Court		
Parental consent (if applicant is 18 years old but below 20 years old)		City Civil Registrar Office		
Parental Advice (if applicant is 21 years old but below 25 years old)		City Civil Registrar Office		
••At least one of the contracting parties must be a resident of the place where the local civil registry office is located.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit complete requirements.	1.1 Assess the documents.	None	5 minutes	Carolina S. Saria Renato B. Pangilinan Renalyn Q. Topacio
1.2 Fill out the application form. (Contracting parties both sign the application form)	1.2 Receive, review and check the accomplished application.	None	5 minutes	
	1.3 Issuance of order payment.	None	2 minutes	
2. Payment of fees	2. Receive payment	• Application - P 300.00 • License - P 50.00	10 minutes (stop time)	City Treasurer's Office

		<ul style="list-style-type: none"> Pre-Nuptial Agreement - P 200.00 		
3.1 Present the Official Receipt (OR)	3. Issuance of referral stub for Pre Marriage Counselling (PMC) Seminar. (POPDEV Office)	None	3 minutes	CCRO Personnel
3.2 Receive referral stub				
4. Attend Pre-Marriage Counselling (PMC) Seminar	4. Conduct Pre-Marriage Counselling (PMC) Seminar.	None	(stop time)	Population Development Office
5. Submit PMC Seminar certification	5.1 Receive PMC certificate. Issuance of claim stub.	None	10 minutes	Carolina S. Saria Renato B. Pangilinan
	5.2 Prepare documents <ul style="list-style-type: none"> Marriage license application Advice upon intended marriage Consent to marriage of a person underage 	None	5 minutes	
	5.3 Publication Posting Day	None	10 days	
	5.4 Review and sign.	None	5 minutes	Randy B. Gonzales OIC – City Civil Registrar
	5.4 Record in the logbook.	None	5 minutes	CCRO Personnel
6. Present claiming stub and get the license.	6. Release the license.	None	5 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 days and 45 minutes	

Note: Release after 10 days publication period. (Administrative Order No. 1 Series of 1993)
Additional payment for Certification - Documentary Stamp Tax (P 30.00)

8. MARRIAGE LICENSE VERIFICATION

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Marriage Contract		Philippine Statistics Authority (PSA)		
Letter Request		Client		
Valid ID of the Requestor		Client		
Authorization letter (if the applicant is not the owner)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Marriage contract and Letter Request	1.1 Receive Marriage contract and Request Letter	None	3 minutes	Deborah C. Achas Marianne E. Alcoseba
	1.2 Issuance of order payment.	None		
2. Payment of Fees	2. Receive payment	P 100.00 P 30.00 (Documentary Stamp Tax)	10 minutes (stop time)	City Treasurer's Office
3. Present the Official Receipt (OR)	3.1 Verification of marriage license in the registry book of application for marriage licenses.	None	3 days	Deborah C. Achas Randy B. Gonzales OIC – City Civil Registrar
	3.2 Prepare the certification			
	3.3 Approval and sign the certification			
4. Claim the document	4.1a Issue certification of no record if the verified license is not in the registry book.	None	2 minutes	Marianne E. Alcoseba
	4.1b Issue certification if has record in the registry book.			
	4.2 Record in the logbook.	None	5 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL			3 days and 20 minutes	

9. PROCESSING OF PETITION FOR CHANGE OF FIRST NAME (CFN) AND CORRECTION OF CLERICAL ERROR/S (CCE) PURSUANT TO REPUBLIC ACT NO. 9048 (DIRECT OR MIGRANT)

OFFICE OR DIVISION	City Civil Registrar's Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL THE SERVICE	All
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	
Petition for Change of First Name	
PSA & CCR copies of Birth Certificate	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
School records or medical records	School
Marriage Contract, if applicable	Philippine Statistics Authority (PSA)
Birth Certificates of children, if applicable	Philippine Statistics Authority (PSA)
Barangay Clearance	Barangay
NBI Clearance	NBI Offices
Police Clearance	Police
Clearance or Certificate of no pending administrative or criminal case from employment (affidavit of non-employment if not employed)	Employer/Notary Public
Affidavit of Discrepancy	Notary Public
Valid IDs	Client
Affidavit of publication with newspaper clipping	Publishing Company
Note: Subject for publication for at least once a week for two (2) consecutive weeks in a newspaper of general circulation.	
Note: Three (3) Photocopies of each document (if registered in Imus), Four (4) Photocopies of each document (if migrant)	
Note: Transmittal of Petition to PSA/concerned Local Civil Registrar. Follow –up after 2 months.	
Petition for Correction of Clerical Errors in Middle Name, Last Name and other pertinent entries	
PSA & CCR copies of document to be corrected	Philippine Statistics Authority (PSA)
Baptismal Certificate	Church
Birth Certificate of Mother/Father	Philippine Statistics Authority (PSA)
Marriage Contract of Parents,(if applicable)	Philippine Statistics Authority (PSA)
Birth Certificates of brothers and sisters,(if applicable)	Philippine Statistics Authority (PSA)
Birth Certificates of children, (if applicable)	Philippine Statistics Authority (PSA)
Marriage Contract (if married)	Philippine Statistics Authority (PSA)
Affidavit of Discrepancy	Notary Public
Valid IDs	client
Note: Three (3) Photocopies of each document (if registered in Imus), Four (4) Photocopies of each document (if migrant)	

Note: Transmittal of Petition to PSA/concerned Local Civil Registrar. Follow –up after 2 months.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit required petition.	1. 1 Checking of submitted supporting documents 1.2 Issuance of order payment	None	5 minutes	Deborah C. Achas Marianne E. Alcoseba Michael I. Caguyong
2. Payment of fees Present the OR	2. Receive payment	<ul style="list-style-type: none"> Petition for CFN - P3,000.00 Petition for CCE - P1,000.00 Migrant Petition for CFN - P1,000.00 Migrant Petition for CCE - P500.00 	10 minutes (stop time)	City Treasurer's Office
3. Present the Official Receipt (OR)	3.1 Prepares petition and ask the petitioner to sign	None	30 minutes	Deborah C. Achas Marianne E. Alcoseba Michael I. Caguyong
	3.2 Give the petitioner a stub as to how and when to follow up the petition	None	15 minutes	
	3.3 Signing of Approved petition by the Civil Registrar	None	5 minutes	Randy B. Gonzales OIC – City Civil Registrar
	3.4 Publication for CFN and posting for clerical error	None	10 days	Publishing Company
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 days, 1 hour and 5 minutes	

Note : Additional payment for Certification - Documentary Stamp Tax (P 30.00)

10. PROCESSING OF PETITION FOR CORRECTION OF CLERICAL/TYPOGRAPHICAL ERRORS IN MONTH AND DATE OF BIRTH AND SEX OF A PERSON APPEARING IN CERTIFICATE OF LIVE BIRTH PURSUANT TO REPUBLIC ACT No. 10172) (DIRECT OR MIGRANT)

OFFICE OR DIVISION	City Civil Registrar's Office	
CLASSIFICATION	Highly-Technical	
TYPE OF TRANSACTION	G2C – Government to Citizen	
WHO MAY AVAIL THE SERVICE	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Petition for Correction of Clerical Errors in Month and Date of Birth		
PSA & CCR copies of Birth Certificate		Philippine Statistics Authority (PSA)
Baptismal Certificate		Baptismal
School Records/Medical Records/Certificates		School
Barangay Clearance		Barangay
NBI Clearance		NBI Offices
Police Clearance		Police
Clearance Certificate of no pending administrative or criminal case from employment (affidavit of non-employment if not employed)		Notary Public
Affidavit of Discrepancy/Two Disinterested Persons		Notary Public
Marriage Contract (if married)		Philippine Statistics Authority (PSA)
Valid IDs		Client
Affidavit of publisher with newspaper clipping		Publishing Company
Note: Subject for publication for at least once a week for two (2) consecutive weeks in a newspaper of general circulation.		
Note: Three (3) Photocopies of each document		
Note: Transmittal of Petition to PSA/concerned Local Civil Registrar. Follow –up after 2 months.		
Petition for Correction of Child's Sex		
PSA & CCR copies of Birth Certificate		Philippine Statistics Authority (PSA)
Baptismal Certificate		Church
School records		School
Medical records		Hospitals and Clinics
Barangay Clearance		Barangay
NBI Clearance		NBI Offices
Police Clearance		Police
Clearance Certificate of no pending administrative or criminal case from employment (affidavit of non-employment if not employed)		Notary Public



Medical Certification (City Health Center) attesting that owner of the document has not undergone sex change/transplant)	City Health Office			
Marriage Contract (if married)	Philippine Statistics Authority (PSA)			
Affidavit of Discrepancy	Client			
Valid IDs	Notary Public			
Affidavit of publisher with newspaper clipping	Publishing Company			
Note: Subject for publication for at least once a week for two (2) consecutive weeks in a newspaper of general circulation.				
Note: Three (3) Photocopies of each document				
Note: Transmittal of Petition to PSA/concerned Local Civil Registrar. Follow –up after 2 months for the result and decision of the OCRG				
Note: Transmittal of Certificate of Finality and annotated civil registry document to PSA Regional Office for final annotation.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit required petition.	1.1 Checking of submitted supporting documents 1.2 Issuance of order payment	None None	5 minutes	Deborah Achas Marian E. Alcoseba Michael I. Caguyong
2. Payment of fees.	2. Receive payment.	<ul style="list-style-type: none"> Petition for CCE RA 10172 P3,000.00 Migrant Petition for CCE RA 10172 P1,000.00 	10 minutes (stop time)	City Treasurer's Office
3. Present the Official Receipt	3.1 Prepares petition and ask the petitioner to sign 3.2 Give the petitioner a stub as to how and when to follow up the petition 3.3 Review and sign the petition 3.4 Publication for CCE under R.A. 10172 and posting for clerical error	None None None None	20 minutes	Deborah Achas Marian E. Alcoseba Deborah Achas Marian E. Alcoseba Randy B. Gonzales OIC – City Civil Registrar Publishing Company
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	35 minutes	

Note : Additional payment for Certification - Documentary Stamp Tax (P 30.00)

11. REGISTRATION OF FOUNDLING/ABANDONED CHILDREN

Foundling is a deserted or abandoned infant or a child found, with parents, guardian, orphanage or charitable or similar institution with unknown facts of birth and parentage.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished certificate of Foundling		DSWD		
Police Report		Police		
Affidavit of finder stating the facts and circumstances surrounding the finding of the child		Notary Public		
Barangay Report		Barangay		
DSWD Certificate		DSWD		
Certificate of Foundling		DSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1.1 Receive and evaluate the documents.	None	5 minutes	Debbie Jane S. Melo Michael R. Miranda
	1.2 Check and sign for approval.	None		Randy B. Gonzales OIC – City Civil Registrar
2. Claim the document	2. Register and Release the document.	None	5 minutes	Randy B. Gonzales OIC – City Civil Registrar
Fill-out Client Satisfaction Rating Form				
TOTAL		None	10 minutes	



12. REGISTRATION OF SUPPLEMENTAL REPORT

The Supplemental Report may be filed by the parent/guardian or the party concerned, if of age, who shall execute an affidavit indicating the entry/ies missed in the registration and the reason/s why there was a failure in supplying the required entry.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit for Supplemental Report		Notary Public		
PSA Birth Certificate/Death Certificate/Marriage Certificate		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Check and verify the requirements	None	5 minutes	Celia M. Sapida Jett S. San Jose
	1.2 Issuance of order payment			
2. Payment of fees.	2. Receive payment	P 200.00	10 minutes (stop time)	City Treasurer's Office
3. Present Official Receipt (OR)	3.1 Prepare supplemental report and endorsement letter.	None	10 minutes	CCRO Personnel
	3.2 Review and sign the documents.	None		Randy B. Gonzales OIC – City Civil Registrar
	3.3 Sort and file the supplemental report.	None		Celia M. Sapida
4. Claim the document.	4. Release the document.	None	5 minutes	CCRO Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		P 200.00	30 minutes	

13. ISSUACE OF AUTHENTICATED CIVIL REGISTRY DOCUMENTS SUCH AS BIRTH, MARRIAGE, DEATH CERTIFICATE AND CERTIFICATE OF NO MARRIAGE (CENOMAR)

The PSA is mandated by law to keep and preserve the birth, marriage, and death certificates of a Filipino citizen. These certificates are the bases for establishing the legal status of each and every Filipino.

OFFICE OR DIVISION	City Civil Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth, Marriage and Death Certificate		Philippine Statistics Authority (PSA)		
Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Philippines Statistics Authority (PSA) form.	1.1 Check if information is complete and readable.	None	8 minutes	Maricia S. Gonzales Shanielyn H. Ramirez Joselito S. Camia
	1.2 Issuance of order payment.	None		
2. Payment of fees.	2. Receive of payment.	<ul style="list-style-type: none">City - P100.00PSA - Birth, Marriage and Death - P155CENOMAR – P 210	10 minutes (stop time)	City Treasurer's Office
3.1 Present the Official Receipt (OR)	3. Release the document	None	2 minutes	Maricia S. Gonzales Shanielyn H. Ramirez Joselito S. Camia
3.2 Present the Claim Stub				
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	20 minutes	

Note: Release after 2 to 3 weeks PSA copy.

PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO) EXTERNAL SERVICE

1. APPLICATION OF PERSONS WITH DISABILITY (PWD) IDENTIFICATION CARDS AND PURCHASE BOOKLETS

The office in compliance with the Republic Act 7277 (Magna Carta for Disabled Persons) is mandated to provide assistance to persons with disabilities in the City of Imus. And to maintain and regularly update the list of PWDs and issue individual PWD identification cards and purchase booklets;

OFFICE OR DIVISION	Persons with Disability Affairs Office (PDAO)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizens
WHO MAY AVAIL THE SERVICE	<p>All Qualified and Registered Persons with Disability who are Residents of the City Of Imus. The specified beneficiaries are as follows: The Department of Health updated and issued Administrative Order No. 2013-0005 entitled "National Policy on the Unified Registry Systems of the Department of Health." The revised Philippine Registry for PWDs Version 4 now enumerated the following types of disability:</p> <ul style="list-style-type: none">• Deaf or Hard of Hearing – refers to people with hearing loss, implies little or no hearing/ranging from mild to severe hearing loss, also known as hearing impairment means the complete or partial loss of the ability to hear from one or both ears with 26dB or greater threshold, averaged at frequencies ‘0.5, 1, 2, 4 kilohertz;• Intellectual Disability – a significantly reduced ability to understand new or complex information and to learn and apply new skills.• Learning Disability – persons who, although normal in sensory, emotional, and intellectual abilities, exhibit disorders in perception, listening, thinking, writing, spelling and arithmetic.• Mental Disability – disability resulting from organic brain syndrome and or mental illness (psychotic or non-psychotic disorders);• Physical Disability – is a restriction of ability due to too any physical impairments that affect a person's mobility, function, endurance, or stamina to sustained prolong physical ability, dexterity to perform tasks skillfully, and quality of life. Causes may be hereditary or acquired from trauma, infection, surgical or medical condition, and include the following disorders, namely: 1) Musculoskeletal or orthopedic disorders (2) Neurological disorders (3) cardiopulmonary diseases (4) Pediatric and congenital disorders.• Psychosocial Disability – any acquired behavioral, cognitive, emotional, or social impairment that limits one or more activities necessary to effective interpersonal transactions and other civilizing processes or activities to daily living such as but not limited to deviancy or anti-social behavior.• Speech and Language Impairment – one or more speech/language disorders of voice, articulation, rhythm, and/or the receptive and expressive processes of language;• Visual Disability – a person with a visual disability (impairment) is one who has impairment of visual functioning even after treatment and. or standard refractive correction and has visual acuity in the better eye of less than 6/18 for low vision and 3/60 for the blind, or a visual field of fewer than 10 degrees from the point of fixation. A certain level of visual impairment is defined as legal blindness. One is legally blind when your best-corrected central visual acuity in your better eye is 6/50 or worse or your side vision is,20 degrees or less in the better eye;

	<ul style="list-style-type: none"> • Cancer (RA 11515) refers to the genetic term for a large group of diseases that can affect any part of the body. Other terms used are malignant tumors and neoplasms. One defining feature of cancer is the rapid creation of abnormal cells that grow beyond their usual boundaries, and which then invade adjoining parts of the body and spread to other organs; • Rare Disease (RA 10747) refers to disorders such as inherited metabolic disorders and other diseases with similar rare occurrences as recognized by the DOH upon recommendation of the NIH but excluding catastrophic (i.e. life-threatening, seriously debilitating, or serious and chronic) forms of more frequently occurring diseases.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Application of NEW PWD Identification Card	
Duly accomplished Application Form	PDAO
Two (2) pcs. 1x1 ID picture	Client
Recent Certificate of Disability (indicating the disability due to illness)	Registered Doctor (SPECIALIZED in the disability) / City Health Officer – Imus (for APPARENT DISABILITY ONLY)
Barangay Clearance (if PWD is minor, Barangay Clearance under the name of PARENT or GUARDIAN)	Client's Respective Punong Barangay's Office
Blood Type (optional)	Client
Presence with an apparent disability	Client
Affidavit of Guardianship if the contact person or guardian is not an immediate family of patient	Client
For RENEWAL of PWD Identification Card	
Duly accomplished Application Form	PDAO
Two (2) pcs. 1x1 ID picture	Client
Updated Certificate of Disability (indicating the disability due to illness)	Registered Doctor (SPECIALIZED in the disability) / City Health Officer – Imus (for APPARENT DISABILITY ONLY)
Barangay Clearance (if PWD is minor, Barangay Clearance under the name of PARENT or GUARDIAN)	Client's Respective Punong Barangay's Office
Blood Type (optional)	Client
Presence with an apparent disability	Client
For Replacement of LOST PWD Identification Card	
Duly accomplished Application Form	PDAO
Two (2) pcs. 1x1 ID picture	Client
Notarized Affidavit of Loss	Notary Public
Barangay Clearance (if PWD is minor, Barangay Clearance under the name of PARENT or GUARDIAN)	Client's Respective Punong Barangay's Office
For Replacement of DAMAGED PWD Identification Card	

Duly accomplished Application Form		PDAO		
Two (2) pcs. 1x1 ID picture		Client		
Notarized Affidavit of Mutilation		Notary Public		
Barangay Clearance (if PWD is minor, Barangay Clearance under the name of PARENT or GUARDIAN)		Client's Respective Punong Barangay's Office		
For Correction of Discrepancy on PWD Identification Card				
Duly accomplished Application Form		PDAO		
Two (2) pcs. 1x1 ID picture		Client		
Notarized Affidavit of Discrepancy		Notary Public		
Barangay Clearance (if PWD is minor, Barangay Clearance under the name of PARENT or GUARDIAN)		Client's Respective Punong Barangay's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Verify and approve the submitted requirements.	None	2 minutes	Mary Ann S. Saniel; Richard A. Camama
	1.2 Encoding of client information to PRPWD.	None	3 minutes	Jacquelyn C. Silla
	1.3 Process the request	None	6 minutes	Joerella L. Castillo; Marian Nicole C. Delizo; Jacquelyn C. Silla
2. Receive the PWD ID and booklet	2.1 Brief orientation on the use of PWD ID	None	1 minute	Joerella L. Castillo; Marian Nicole C. Delizo; Jacquelyn C. Silla
	2.2 Release the PWD ID with PWD Booklet	None	1 minute	Joerella L. Castillo; Marian Nicole C. Delizo; Jacquelyn C. Silla
Fill-out Client Satisfaction Rating Form				
TOTAL		None	13 minutes	

2. APPLICATION FOR FINANCIAL ASSISTANCE

The office in compliance with the Republic Act 7277 (Magna Carta for Disabled Persons) is mandated to provide assistance to the persons with disabilities in the City of Imus. And design and implement yearly work programs and projects in accordance with R.A. 7277 (Magna Carta for Disabled Persons), Batas Pambansa 344 (Accessibility Law) and the UN Convention on the Rights of PWDs (UNCRPD); Advocate for equal opportunity and accessibility of PWDs the programs for education, employment, health, socio-cultural and sports development.

OFFICE OR DIVISION	Persons with Disability Affairs Office (PDAO)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizens
WHO MAY AVAIL THE SERVICE	All Qualified and Registered Persons with Disability that are residents in the City Of Imus
CHECKLIST OF REQUIREMENTS	
For Medical Assistance	
Original and fully filled up Barangay iNDIGENCY of claimant (purpose of MEDICAL ASSISTANCE)	Clients Respective Punong Barangay's Office
Original COMELEC Certificate under the name of the claimant	COMELEC Office in the City of Imus
Photocopy of claimant's ID (Back-to-back)	Client
Photocopy of PWD ID (Back-to-back)	Client
Original or Certified True Copy of the Medical Certificate/Clinical Abstract of the PWD (with License Number of the Doctor) <ul style="list-style-type: none"> With medical prescription (Photocopy)or With Laboratory tests/procedure requests (Photocopy)or With Treatment Protocol for chemotherapy and hemodialysis (Photocopy)or With tentative Hospital Bill 	Registered Doctor (specialized in the disability / City Health Officer - Imus
For Educational Assistance (upon announcement):	
Original School Certificate of Enrollment	Respective Schools where the PWD is enrolled
Barangay Indigency, under the name of the claimant purpose of EDUCATIONAL ASSISTANCE	Clients Respective Punong Barangay's Office
Original COMELEC Certificate under the name of the claimant	COMELEC Office in the City of Imus
Photocopy of claimant's ID (Back-to-back)	Client
Photocopy of PWD ID (Back-to-back)	Client
For Mobility/Wheelchair Assistance	
Whole Body Picture of the PWD beneficiary, in any size, where the apparent disability is recognizable	Client

Barangay Indigency, under the name of the claimant purpose of WHEELCHAIR ASSISTANCE		Clients Respective Barangay Captain's Office		
Original COMELEC Certificate under the name of the claimant		COMELEC Office in the City of Imus		
Photocopy of claimant's ID		Client		
Photocopy of PWD ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements with filled out PDAO Assistance Assessment form	1.1 Review, Interview, Received and Checked the requirements	None	3 minutes	Mariane Nicole C. Delizo Joerella C. Castillo
	1.2 Assess and Approve the requirements	None	2 minutes	Mary Ann S. Sanieel Richard A. Camama
	1.3 Assessment and E-Registration of the social worker from the Office of the Aksyon Center and Prepare Transaction Slip.	None	5 minutes	Social Worker from the office of Aksyon Center
2. Proceed to process of Disbursement Voucher	2. Verify account and let the client sign to Intake Sheet	None		Joerella C. Castillo
3. Proceed to Treasury Department for the release and claim of cash assistance	3. Release financial assistance.	None	1 minute	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None		

OFFICE OF THE SENIOR CITIZENS AFFAIRS

EXTERNAL SERVICES

1. OSCA ID ISSUANCE

The Office of the Senior Citizens Affairs (OSCA) issues OSCA ID to a senior citizen aged 60 and up to avail of the privileges and benefits from the local and national government.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL THE SERVICE	Filipino Citizen, Resident of Imus City, 60 years old and above. (For Dual Citizens-proof of Filipino Citizenship and Residency of at least 6 months).
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
New Applicant:	
Duly Accomplished Application Form	OSCA Office / Downloadable Forms from OSCA Website
Birth Certificate/Marriage Contract with Date of Birth/GSIS ID/SSS ID/ Passport (NOT EXPIRED) - Photocopy	Local Civil Registrar/Philippines Statistic Authority, Client
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client
Certificate of Residency	Barangay Hall
Voter's Certificate (issued from 2022 up to present) - photocopy	Commission on Election (COMELEC)
*For DUAL CITIZEN – Photocopy of Oath of Allegiance/Naturalization	Department of Foreign Affairs / Philippine Embassy, Client
Lost ID:	
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client
Voter's Certificate (issued from 2022 up to present) - photocopy	Commission on Election (COMELEC)
Affidavit of Loss	Notary Public
Transfer from Other City/Municipality:	
OSCA ID and Certificate of Cancellation from the City/Municipality of Origin – Original and Photocopy	OSCA Office (of Origin), Client
Certificate of Residency	Barangay Hall
Voter's Certificate (issued from 2022 up to present) - photocopy	Commission on Election (COMELEC)
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client
Updating of:	
Name	
OSCA ID – Original and Photocopy	OSCA Office, Client
Birth Certificate/Marriage Contract	Local Civil Registrar/Philippines Statistic Authority, Client
Latest 1X1 ID Picture (White Background) - 2 pcs.	Client
Birthday	
OSCA ID – Original and Photocopy	OSCA Office, Client
Birth Certificate/Marriage Contract	Local Civil Registrar/Philippines Statistic Authority, Client

Latest 1X1 ID Picture (White Background) - 2 pcs.		Client		
Address				
OSCA ID – Original and Photocopy		OSCA Office, Client		
Certificate of Residency		Barangay Hall		
Latest 1X1 ID Picture (White Background) - 2 pcs.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with complete requirements (Walk-In Application)	1.1 Verify requirements	None	10 minutes	Eliana Janica Llagas Venditta Gasic
	1.2 Typing information on OSCA ID	None	3 minutes	Gina Fe Gabriel, Jay Anne I. Cinco
2. Receive OSCA ID	2. Issue OSCA ID	None	1 minute	Eliana Janica Llagas Venditta Gasic
Fill out Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

1.2 OSCA ID ISSUANCE (ONLINE APPLICATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Online Form and submit complete requirements via email. (Online Application)	1.1 Verify the filled-out online form and requirements.	None	5 minutes	Kristina Lea Monzon
	1.2 Typing information on OSCA ID	None	3 minutes	Gina Fe Gabriel, Jay Anne Cinco
	1.3 Advice client via e-mail on the schedule of date of issuance of OSCA ID.	None	2 minutes	Kristina Lea Monzon
2. Receive OSCA ID	2. Issue OSCA ID.	None	1 minutes	Eliana Janica Llagas
Fill out Client Satisfaction Rating Form				
TOTAL		None	11 minutes	

2. BOOKLET ISSUANCE

The Office of the Senior Citizens Affairs (OSCA) issues a Booklet to a senior citizen aged 60 and up to avail of the privileges and benefits from the local and national government.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Registered Senior Citizen of City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA Identification Card		OSCA Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OSCA ID	1. Verify and log OSCA ID	None	3 minutes	Ernesto Bandilla
2. Receive Booklet	2. Release Booklet	None	2 minutes	Ernesto Bandilla
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	



3. BURIAL ASSISTANCE FOR SENIOR CITIZENS OF IMUS CITY

Financial Assistance to the surviving relative of the deceased Senior Citizen.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	The nearest surviving relative who took care of the deceased senior citizen until death; The nearest relative who is the signatory in the Death Certificate of the deceased senior citizen.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Death Certificate of the deceased Senior Citizen		City Civil Registrar's Office, Upper Ground Floor, Imus City Government Center		
Photocopy of OSCA ID of the deceased Senior Citizen (Imus Issued)		Client		
Photocopy of Any Valid Government ID of Claimant (Imus Address) (back-to-back)		Client		
COMELEC Certificate of Claimant (Imus Voter)		Commission on Election (COMELEC)		
Barangay Certificate of Claimant		Respective Barangay		
Birth Certificate or Marriage Contract if claimant is not the informant		Local Civil Registrar/Philippines Statistic Authority, Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1.1 Receive and verify the documents	None	8 minutes	Venditta Gasic
	1.2 Process the voucher	None	5 days	Gencil Ramos, Various Offices
	1.3 Advise for the availability of cash via text message	None	2 minutes	Gencil Ramos
2. Receive cash	2. Release cash assistance.	None	2 minutes	Office of the City Treasurer
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 days and 12 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher

4. PHILHEALTH MEMBERSHIP APPLICATION

The Office of the Senior Citizens Affairs helps the senior citizens in processing their PhilHealth ID and Members Data Record (MDR).

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Senior Citizens in the City of Imus			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
PhilHealth Application Form	OSCA Office/PHILHEALTH Office/Downloadable Forms from OSCA/Philhealth website			
OSCA ID (photocopy)	OSCA Office, Client			
Latest 1X1 ID Picture (1 pc)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Form with the required documents	1.1 Receive and verify the documents	None	8 minutes	Eliana Janica Llagas
	1.2 Forward documents to PHILHEALTH office for processing	None	2 hours	Stephen L. Soriano
	1.3 Processing in PhilHealth	None	(stop time)	PhilHealth – Imus
2. Receive Philhealth ID and MDR from OSCA Office	2. Issuance of PHILHEALTH ID and MDR	None	2 minutes	Eliana Janica Llagas
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 hours and 10 minutes	

NOTE: Processing and Releasing of MDR/ID depends on action of Philhealth Branch

5. AMBULATORY CARE

This type of service is to aid our senior citizens who are physically injured or incapacitated due to illness, and unable to perform their duties without the aid of a wheelchair or cane.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Senior Citizens who are physically injured or incapacitated due to illness, and unable to perform their duties without the aid of a wheelchair or cane.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID (photocopy)		OSCA Office, Client		
Comelec Certification		Commission on Election (COMELEC)		
Medical Certificate		City Health Office		
Barangay Certification (original)		Barangay Hall		
Picture of Senior Citizen (patient)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and verify requirements	None	8 minutes	Gina Gabriel
	1.2 Process the voucher	None	5 days	Gina Gabriel Various Offices
	1.3 Advice the client	None	2 minutes	Gina Gabriel
2. Receive the wheelchair/cane	2. Deliver the wheelchair/cane	None	1 day	Gina Gabriel Stephen L. Soriano IMUSCAI President OSCA Chairman
Fill out Client Satisfaction Rating Form				
TOTAL		None	6 days and 10 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher.



6. CENTENARIAN ACT

This program is to provide a grant to a Senior Citizen who reaches the age of 100 years old. This is in line with the National Program to recognize a 100-year-old senior citizen.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Senior Citizen who reaches the age of 100 years old			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Birth Certificate (PSA Copy)	Philippine Statistics Authority (PSA)			
Certified by the City Civil Registrar	Local Civil Registrar			
Birth Certificate of child/children (if married) (PSA Copy)	Philippine Statistics Authority (PSA)			
Certified by the City Civil Registrar	Local Civil Registrar			
Marriage Contract (if married) (PSA Copy)	Philippine Statistics Authority (PSA)			
Voter's ID, COMELEC Certification	COMELEC, Client			
Biometrics Registration	OSCA			
Registered Member of the Imus Municipal Senior Citizen Association Incorporated (IMUSCAI)	IMUSCAI			
In the absence of a Birth Certificate, a Certificate of Late Registration will be honored, provided that there are two (2) witnesses of almost the same age, or few years younger, proving the birth of the Centenarian.	Notary Public			
Certification from HOA, Senior Citizens Organization, or Barangay Council	HOA, IMUSCAI, Barangay			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents.	1.1 Receive and verify the documents	None	8 minutes	Gencil Ramos; Luzviminda Elbinias
	1.2 Process the voucher	None	5 days	Gencil Ramos Various Offices
	1.3 Advise the client on the delivery of the grant.	None	2 minutes	Gencil Ramos
2. Secure the cash	2. Deliver grant to the Centenarian in his/her home Received cash to be delivered.	None	1 day	City Mayor, OSCA Chairman
Fill out Client Satisfaction Rating Form				
TOTAL		None	6 days and 10 minutes	

NOTE: Time varies depending on the availability of budget and processing of voucher

7. SOCIAL PENSION

Social Pension for indigent Senior Citizens is an additional government assistance to augment indigent senior citizens' daily subsistence and other medical needs.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2G- Government to Government			
WHO MAY AVAIL THE SERVICE	Indigent Senior Citizens of City of Imus (member or non- member of Imus Municipal Senior Citizen Association Incorporated (IMUSCAI))			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		OSCA Office, Association President		
OSCA ID		OSCA Office, Client		
Latest 1X1 ID Picture (White Background) - 1 pc.		Client		
Medical Abstract / Medical Certificate / Latest Prescription		Hospitals, City Health Office		
Printed whole-body photo		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form with requirements to Association President	1.1 Receive and evaluate documents	None	10 minutes	Association Presidents
	1.2 Receive and evaluate the requirements submitted by the Association Presidents.	None	10 minutes	Joan Claire Rosido
2. Applicants interview	2.1 Interview and evaluate the applicant. (House-to-house assessment.)	None	20 minutes	Joan Claire Rosido Venditta Gasic
	2.2 Encode qualified Social Pension beneficiaries to be submitted to DSWD Regional Office	None	3 days	Joan Claire Rosido DSWD Region
	2.3 Receive final list of Social Pension Beneficiaries from DSWD Regional Office		(stop time)	DSWD Region

3. Receive cash	3. Distribution of Social Pension	None	3 days	Joan Claire Rosido' Venditta C. Gasic' IMUSCAI Officers' DSWD Region IV-A Staff
Fill out Client Satisfaction Rating Form				
TOTAL		None	6 days and 40 minutes	

NOTE: Distribution depends on the scheduled date from DSWD Regional Office



8. SENIOR CITIZENS SUBSIDY (CASH GIFT) APPLICATION

The Senior Citizens Subsidy Program is a program to provide cash assistance to a Senior Citizen and an increase in subsidy to a Nonagenarian (aged 90-99). It is given on the Senior Citizen's birthday.

This subsidy is a privilege for a Senior Citizen who is a resident for at least two (2) years and an active voter of City of Imus (Ordinance No. 05-209 Series of 2023). A Senior Citizen can also be qualified whether he/she is an active member of a Senior Citizens Association or not.

OFFICE OR DIVISION	Office of the Senior Citizens Affairs Extension Office – Old City Hall			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Senior Citizens who are 60 years old and above, and Nonagenarians (90-99) who met the criteria or requirements set by City Government of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID – photocopy		OSCA Office, Client		
Certificate of Residency		Barangay Hall		
Voter's Certificate (issued from 2022 up to present) - photocopy		Commission on Election (COMELEC)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Verify requirements	None	10 minutes	Eliana Janica Llagas
2. Receive acknowledgment stub.	2.1 Issue acknowledgment stub.	None	2 minutes	Eliana Janica Llagas
	2.2 Encode qualified Senior Citizen to the database	None	4 minutes	Kurt Jonrai Matro
Fill out Client Satisfaction Rating Form				
TOTAL		None	16 minutes	

NOTE:

- 1. A Senior Citizen who will be qualified for the current year shall be included in the Master List of the succeeding fiscal year to receive Subsidy (Cash Gift).
- 2. A Senior Citizen who registered himself/herself as a Senior Citizen of City of Imus (applied for OSCA ID) in the current year and was evaluated as qualified to become beneficiary through his/her requirements will be automatically included in the Master List of the succeeding fiscal year to receive Subsidy (Cash Gift).

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. PROVIDE ASSISTANCE TO REPATRIATED OR DEPORTED OVERSEAS FILIPINO WORKER (OFW) (FOR REFERRAL)

Assistance in the form of outright cash and/or referral is provided to individuals/ families in extremely difficult circumstances. Cash assistance for repatriates and deportees OFWs, as may be justified by social workers or through a case consultation/conference.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All registered voters of the City of Imus, Cavite			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance of the client (Original copy)		Barangay Hall		
Government Issued ID of the Client (Photocopy only)		Client		
Letter of Request addressed to the City Mayor		Client		
Travel Document/ Passport (Photocopy only)		Client/ Department of Foreign Affairs (DFA)		
Contract/ Referral letter from OWWA (Photocopy only)		Employer/ Overseas Workers Welfare Administration (OWWA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the social worker in charge.	None	3 minutes	Glenda Obligacion
2. Proceed to the assigned social worker for an interview	2. Conduct an interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Glenda Obligacion
3. Wait for the documents.	3. Approve and sign the duly accomplished GIS Form	None	2 minutes	Josephine G. Villanueva
4. Receive the Referral Letter	4. Release the Referral Letter	None	2 minutes	Support Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	22 minutes	

NOTE: For outright cash, please proceed o Action Center, 3rd Floor Imus New Gov’t Center

2. ISSUANCE OF REFERRAL FOR MIGRANT WORKER

Assisting the Migrant worker with their needs/queries. Referral for the migrant workers to other concerned agencies.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All migrant worker residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest documents				
Travel Document/ Passport (Photocopy)		Client/ Department of Foreign Affairs (DFA)		
Contract/ Referral letter of OWWA (Photocopy)		Employer/ OWWA		
Government Issued ID (Photocopy)		Client		
Referral / Certification from OWWA / POLO		OWWA		
Barangay Certification of Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the personnel in charge.	None	3 minutes	Support Staff / Glenda Obligacion
2. Personal interview	2.1 Assessment	None	15 minutes	Glenda Obligacion Josephine G. Villanueva
	2.2 Formulate the Referral Letter	None		
	2.3 Approve and sign the Referral Letter	None		
3. Receive the Referral Letter	3. Log and release the Referral Letter	None	1 minute	Glenda Obligacion
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	

3. PROVIDE ASSISTANCE IN PERSON WHO USE DRUGS (PWUDs) FOR AFTER-CARE SESSION

Provision of post-rehab aftercare, helping people in recovery stay on track. It decreases the probability they will relapse and return to their addictive behavior.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All registered voters of the City of Imus, Cavite			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order (Photocopy only)		Court		
Referral Letter for After Care (Original Copy)		Rehabilitation Center		
Drug Test for 18 months (Original Copy)		Diagnostic clinic accredited by DOH		
Certificate of Completion from Rehabilitation (Photocopy only)		Rehabilitation Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to the social worker in charge.	None	3 minutes	Ma. Jane Camu
2. Proceed to the assigned social worker for an interview	2. Conduct an interview of the client and formulate the General Intake Sheet (GIS)	None	15 minutes	Ma. Jane Camu
3. Monthly reporting	3. 18 months after care report, with submission of the monthly drug test report and journal	None	18 months	Ma. Jane Camu
4. Completion of 18 month After- Care session	4. Issued certificate of Completion to the client copy furnish Branch Court and Rehabilitation Center	None	3 days	Ma. Jane Camu
Fill-out Client Satisfaction Rating Form				
TOTAL		None	18 months, 3 days, and 18 minutes	

4. ISSUANCE OF SOCIAL CASE STUDY REPORT (PRO-FORMAT)

A Social Case Study Report (SCSR) is a description of the socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical				
Medical Certificate / (Latest)		Attending Doctor or Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Evaluation Section of the City Social Welfare and Development Office.	1. Interview the client, verify the documents, and check the record in the database.	None	1 minute	Support Staff
2. Proceed to the assigned social worker for an interview	2. Write the given information in the Social Case Study Report (Pro-format)	None	25 minutes	Officer of the Day (Social Worker)
3. Wait for the document	3. Approve and sign the SCSR	None	2 minutes	Josephine G. Villanueva
	4. Register the name and purpose to the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
4. Receive the Social Case Study Report	5. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
Fill-out Client Satisfaction Rating Form				
TOTAL		None	30 minutes	

5. ISSUANCE OF SOCIAL CASE STUDY REPORT (NARRATIVE CASE STUDY REPORT)

A Social Case Study Report (SCSR) is a description of the socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations like the Philippine Charity Sweepstakes Office (PCSO), Office of the President and Vice President of the Philippines, Offices of the Senators and Representatives, and many others.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical				
Barangay Clearance (Original copy)		Barangay Hall		
Medical Certificate issued within 3 months (Original or Certified True Copy with Attending Doctor's License No. and signature)		Attending Doctor or Physician		
Medical Prescription, Laboratory tests, Promissory Note (for unpaid billing), and other medical procedure requests (chemotherapy, hemodialysis, etc.) (Photocopy)		Attending Doctor or Physician		
For Education				
Barangay Indigency (Original copy)		Barangay Hall		
Registration Form or Certificate of Enrollment (Photocopy)		Respective School		
For Burial				
Barangay Clearance (Original copy)		Barangay Hall		
Death Certificate (Photocopy)		City Civil Registrar's Office		
Funeral Contract		Funeral Parlor		
For IBP				
Case Filed (Photocopy only)		Court		
Referral from IBP		Court		
Barangay Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Verify the documents	None	2 minutes	Katherine Grace Padilla; Rose Anne Monzon
2. Proceed to the assigned social worker for an interview and assist the social worker in data gathering	2.1 Processing of Report	None	2 hours	Ma. Jane Camu Josephine G. Villanueva
	2.2 Data Gathering	None		

	2.3 Approve and Sign the SCSR	None	1 minute	
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
4. Receive the Social Case Study Report	4. Release the Social Case Study Report	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 hours, 5 minutes	

NOTE: If it requires home visitation, the client will get the document after one day

6. ISSUANCE OF CERTIFICATE OF INDIGENCY

Certificate Of Indigency is issued so that the less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as scholarship, short-term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's Office (PAO), etc.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Public Attorney's Office (PAO)				
Latest pay slip or Income Tax Return or other proofs of income (Photocopy)		Company / Client		
Barangay Certification of Indigency (Photocopy)		Barangay Hall		
Government Issued ID (Photocopy)		Client		
Case Filed (Photocopy)		PAO Office		
Certification from the City Assessor's Office (non-ownership of real property) (Original copy)		City Assessor's Office		
For Educational Assistance				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Check and verify the requirements Refer the client to CSWDO personnel available.	None	2 minutes	Support Staff
2. Undergo one-on-one interview (May be required to sketch the residence for a home visit)	2.1 Processing of Document	None	14 minutes	Katherine Grace Padilla;
	2.2 Conduct an interview with the client and prepare the requested certification.	None		Rose Anne Monzon; Ma. Jane Camu
	2.3 Approve and sign the Certificate of Indigency	None	2 minutes	Josephine G. Villanueva
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon;
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Katherine Grace Padilla; Rose Anne Monzon
TOTAL		None	30 minutes	

NOTE: If it requires home visitation, the client will get the document after one day.

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7. ISSUANCE OF CERTIFICATE OF INDIGENCY (FOR AMBULANCE CONDUCTION – NON-EMERGENCY CASES AND PHILHEALTH)

Certificate of Indigency is issued so that the less fortunate can avail of the privileges from the municipal/ city as well as referrals to agencies to avail and apply for assistance such as scholarship, short-term employment, medical services, fire aid, PhilHealth, legal assistance from Public Attorney's Office (PAO), etc.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Ambulance Conduction – Non-Emergency Cases				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
Certification from the City Assessor's Office (non-ownership of real property) (Original copy)		City Assessor's Office		
Latest Medical Certificate (Photocopy)		Attending Doctor or Physician		
For Philhealth				
Barangay Certification of Indigency (Original copy)		Barangay Hall		
Photocopy of Valid ID		Client		
Birth Certificate of Applicant		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the documents to the Evaluation Section of the City Social Welfare and Development Office.	1. Refer the client to CSWDO personnel available.	None	1 minute	Support Staff
2. Undergo one-on-one interview (May be required to sketch the residence for a home visit)	2.1 Processing of Document	None	25 minutes	Josephine G. Villanueva
	2.2 Conduct an interview/assessment of the client and prepare the requested certification.	None		
	2.3 Approve and sign the Certificate of Indigency	None	1 minute	
3. Wait for the document	3. Register the name and purpose in the logbook	None	1 minute	Support Staff
4. Receive the Certificate of Indigency	4. Release the Certificate of Indigency	None	1 minute	Support Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	29 minutes	

NOTE: If it requires home visitation, the client will get the document after one day.

8. ISSUANCE OF SOLO-PARENT ID

The City Social Welfare and Development Office (CSWDO) facilitates the issuance of Solo Parent ID. It is a requirement in availing of the benefits and privileges due to a Solo Parent as provided by R.A. No. 8972 known as the Solo Parent Act of 2000. Pursuant to the IRR of R.A. No. 8972, the social worker shall inform the solo parent of the status of his/her application within thirty (30) working days from the filing of such and shall require him/her to visit the agency/institution providing the assistance.

OFFICE OR DIVISION	CSWDO – Protective Service			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All solo-parent residents (with dependent minor child/ren)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Solo-Parent Application Form		City Social Welfare Office		
1 x 1 ID Picture (1 piece)		Client		
Minor's Birth Certificate (Photocopy)		PSA/ City Civil Registrar's Office		
Barangay Certification of being Solo parent (Original copy)		Barangay Hall		
Certificate of Employment, if employed (Original copy)		Employer		
COMELEC Certification (Original copy)		COMELEC		
Any of the following proofs of being a solo parent: Death Certificate, if the partner is deceased (Photocopy) Annulment Paper, if annulled (Photocopy) Detention Paper, if the partner is detained (Photocopy) Adoption Paper, if the child is adopted (Photocopy) Affidavit of Being a Solo Parent, if abandoned (Original copy)		PSA/ City Civil Registrar's Office Court Bureau of Jail Management and Penology (BJMP) Court/Attorney Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of filled-up form and complete documents to Solo-parent Section of the City Social Welfare and Development Office	1. Initial interview and verify the complete submitted documents.	None	20 minutes	Mary Ann O. Abainza
2. Undergo one-on-one phone interview and/ or home visit, if necessary (May be required to sketch the residence for home visit)	2. Assessment through a phone interview and/ or home visit if it's necessary.	None	Within 15 days	Pilar B. Laurente
3. Wait for the availability of the ID	3.1 Preparation of Solo Parent ID	None	3 minutes	Gemma Dionaldo
	3.2 For signature	None	1 minute	Josephine G. Villanueva



4. Register the name and other information in the logbook and receive the ID.	4. Release the Solo Parent ID	None	2 minutes	Gemma Dionaldo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 working days, 26 minutes	

NOTE: If home visitation (for further assessment), an applicant for Solo-parent I.D will not be able to receive his/her I.D within the said period.



9. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE

Issuance of PMC Certificate to 18 to 25 years old would-be-couples who have undergone Pre-marriage Orientation and Counseling (PMOC) pursuant to the provisions of the Family Code and Presidential Decree 965 which requires applicants for a marriage license to receive instruction on family planning and responsible parenthood.

OFFICE OR DIVISION	CSWDO – Crisis Intervention Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	18-25 years old would-be couples who have undergone Pre-marriage Orientation and Counseling (PMOC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-marriage Orientation Certificate (Original copy)		Population Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the certificate	1.1 Process the document.	None		
	1.2 Verify the document and prepare the certificate.	None	1 minute	Rose Anne Monzon; Katherine Grace Padilla
	1.3 For signature	None	1 minute	Pilar Laurente
2. Receive the certificate	2. Release the certificate	None	1 minute	Rose Anne Monzon; Katherine Grace Padilla
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 minutes	

LOCAL ECONOMIC DEVELOPMENT AND INVESTMENT PROMOTIONS OFFICE EXTERNAL SERVICES

1. ASSESS AND ISSUE CERTIFICATE OF REGISTRATION FOR INVESTMENT INCENTIVE GRANT

This service is open to all new and existing enterprises who would fall under any of the priority areas of investment in the City of Imus. With this, enterprises are given a fiscal incentive in terms of business tax exemption for a specified period of years and non-fiscal incentives such as aid in the local government services.

OFFICE OR DIVISION	Local Economic Development and Investment Promotions Office - Investment Services Division
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B - Government to Business
WHO MAY AVAIL THE SERVICE	<p>NEW ENTERPRISE who meets the following requirements:</p> <ul style="list-style-type: none">○ It must be compliant with all the requirements mandated under existing laws, local and national under the Philippine Constitution;○ The prospective investor's place of operation or production shall be located within the City of Imus;○ The prospective investment must engage in any of the areas or activities cited in the priority areas of investment;○ That the enterprises must have a capitalization of at least One Million Pesos (P1,000,000.00); provided that the amount of capitalization shall be based on the total additional project cost, excluding the value of the land where the entity's office, plant and equipment are situated, as stated in the investor's project study submitted to and approved by the Board. In case of corporation, capitalization shall mean fully paid-up capital of a minimum Five Million Pesos (P5,000,000.00);○ It must employ 70% of its total labor/manpower from the qualified bona fide residents of the city;○ Foreign companies intending to apply for registration must comply with the Foreign Investment Act of 1991;○ Project must not negatively impact the environment, whether in terms of pollution or resource use;○ Registered with Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) or Cooperative Development Authority (CDA). <p>EXISTING ENTERPRISE who meets the following qualifications:</p> <ul style="list-style-type: none">○ The business enterprise must be compliant with all the requirements mandated under existing local rules and regulations;○ The intended expansion or diversification of the existing enterprise must engage in economic activity identified as an investment priority area by the Board;○ The existing enterprise whose place of operation or production is already located within the territorial jurisdiction of the city, but which intends to undertake any of the following activities:<ul style="list-style-type: none">● Relocate its principal office to the City of Imus;● Expand its existing production capacity or construct new buildings and other civil works for the installation of new machinery and equipment or improvements thereof which result in an increase in production capacity.

	<ul style="list-style-type: none"> ○ The expansion or diversification shall have an additional project cost in the scale as provided for in Section 21 (d) of the City of Imus Investment Incentives Code of 2017, provided that such expansion or diversification as stated in the investor's project study submitted to and approved by the Board; ○ The expansion or diversification project will provide employment to bona fide residents of the city; and ○ The expansion or diversification will include an environment management plan. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form (3 original)		Imus LEDIPO		
Project Study of the proposed investment showing that the project is technically, financially, and economically viable (1 original)		To be provided by the Client		
Certificate of Registration (1 photocopy)		For Sole Proprietor- Department of Trade and Industry For Partnerships, One-Person Corporation, Corporations- Securities and Exchange Commission For Cooperatives- Cooperative Development Office		
For existing enterprises, a latest financial statement of the applying firm (1 copy)		To be provided by the Client		
For the corporate type of ownership, a board resolution authorizing the person to file the application (1 original)		To be provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the office of Imus LEIPO	1.1 Receive the requirements and check for completeness. 1.2 Issue the Order of Payment if all requirements were given	None	15 minutes	Investment Services Division Staff
2. Pay the Non-Refundable Fee at the Satellite Office – The District Imus	2. Issue the Official Receipt	a. Micro – Php 1, 000.00 b. Small – Php 5, 000.00 c. Medium – Php 10, 000.00 e. Large with Capitalization of P100,000,001.00 – P1,000,000,000.00 – Php 15, 000.00 f. Large with Capitalization Above 1, 000,000,001.00 – Php 20, 000.00	10 minutes	Collection Officer City Treasurer's Office
3. Present Official Receipt	3.1 Attach OR to the submitted documents.	None	5 minutes	Investment Services Division Staff

	3.2 Issue the Acknowledgement Form to the client			
4. Receive Certificate of Registration and Board Resolution or Notice of Disapproval	4.1 Processing of Investment Incentive Grant by forwarding Pre-Evaluation Form to the Board for evaluation and approval	None	15 days (For enterprise with capitalization of 1M – 100M); 25 days (For enterprise with capitalization of above 100M)	Investment Services Division Staff
	4.2 Conduct ocular visit, evaluation and consultation with the Board for the incentive grant.	None	10 days	Imus Investment Board
	4.3 Issue Certificate of Registration and Board Resolution or Notice of Disapproval	None	5 days	Investment Services Division Staff
TOTAL		Based on the size of the enterprise	30 days and 30 minutes (For enterprise with capitalization of 1M – 100M) 40 days and 30 minutes (For enterprise with capitalization of above 100M)	

NOTE: Based on the availability of the Imus Investment Board and Executive Committee

2. REGISTRATION OF BUSINESS NAME

Business Name Registration (BNR) is mandated by Act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions.

OFFICE OR DIVISION	DTI Regional and Provincial Offices – Negosyo Centers	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B - Government to Business	
WHO MAY AVAIL THE SERVICE	Individuals/sole proprietorship	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Business Name Registration – New and Renewal Application		
For walk-in/over-the-counter application (may also be done online end-to-end through the Business name Registration System (BNRS) – https://bnrs.dti.gov.ph)		
Accomplished Application Form for Grant (1 original)		Imus LEDIPO
1.Applicant must be at least 18 years old		
2.One (1) duly filled-out Application Form signed by the applicant of the BNR		DTI Regional and Provincial Offices Negosyo Centers
3.One (1) valid government-issued ID		
4.Additional requirements for non-Philippine national:		
a. Applicant must be at least 18 years old (where the laws of the home country of the authorized non-Philippine national provides for the legal or contract age lower than 18 years, said authorized no-Philippine national shall submit proof thereof)		
b. Clear certified copy of the Alien Certificate of Registration		Bureau of Immigration
c. Certificate of Registration for Sole Proprietorship/Certificate of Authority to engage in business in the Philippines issued by the concerned DTI Office per Republic Act. No. 7042 (Foreign Investment Act) as amended by Republic Act No. 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be		Concerned DTI Office

5. Additional requirement for refugee/stateless persons: <ul style="list-style-type: none"> Clear certified copy of the Certificate of Recognition issued by the Department of Justice – Refugee and Stateless Person Protection Unit (DOJ-RSPPU) showing that the applicant is recognized as refugee/stateless person or presentation of the original Certificate of registration and submission of a duplicate copy thereof 		Department of Justice			
For online applications , a signed application form is no longer required since the accomplished online application is equivalent to the duly accomplished physical application form. The online application for the BN registration is subject to the Terms and Conditions set forth under the Rules and by clicking the “I Agree” button, the applicant is deemed to have understood and accepted all such terms and Conditions including the mandatory undertakings as posted on the web-enabled BN registration system.					
Online applications filed by non-Philippine nationals. Refugees, and stateless persons shall be acted upon submission of the abovementioned supporting documentary requirements					
Additional requirements if filer is other than the owner					
1. Authorization letter from the owner					
2. Valid ID of the authorized representative					
For renewal of registration					
1. same requirements as that for new application					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Accomplish and submit application form	1.1 Receive, verify and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies.)	None	Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/ NC Business Counsellor, if through NC	
2. Pay registration fee	2.1 Receive payment and issue official receipt	Registration fee based on territorial scope: Barangay: ₱200.00		Cashier/Special Collecting Officer (SCO)	

		City/ Municipality: ₱ 500.00 Regional: ₱1,000.00 National: ₱2,000.00 Plus, Documentary Stamp Tax of ₱30.00 per registration Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to one hundred eighty days (180) days after the expiration date		
3.Claim Certificate of BNR	3.1 Print and issue Certificate of BNR			BN Processor/ NC Business Counsellor, if through NC
Fill-out Client Satisfaction Rating Form				
TOTAL		Depending on the Scope	15 minutes	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
II. Business Name Registration – Issuance of Affirmative/Negative Certification and Authentication or Certified True Copy of the BN Certificate of registration				
For walk-in/over-the-counter application only for authentication/certified true copy of the BN Certificate of Registration (Affirmative/Negative Certification may be requested and processed online end-to-end)				
One (1) duly filled-out Other BN-Related Application Form signed by the owner		DTI Regional and Provincial Offices Negosyo Centers		
One (1) valid government-issued ID				
Additional requirements if filer is other than the owner				
1. Authorization letter from the owner				
2. Valid ID of the authorized representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit other BN-Related application form	1.1 Receive, verify and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies.)		Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/ NC Business Counsellor, if through NC
2. Pay the corresponding fee	2.1 Receive payment and issue official receipt	a. Affirmative/ Negative Certification – Php 50.00 +DST Php 30.00 b. Cancellation Certification – Documentary Stamp tax (DST) – Php 30.00 c. Authentication or Certified True Copy –		Cashier/Special Collecting Officer (SCO) If online application, through available online payment modes. (applicable to BN Certification only)

		Php 50.00 + DST Php 30.00 (per copy)		
3. Claim Affirmative/ Negative Certification or Authenticated or Certified True Copy of the BN Certificate of Registration	3.1 Print and Issue Affirmative/ Negative certification or duly marked and signed Authenticated or Certified True Copy of BN Certificate of Registration			BN Processor/ NC Business Counsellor, if through NC
Fill-out Client Satisfaction Rating Form				
TOTAL		Depending on the Other BN-Related Request	15 minutes	

3. ISSUANCE OF BMBE CERTIFICATE OF AUTHORITY

The processing and issuance of Barangay Micro Business Enterprises (BMBEs) CA is in compliance with RA 9178 or commonly known as Barangay Micro Business Enterprises (BMBEs) Act of 2002, wherein incentives and benefits is to be given to BMBEs in support entrepreneurial talents and integrate those in the informal sector to the mainstream economy as amended by RA 1064.

OFFICE OR DIVISION	DTI Regional and Provincial Offices – through the Negosyo Centers			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	Barangay micro business enterprises that have an asset size of not more than Three Million Pesos (PhP 3,000,000.00) including those arising from loans but excluding land on which the plant and equipment are located and engaged in the production, processing or manufacturing of products or commodities, including agro-processing, trading, and services but excluding practice of profession (e.g. Accountant, Lawyer, Doctor, among others.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out application form (BMBE Form), signed by the owner (for sole proprietorship) or authorized representative (for partnerships, corporations, and cooperatives) of the entity applying for registration (1 copy)		- DTI Regional and Provincial Offices – Business/SME Development Division - Negosyo Centers - Online thru: https://www.dti.gov.ph/sdm_downloads/bmbe-registration-application-form/ or https://dtiwebfiles.s3-ap-southeast1.amazonaws.com/Downloadable+Files/BMBE+Registration+Application+Form/BMBE+Form+01_BMBE+Application+form.pdf		
2. Certificate of Registration for new application (1 photocopy)		DTI Business Name Registration – for Sole Proprietorship Securities and Exchange Commission (SEC) - for partnership, corporation, or association Cooperative Development Authority (CDA) – for cooperative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out BMBE application form and other documentary requirements	1.1 Upon receipt of application, check the completeness of documentary requirements.	None	1 hour	NC Business Counsellor/BMBE Processor

	1.2 Evaluate and verify the application to determine the eligibility and qualification as a BMBE based on declared information in the application form and submitted supporting documents.	None	4 hours	NC Business Counsellor/BMBE Processor and Applicant
	1.3 Process the application:			
	1.3.1 Encode the information on the BMBE CA template and confirm the information.	None	25 minutes	NC Business Counsellor/BMBE Processor
	1.3.2 Print the BMBE CA	None	5 minutes	NC Business Counsellor/BMBE Processor
	1.3.3 Approve and countersign the BMBE CA	None	2 hours	Provincial Director or his/her duly authorized representative
2.Claim BMBE Certificate of Authority	2.1 Issue the BMBE Certificate of Authority	None	30 minutes	NC Business Counsellor/BMBE Processor
Fill-out Client Satisfaction Rating Form				
TOTAL		None	8 hours	

4. PROVIDE BUSINESS INFORMATION ASSISTANCE

This service provides all information needed by an entrepreneur in doing business. The service aims to simplify complex business information such as mandatory compliance with local and national requirements.

OFFICE OR DIVISION	Local Economic Development and Investment Promotions Office - Business Development Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	Potential Business Owners and Leaders who will operate business in the City of Imus. Existing Business Owners and Leaders in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form (1 original)		Imus LEDIPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit form and Inquire concern(s) at Imus LEDIPO	1. Accommodate inquiries and concerns	None	10 minutes	Business Development Division Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	10 minutes	

GENDER AND DEVELOPMENT UNIT

EXTERNAL SERVICES

1. SCHEDULING OF APPOINTMENT TO THE CITY GAD FOCAL POINT PERSON

Organizing meetings and appointments is an important GAD Unit task. It ensures work arrangements flow smoothly. Internal and external clients are brought together in a structured way and decisions are made when needed to achieve the unit's goal.

OFFICE OR DIVISION	Gender and Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City GAD Focal Person		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and wait for the scheduled meeting.	1.1 Assess the request letter.	None	45 minutes	Admin Staff assigned in the unit
	1.2 Inform the City GAD Focal Point Person regarding the request.	None	1 day (stop time)	Kristel Lovella D. Capiña;
	1.3 Finalize the schedule.			
2. Attend the scheduled meeting.	2. Inform the client on the final schedule.	None	5 minutes	GAD Unit personnel
Fill-put Client Satisfaction Rating Form				
TOTAL		None	1 day, 50 minutes	

NOTE: Schedule of meeting depends on the availability of the City GAD Focal Point Person.

2. PROVISION OF TECHNICAL ASSISTANCE AND SERVICES

GAD Unit is committed to provide timely, strategic, and appropriate technical assistance on GAD. It also establishes proper mechanisms to respond to the numerous requests for technical assistance on GAD, especially on GAD mainstreaming and GAD Planning and Budgeting.

OFFICE OR DIVISION	Gender and Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Admin Committee Officers		
Request Letter addressed to the City GAD Focal Person		Client		
Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Submit requisition letter	1. Assess the request letter and check for the availability of the documents.	None	3 minutes	Kristel Lovella D. Capiña, Karen Joy A. Peregrino;
2. Preparation of Documents	2.1 Produce the facsimile of the requested documents.	None	3 minutes	Kristel Lovella D. Capiña, Karen Joy Peregrino;
	2.2 Certify the documents as true copies		2 minutes	
3. Claim of documents	3. Release of Documents	None	2 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino;
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the permit depends on the availability of the City GAD Focal Point Person.

3. POLICY AND PLANNING REVIEW SERVICES

GAD Unit is responsible for leading development of rules, policies, and procedures in such a way that stakeholders will trust and value the resulting documents because their concerns and needs have been considered respectfully.

OFFICE OR DIVISION	Gender and Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Admin Committee Officer		
Request Letter addressed to the City GAD Focal Person		Client		
Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requisition letter	1.1 Receive and log request. 1.2 Refer to Executive Order. 1.3 Assign request to concerned committee.	None	5 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino, Leonardo Lacson;
2. Prepare the Documents	1.1 Conduct preliminary assessment and research. 1.2 Prepare policy comments and recommendations. 1.3 Transmit the policy review, resolution and feedback	None	5 minutes	Kristel Lovella D. Capiña; Karen Joy A. Peregrino, Leonardo Lacson;
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the requested pertinent documents depends on the availability of the City GAD Focal Point Person.

4. PROJECT, PLANS AND ACTIVITIES ENDORSEMENT

Project planning is at the heart of the GAD PPAs cycle. The plans are documented, the deliverables, requirements are defined, and the project schedule is created. This helps the unit and its external suppliers to ensure the delivery and implementation of the project on time, within budget, and within schedule.

OFFICE OR DIVISION	Gender and Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Admin Committee Officers		
Request Letter addressed to the City GAD Focal Person		Client		
Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requisition letter	1.1 Receive and log request.	None	5 minutes	Kristel Lovella D. Capiña Karen Joy A. Peregrino;
	1.2 Review the legal basis.			
	1.3 Assess the projects.			
2. Prepare the Documents	1.1 Conduct preliminary assessment and research.	None	5 minutes	Kristel Lovella D. Capiña Karen Joy A. Peregrino;
	1.2 Prepare policy comments and recommendations.			
	1.3 Transmit the policy review, resolution and feedback.			
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

NOTE: Signing of the pertinent documents depends on the availability of the City GAD Focal Point Person.

IMUS CITY PUBLIC LIBRARY

EXTERNAL SERVICES

1. RESEARCH SERVICE ASSISTANCE

The service assists the clients in research through Card Catalog or Online Public Access Catalog (OPAC) for browsing of books and other library materials or assign desktop computer for computer/internet use.

OFFICE OR DIVISION	Imus City Public Library			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Logbook	1. Logbook is in the entrance of the library	None	3 minutes	Annabelle A. Rusit Alvin V. Sampot
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 minutes	

2. ISSUANCE OF LIBRARY ID

This service assists the clients in applying a Library ID for additional privileges that the library is offering when it comes to library resources and other reading materials such as borrowing of fiction books, magazines and journals for home use, etc.

OFFICE OR DIVISION	Imus City Public Library			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Copies 1x1 Picture		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application Form and present a valid ID	1. Application Form is provided by the assigned staff	None	10 minutes	Kristine Anne D. Bautista Micah Ella B. Malicsi
Fill-out Client Satisfaction Rating Form				
TOTAL		None	10 minutes	

CITY INFORMATION OFFICE

EXTERNAL SERVICES

1. MEDIA ACCREDITATION

Media accreditation process enables publications, journalists, and photographers to be part of the media partners of the LGU on its programs, events and activities.

OFFICE OR DIVISION	City Information Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C - Government to Citizen	
WHO MAY AVAIL THE SERVICE	All publication or broadcast media firm; All reporters, writers and photographers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Publication / Broadcast Media Firm:		
Client		
Letter of intent to cover events of the City Government of Imus;		Publication / Broadcast Media Firm
(For Sole Proprietorship) Copy of business registration with the Department of Trade and Industry (1 copy – original and photocopy for verification purposes)		Department of Trade and Industry
(For Partnership and Corporation) Certified True Copy of SEC registration, Articles of Partnership / Incorporation, By-Laws and Latest General Information Sheet;		Securities and Exchange Commission
Copy of Mayor's Permit with Official Receipts of Payments (1 copy – original and photocopy for verification purposes)		Business One-Stop Shop (BOSS)
Copy of Bureau of Internal Revenue (BIR) Certificate of Registration (1 copy – original and photocopy for verification purposes)		Bureau of Internal Revenue
Notarized proof / affidavit that the Publication has been consistently in circulation for at least six (6) months (with sample copies to be submitted to the CIO);		Publication / Broadcast Media Firm
Notarized proof / affidavit that the Publication has a regular weekly circulation of at least 2,000 copies or more;		Publication / Broadcast Media Firm
Notarized proof / affidavit from the Publishing and Printing Office that the Publication has a weekly circulation of at least 2,000 copies or more;		Publication / Broadcast Media Firm
Certificate of accreditation and/or letter of Assignment from the Publisher or Editor indicating the name and duration of assignment of reporters, writers/photographers;		Publication / Broadcast Media Firm
Published articles or taped broadcast within the past two (2) months;		Media Personnel



Letter of accreditation and/or letter of assignment from the President of Media Organization from which the reporter/writer/photographer belongs indicating the membership and signed by the organization's secretary and/or officer on membership;		Media Organization		
Photographers are required to submit original photographs published within the past two (2) months, copy of photographs published within the past two (2) months and a copy of the publication (at least 5 original photographs)		Media Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the publication requirements.	None	10 minutes	Ma. Ana Elaiza S. Lardizabal; Information Officer III Bernadette A. Asuncion Communication Equipment Operator I
2. Undergo personal interview	2. Evaluate the publication	None	10 minutes	Ervin Ace H. Navarette City Information Officer
3. Get accreditation document.	3. Prepare accreditation document.	None		
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	

2. INSTITUTIONALIZATION OF INFORMATION QUERIES OR COMPLAINTS

Provide accurate and adequate information to every inquiry and endorse every inquiry or complaint to appropriate offices.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All constituents of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inquiry or complaint from the external client through the City Government of Imus's official page, City Mayor's official page, official email address, or official website.		City Government of Imus's official page, City Mayor's official page, official email address, or official website.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends inquiry or complaint to the City Government of Imus's official page, City Mayor's official page, official email address, or official website.	1.1 Assess the content of the inquiry or complaint.	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
	1.2 Prepare the information to be sent to the client	None		Romain Jershy C. Papa Public Relations Officer Claire Antioquia Private Secretary II John Barry A. Prado Information Technology Officer Ervin Ace H. Navarette City Information Officer
2. Wait for the response regarding the inquiry or complaint	2.1 Compose a response to the client / endorse the inquiry or complaint to the appropriate office	None	20 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III Romain Jershy C. Papa Public Relations Officer Claire Antioquia Private Secretary II

	2.2 Check and approve of the response to the client	None	10 minutes	John Barry A. Prado Information Technology Officer Ervin Ace H. Navarette City Information Officer
3. Receive response	3. Send a reply to the client regarding the inquiry or complaint	None	5 minutes	Ma. Ana Elaiza S. Lardizabal; Information Officer III Romain Jershy C. Papa Public Relations Officer Claire Antioquia Private Secretary II John Barry A. Prado Information Technology Officer
Fill-out Client Satisfaction Rating Form				
TOTAL		None	40 minutes	

CITY INFORMATION OFFICE

INTERNAL SERVICES

1. LAYOUT AND PRINTING OF TARPAULIN

Create promotional materials for public awareness and public participation on the City Government of Imus programs and projects.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All officer under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form (hard copy and/or online request form) with or without a request letter		Requesting Party (Memorandum 2022-26- Request for Official Printing of Tarpaulin) / City Information Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form with or without a request letter to the office	1.1 Accommodate request	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
	1.2 Assess request and check the availability of the requested date	None	5 minutes	
2. Wait for the availability of the tarpaulin	2.1 Designate the work	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	2.2 Create the layout / visual content	None	40 minutes	Ronard A. Diaz; Artist Illustrator II
	2.3 Check and approve the layout	None	5 minutes	Thea Coleen B. Castillo Artist Illustrator
	2.4 Checking and approval of the requesting party	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	2.5 Send the layout to the printing press (for tarpaulin request)	None	3 minutes	Requesting Party
				Ronard A. Diaz; Artist Illustrator II
				Thea Coleen B. Castillo Artist Illustrator

	2.6 Printing of layout	None	(stop time)	Printing Press
	2.7 Tarpaulin pick-up	None	20 minutes	Jesse Brent D. Trinidad Driver I
3. Receive the printed material	3. Releasing of printed material	None	3 minutes	Anthony C. Fontanilla Messenger
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour and 31 minutes	



2. SCHEDULING FOR EVENT COVERAGE

Photo and video documentation of the programs and activities of the City Government of Imus.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form (hard copy and/or online request form) with or without a request letter		Requesting Party (Memorandum 2022-00- Request for Event Coverage / CIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form with or without a request letter to the office	1.1 Accommodate request	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
	1.2 Assess request and check the availability of the requested date	None		
	1.3 Designate work	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	1.4 Schedule the event	None	5 minutes	Juvelen O. Alcova; Photographer III Glenn A. Calica Photographer I
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	



3. VIDEO EDITING

Create audio-visual presentation for the City Government of Imus programs and activities.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All officer under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter attached with accomplished sequence treatment and/or storyline of the said video		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the office	1.1 Accommodate request 1.2 Assess request and check the availability of the requested date	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
2. Wait for the availability of the video	2.1 Process request 2.2 Review the sequence treatment and storyline 2.3 Edit the video 2.4 Check and approve the video 2.5 Checking and approval of the requesting party	None None None None	20 minutes (stop time) 10 minutes 10 minutes	Ervin Ace H. Navarette; City Information Officer Francesca F. Mandac Information Officer I Glo Allyson Keiko P. Melo Video Editor / Videographer Ervin Ace H. Navarette; City Information Officer Requesting Party
3. Receive the edited video	3. Release the final video	None	5 minutes	Ma. Ana Elaiza S. Lardizabal; Information Officer III

4. SOCIAL MEDIA POSTING

Create and revise social media posts and captions for the City Government of Imus social media pages and its offices.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Publication Material, revision for narratives and captions (Hard Copy and/or Email Requests)		Requesting Party (Memorandum 2022-12- Request for Social Media Posting)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the office	1.1 Accommodate request	None		
	1.2 Assess request and check the availability of the requested date	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
	1.3 Designate work	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	1.4 Create publication material and/or revise caption and narratives	None	40 minutes	Ronard A. Diaz; Artist Illustrator II Thea Coleen B. Castillo; Artist Illustrator Francesca F. Mandac Information Officer I
	1.5 Approve publication material and/or caption and narratives	None	10 minutes	Ervin Ace H. Navarette City Information Officer
	1.6 Schedule of posting on the City Government of Imus's social media pages	None	5 minutes	Romain Jershy C. Papa Public Relations Officer Claire Antioquia Private Secretary II John Barry A. Prado

				Information Technology Officer
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour and 5 minutes	

5. PROVISION OF ZOOM LINK

Provide a zoom meeting link for virtual programs, meetings, and activities of the City Government of Imus.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form (hard copy and/or online request form) with or without a request letter		Requesting Party (Memorandum 2022-43 - Request for Zoom Link Request / City Information Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form with or without a request letter to the office	1.1 Accommodate request 1.2 Assess request and check the availability of the requested date	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
2. Wait for the availability of Zoom Link	2. Designate work	None	5 minutes	Ervin Ace H. Navarette City Information Officer
3. Wait for link	3. Schedule and endorse the link of the program to the requesting party	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

6. GRAPHIC DESIGN FOR VARIOUS OFFICES

Create promotional materials for programs and projects of offices of the City Government of Imus.

OFFICE OR DIVISION	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All officer under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form (hard copy and/or online request form) with or without a request letter		Requesting Party (Memorandum 2022-26- Request for Official Printing of Tarpaulin) / City Information Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form with or without a request letter to the office	1.1 Accommodate request	None	5 minutes	Ma. Ana Elaiza S. Lardizabal Information Officer III
	1.2 Assess request and check the availability of the requested date	None	5 minutes	
2. Wait for the design	2.1 Designate the Work	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	2.2 Create the visual content (logos, LED wall backdrop, sticker, ID layout, or other types of visual design)	None	40 minutes	Ronard A. Diaz; Artist Illustrator II
				Thea Coleen B. Castillo Artist Illustrator
				Janna Alliah V. Angeles Videographer/Video Editor
	2.3 Check and approve of the design	None	5 minutes	Ervin Ace H. Navarette City Information Officer
	2.4 Checking and approval of the requesting party	None	5 minutes	Requesting Party
	2.5 Apply revision or changes from requesting party	None	3 minutes	Ronard A. Diaz; Artist Illustrator II

				Thea Coleen B. Castillo Artist Illustrator Janna Alliah V. Angeles Videographer/Video Editor
3. Receive the digital or printed design	3. Release final digital or printed design	None	3 minutes	Ronard A. Diaz; Artist Illustrator II Thea Coleen B. Castillo Artist Illustrator Janna Alliah V. Angeles Videographer/Video Editor Ma. Ana Elaiza S. Lardizabal Information Officer III
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour and 11 minutes	

CITY TOURISM AND HERITAGE OFFICE

EXTERNAL SERVICES

1. PROVISION OF RELEVANT INFORMATION AND MATERIALS (PHOTOGRAPHS, TEXTBOOKS, AND DOCUMENTS)

This service provides information for the clients that conduct research on city's culture and history.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or inquire directly	1.1 Assess request and consult the Department Head (if necessary)	None	2 minutes	Christian Rey O. Sison; Cecilia V. Picache
	1.2 Check the availability of research materials or research person	None		
2. Get necessary data	2. Provide the necessary materials and information; *** Refer to other concerned departments (if necessary)	None	5 minutes	Christian Rey O. Sison; Cecilia V. Picache
Fill-out Client Satisfaction Rating Form				
TOTAL		None	7 minutes	

NOTE: Processing time varies depending on the availability of the requested information of document.

2. REQUEST ON TOUR GUIDING SERVICES TO HISTORICAL PLACES IN THE CITY

Schedule and assist request of clients regarding tour guiding services in different historical places in the city.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the office.	1.1 Assess request and check the availability of the requested date.	None	5 minutes	Christian Rey O. Sison; Pinky L. Rembulat
	1.2 Approval of the department head	None	5 minutes	Department Head
2. Get the schedule.	2.1 Give the final schedule.	None	5 minutes	Christian Rey O. Sison; Pinky L. Rembulat
	2.2 Assign personnel for tour guiding			
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

3. ASSISTANCE ON TOURISM ACCREDITATION

Assist businesses in the preparation of Department of Tourism Accreditation

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	All business in line with tourism			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit		Business One-Stop Shop (Ground Floor New Government Center)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and present business permit for DOT Accreditation.	1.1 Explain the importance of DOT Accreditation for businesses.	None	3 minutes	Christian Rey O. Sison Pinky L. Rembulat
	1.2 Assist business owners on the documents needed for the accreditation.	None	5 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL		None	8 minutes	

4. INQUIRIES ON CITY TOURISM/CULTURAL ACTIVITIES

Provide relevant information regarding the schedule of tourism/cultural activities.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire Tourism/Cultural Activities	1. Accommodate inquiries and concerns on tourism/cultural activities.	None	5 minutes	Cecilia Picache, Bradley Myles Wency C. Ramos Danica V. Doma, Marie Faith D. Jamir
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

5. RELEASING OF PHOTO DOCUMENTATION AND LAYOUT

Provide soft copies of photos and videos of various events in the city.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the status of the photos/ lay-outs	1. Check if photos /lay outs are now ready for release	None	3 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
2. Provide the USB.	2.1 Scan the USB	None	5 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
	2.2 Copy the requested soft copy files.	None	10 minutes	
3. Get the soft copy files.	3. Release the soft copies of photos/lay outs.	None	3 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
Fill-out Client Satisfaction Rating Form				
TOTAL		None	21 minutes	

NOTE: The processing time for copying of files depends on the size of the photos or videos.

CITY TOURISM AND HERITAGE OFFICE

INTERNAL SERVICES

1. REQUEST FOR PHOTO COVERAGE AND DOCUMENTATION OF EVENTS

The city departments and offices can request for the documentation of their events.

OFFICE OR DIVISION	City Tourism and Heritage Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Request Form		City Tourism and Heritage Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter and fill-out Photo and Event Coverage Request Form.	1.1 Receive letter and assess the request form.	None	1 minutes	Arnel P. Ilagan, Hannah Kaye A. Rodriguez, Harold A. Morota
	1.2 Approve request	None	5 minutes	Department Head
2. Receive confirmation of the coverage schedule.	2. Assign personnel to document the event	None	5 minutes	Christian Rey O. Sison
Fill-out Client Satisfaction Rating Form				
TOTAL		None	11 minutes	

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE EXTERNAL SERVICES

1. EMERGENCY AMBULANCE ASSISTANCE

Immediate request for an ambulance and initial treatment of an injured or sick person. (Ex. Emergency Medical, Road Crashes and Trauma Injuries)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital to Hospital coordination for transfer of patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team (thru phone, radio or walk-in)	1.1 Collect pertinent details such as complete name, age address, type of incident, exact location, destination, callers name and contact no. etc. 1.2 Determine the nature/level of response caller/patient's status and information	None	2 minutes	On-duty personnel at the dispatching section
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	7 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). The period of dispatch for hospital transfer might take longer. It depends on prior coordination between hospitals

2. AMBULANCE REQUEST FOR NON-EMERGENCY/CONDUCTION

Request for non-emergency ambulance transport (Ex. Dialysis treatment, Chemo Treatment, check-ups, transport hospital to hospital, etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification		City Social Welfare and Development Office		
Hospital to Hospital coordination for the transfer of patients				
Patients for discharge must be billed out before dispatch of EMS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team for non-emergency dispatch (thru phone, radio or walk-in)	1.1 Collect pertinent details such as complete name, age address, type of incident, exact location, destination, callers name and contact no. etc. 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Approve and schedule the request (At least three days prior to the date of schedule)	None	3 minutes	On-duty personnel at the dispatching section
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	8 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). For non-emergency or conduction services, dispatch shall be scheduled depending on the availability of an ambulance

3. AMBULANCE REQUEST FOR TRANSPORTATION OUTSIDE CAVITE

Request for non-emergency ambulance transport (Ex. Going to other Provinces or Regions)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request addressed to the City Mayor		Requesting Individual		
Endorsement/Approval letter coming from the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emergency Medical Team for non-emergency ambulance transport to other provinces or regions (thru phone, radio, or walk-in)	1.1 Received the written request and endorsement letter from the City Mayor	None	2 minutes	On-duty personnel at the dispatching section
	1.2 Assess the request and collect pertinent details of the request		1 minute	Operations and Warning Officer
	1.3 Approve and schedule the request			
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	5 minutes	On-duty personnel at the dispatching section; EMS Team
TOTAL		None	8 minutes	

NOTE: Arrival time of ambulance varies (location and situation-dependent). For non-emergency or conduction services, dispatch shall be scheduled depending on the availability of an ambulance.

4. AMBULANCE REQUEST FOR MEDICAL STANDBY

Request for Medical Team and ambulance stand-by during the conduct of events, especially those with high risk of accidents, within the jurisdiction of Imus. (Ex. Sporting event, social events etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request addressed to the OIC of CDRRM Office		Requesting individual / organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request	1.1 Receive letter	None	1 minute	Reception Personnel On-duty personnel at the dispatching section, Operations and Warning Officer
	1.2 Assess the request	None	1 minute	
	1.3 Approve and schedule the request	None	1 minute	
2. Receive confirmation via call/e-mail.	2. Dispatch EMS Team to the target location	None	5 minutes	On-Duty Personnel at the Dispatching Section; EMS Team
TOTAL		None	8 minutes	

5. INQUIRY ON MONITORED ALERTS AND WARNINGS

Inquiries on Weather Forecasts, storm signals, class suspensions, etc.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for concern/s through CDRRMO Hotlines, Radio Communications or Social Media	1. Receive inquiry, advise/answer clients based on CDRRMO Monitoring System	None	2 minutes	On-duty personnel at the dispatching section & monitoring section
TOTAL		None	2 minutes	

6. REQUEST FOR SEMINARS, TRAININGS, WORKSHOPS, AND SIMULATION DRILLS

Request asking for DRRM related Trainings, First-aid, and Basic Life Support training.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request addressed to the OIC of CDRRM Office		Requesting individual / organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request	1.1 Receive letter	None	2 minutes	Reception personnel Admin & Training Officer
	1.2 Assess the request and verify the availability of the schedule	None	3 minutes	Admin & Training Officer
	1.3 Approve and schedule the request	None	3 minutes	
2. Receive confirmation through call or email	2. Prepare, send, and communicate confirmation through call or email	None	3 minutes	Admin & Training Officer
TOTAL		None	11 minutes	



7. SEARCH, RESCUE AND RETRIEVAL ASSISTANCE

Request for planned and precise search and rescue and/ or retrieval operations. (Ex. Collapse structure, High angle rescue, water search and rescue, etc)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call for assistance	1.1 Receive request details 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Forward dispatch details to the dispatch and communications section	None	2 minutes	On-duty personnel at the dispatching section
2. Wait for SAR Team to arrive	2. Dispatch Response Team to the target location	None	10 minutes	On-duty personnel at the dispatching section;SAR/EMS Team
TOTAL		None	12 minutes	

NOTE: Arrival time of SAR / EMS Team varies (location and situation-dependent). Does not include SWAT Rescue-related incidents

8. REQUEST FOR PNP/BFP ASSISTANCE

Provide for immediate PNP/BFP assistance to our constituents. (Ex. Grass fire, Industrial fire, Residential Fire, Police assistance for vehicular accidents and mauling etc.)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	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 PNP/BFP assistance thru phone, radio or walk-in	1.1 Collect all pertinent details	None	2 minutes	On-duty personnel at the dispatching section
	1.2 Determine the nature/level of response caller/patient's status and information	None		
	1.3 Forward details to PNP or BFP	None		
2. Wait for Fire Rescue Team to arrive	2. Dispatch Response Team to the target location if needs arise	None	5 minutes	On-duty personnel at the dispatching section; Fire Rescue Team
TOTAL		None	7 minutes	

NOTE: Arrival time of Fire Rescue Team varies (location and situation-dependent)

9. ISSUANCE OF CERTIFICATE FOR THE AREAS AFFECTED BY CALAMITY

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Designated Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Barangay Certification	1. Receive Barangay Certification and conduct a short interview	None	2 minutes	OIC - CDRRMO
2. Receive Certification	2.1 Prepare Certification	None	2 minutes	Admin and Training Division Staff.
	2.2 Issue Certification	None	1 minute	Admin and Training Division Staff.
TOTAL		None	5 minutes	

NOTE: Certifications can be issued only when the City is under the State of Calamity

10. REQUEST FOR IMUS CCTV COPY OF FOOTAGE

Request to review CCTV Footage and Copy of the incident footage.

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	Victims of incidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PNP Blotter		PNP		
Valid IDs		Client		
Barangay Clearance		Designated Barangay		
Submit written request		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive, and assess documents submitted	None	2 minutes	Research & Planning Officer
	1.2 Approve request	None	3 minutes	Research, Planning & Monitoring Division Staff
2. Viewing of the CCTV Footage	2. Review of CCTV Footage based on the given time, date and location of the client	None	1 hour	Research & Planning Officer Research, Planning & Monitoring Division Staff
3. Receive certification	3. Issue Certification	None	1 minute	OIC - CDRMO
4. Receive Copy	4. Release Copy	None	2 minutes	Research & Planning Officer; Research, Planning & Monitoring Division Staff
TOTAL		None	1 hour and 8 minutes	

*NOTE: Time depends on the viewing of the CCTV coverage

11. OTHER PUBLIC ASSISTANCE SERVICES

This service includes the following:

- Missing Person
- Request for a copy of Hazard Maps/Plans
- Reporting of Power Interruptions

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Picture of Missing Person and information		Client		
Letter of Request for Hazard Maps / Plans		Client		
Customers Account Number of MERALCO Name and address reflected on the billing statement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement	1.1 Receive and assess the document submitted. 1.2 Announce missing person	None	2 minutes	On-duty personnel at the dispatching section
2. Submit a Letter of Request for Maps	2. Check files and print/email requested maps	None	1 minute	Research & Planning Officer
3. Call for CDRRMO Assistance	3.1 Get Customer Account No., Name, Contact number, and address 3.2 Call MERALCO to follow up on power interruptions	None	2 minutes	On-duty personnel at the dispatching section
TOTAL		None	5 minutes	



12. EMERGENCY RESPONSE/ INITIAL FIRST AID (CITY HALL COMPLEX)

Emergency medical services are requested within the vicinity of the New City Hall Complex (Ex. High Blood Pressure, Injuries, and others)

OFFICE OR DIVISION	City Disaster Risk Reduction and Management Office			
CLASSIFICATION	Highly- Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in request	1.1 Receive request details 1.2 Determine the nature/level of response caller/patient's status and information 1.3 Forward dispatch details to the dispatch and communications section	None	2 minutes	On-duty personnel at the Reception area
2. Wait for an ambulance	2. Dispatch a Response Team to the target location	None	2minutes	On-duty personnel at the CDRRMO Office First Aid Station Personnel.
TOTAL		None	4 minutes	

13. REQUEST FOR BLOOD BAGS

Blood bag requests for emergency and non-emergency cases.

OFFICE OR DIVISION		City Disaster Risk Reduction and Management Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizens		
WHO MAY AVAIL OF THE SERVICE		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor’s Blood Request Form		Hospital where the patient is admitted		
Cooler with ice		Client Will Provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in request	1.1 Receive request details 1.2 Receive, and assess documents submitted. 1.3 Coordination with Red Cross for the availability of blood bags.	None	4 minutes	On-duty personnel at the Reception area
2. Receive form	2. Issue original form with a signature from OIC - CDRRMO	None	1 minute	OIC - CDRRMO
TOTAL		None	5 minutes	



CITY OF IMUS COOPERATIVE, LIVELIHOOD AND ENTREPRENEURIAL, DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. REQUEST FOR COOPERATIVE DOCUMENTARY PRINTOUTS

Clients may request for the cooperative documentary printouts for the formulation of cooperative policies and compliance with cooperative development authority requirements.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form – 1 photocopy		CICLEDO – Cooperative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela Cabrera
2. Undergo the interview with the concerned personnel;	2. Interview client and print the requested document	None	10 minutes 1 minute	Generoso Ramos Jr. Jennifer Gandia
3. Receive the document	3. Release the document	None		
Fill-out Client Satisfaction Rating Form				
TOTAL		None	13 minutes	



2. REQUEST FOR FINANCIAL ASSISTANCE

Cooperatives operating in the City of Imus may request for financial assistance to other cooperative related activities.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Sangguniang Panlungsod Accreditation (1 photocopy)		Client/ Cooperative Member		
Request Letter (1 photocopy)		Client/ Cooperative Member		
Pertinent attachments for purpose of assistance (1 original copy of each document)		Client/ Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Receive and inspect the requirements	None	2 minutes	Adela Cabrera
	1.2 Forward the document to the Office of the City Mayor for Approval	None	7 Days	Administrative Unit
	1.3 Transmit to the Sanggunian Panglungsod for the resolution.	None		
	1.4 Process the voucher.	None		
	1.5 Message the client for the availability of check	None		
2. Receive the check.	2. Release the check.	None	2 minutes	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 week and 4 minutes	

NOTE: Processing of Vouchers varies.

3. SCHEDULING OF COOPERATIVE TRAINING AND SEMINAR

Officers of cooperatives operating in the City of Imus must comply the training and seminar mandated by the Cooperative Development Authority.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 photocopy)		Client/ Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Kristine Joy Nuestro
2. Undergo the interview	2. Interview the client	None	20 minutes	Generoso Ramos Jr., Jennifer Gandia
3. Confirm the schedule of the training/seminar	3. Record the schedule	None	2 minutes	Generoso Ramos Jr., Jennifer Gandia
Fill-out Client Satisfaction Rating Form				
TOTAL		None	24 minutes	

NOTE: Period of actual conduct of trainings and seminars vary depending on the type of seminar

4. SCHEDULING OF NEEDS ANALYSIS FOR ORGANIZATION OF COOPERATIVES (PRIMARY/SECONDARY/LABORATORY)

Assistance to would-be cooperatives by conducting needs analysis and orientation in coops as mandated by Republic Act 9520 otherwise known as the PCC of 2008.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Groups/Individuals intending to organize cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the City Mayor or Department Head (1 photocopy)		Client/Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela Cabrera
2. Undergo the interview	2. Interview the client	None	55 minutes	Generoso Ramos Jr., Jacquilyn Lara
3. Confirm the schedule	3. Schedule the Needs Analysis and Orientation	None	2 minutes	Generoso Ramos Jr., Jacquilyn Lara
Fill-out Client Satisfaction Rating Form				
TOTAL		None	59 minutes	

5. SCHEDULING OF INTERVENTION FOR AILING DISTRESSED COOPERATIVES

Provide assistance in implementing plans and programs for distressed cooperatives and newly organized cooperatives.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 photocopy)		Client/ Cooperative Member		
CDA – Certificate of Registration (1 copy)		Client/ Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela Cabrera
2. Undergo the interview	2. Assess the background of cooperative and the need for intervention	None	55 minutes	Generoso Ramos Jr., Jacquilyn Lara
3. Confirm the schedule	3. Record the schedule	None	2 minutes	Generoso Ramos Jr., Jacquilyn Lara
Fill-out Client Satisfaction Rating Form				
TOTAL		None	59 minutes	

6. ASSISTANCE IN SECURING BUSINESS PERMITS FOR COOPERATIVES

Cooperatives operating in the City of Imus are provided assistance for the immediate processing of their business permits.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Permit – Old Copy (1 photocopy)		Client/Cooperative Member		
Barangay Endorsement (1 photocopy)		Barangay Hall – respective Barangay area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive the request and refer the client to the concerned personnel.	None	2 minutes	Adela Cabrera
	1.2 Process documents for the renewal of business permits to the concerned offices (BPLO, TO)	Php 1, 000.00 (Permit) Php 500.00 (Cedula)	30 minutes	Adela Cabrera
	1.3 Forward the document to the office of the City Mayor for approval	None	3 days	Adela Cabrera
2. Received the documents	2. Release the documents	None	2 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	3 days, 34 minutes	

NOTE: Fees to be paid vary if the cooperative has penalties. Approval of documents vary on the availability of the signatory.

7. CONDUCT LIVELIHOOD AND ENTREPRENEURIAL SKILLS TRAINING (BARANGAY BASED LIVELIHOOD CARAVAN)

Constituents may avail and request this service for those who need to undergo livelihood and entrepreneurial skills training that can be conducted in barangay or training center.

OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Individuals who needs to undergo livelihood and skills training. Cooperatives, members of cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns.	1. Accommodate inquiries and concerns.	None	3 minutes	Bernardita Del Rosario
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 minutes	

8. PROVIDE ASSISTANCE IN PROMOTING PRODUCTS AND SERVICES

Business people/entrepreneurs, interested individuals, cooperatives and members of cooperatives will be invited and encourage to join the trade fairs to promote their products and services.

OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of cooperatives; Business people/entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter (1 copy)		Livelihood and Entrepreneurial Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information.	None	2 minutes	Bernardita Del Rosario, Nelson Villanueva
	1.2 Provide client with needed information in the form of advice or briefing.	None	5 minutes	
2. Confirm the schedule of Trade Fair	2. Record the schedule	None	2 minutes	Nelson Villanueva
Fill-out Client Satisfaction Rating Form				

TOTAL		None	9 minutes	
9. SCHEDULING OF LIVELIHOOD AND ENTREPRENEURIAL TRAINING AND SEMINAR				
Business people/entrepreneurs, interested individuals, cooperatives and members of cooperatives will undergo trainings and seminars for the improvement of their livelihood business dealings to become successful entrepreneurs.				
OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of cooperatives Business people/entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter (1 copy)		Livelihood and Entrepreneurial Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information.	None	2 minutes	Bernardita Del Rosario, Nelson Villanueva
	1.2 Provide client with needed information in the form of advice or briefing.	None	5 minutes	
2. Confirm the schedule of Training and Seminar	2. Record the schedule	None	2 minutes	Nelson Villanueva
Fill-out Client Satisfaction Rating Form				
TOTAL		None	9 minutes	

10. REQUEST FOR CREDIT WINDOW FACILITY

Pursuant to Imus City Ordinance No. 03-124 s. 2019 otherwise known as “Imus City Credit Window Facility” shall allocate funds as loan assistance to qualified business enterprise and cooperatives thru a credit window facility

OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2B – Government to Business
WHO MAY AVAIL THE SERVICE	Would be/existing entrepreneurs. Cooperative, members of cooperatives
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
For would-be entrepreneurs (1 photocopy of each document)	
Accomplished Loan Application Form	CICLEDO Office -Livelihood and Entrepreneurial Division
Barangay Certificate / Clearance	Respective Barangay
Livelihood Caravan attendance or equivalent training	CICLEDO Office -Livelihood and Entrepreneurial Division
Business Proposal	Client
Other documents which may show genuine intent and capacity to implement entrepreneurial activity.	Client
For existing entrepreneurs (1 photocopy of each document)	
Accomplished Loan Application Form	CICLEDO Office -Livelihood and Entrepreneurial Division
Barangay Certificate / Clearance	Respective Barangay
Livelihood Caravan attendance or equivalent training	CICLEDO Office -Livelihood and Entrepreneurial Division
Business Proposal	CICLEDO Office -Livelihood and Entrepreneurial Division
DTI Registration	Client/DTI Office
BIR Registration	Client/BIR Office
Other documents which may show genuine intent and capacity to implement entrepreneurial activity.	Client
For Cooperatives (1 photocopy of each document)	
Accomplished Loan Application Form	CICLEDO Office -Livelihood and Entrepreneurial Division
Certificate of Accreditation from the Sangguniang Panlungsod	Sangguniang Panlungsod
Business Proposal	Client
DTI Registration	Client/DTI Office
BIR Registration	Client/BIR Office



Other documents which may show genuine intent and capacity to implement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and accomplished loan application form	1. Acknowledge receipt of the request and all required documents, with an initial evaluation and screening of the information submitted and advice the client for the credit investigation	None	2 minutes	Nelson Villanueva
2. Client awaiting updates	2.1 Conduct credit investigation & business financial standing and consequently complete the Background/Credit Information form.	None	2 weeks	Maria Fides Escalada Bernardita Del Rosario Nelson Villanueva
	2.2 Interview client if he/she is qualified to avail the service.	None		
	2.3 Evaluate & endorse the application for approval.	None		
	2.4 Process documents for check release to concerned offices (CAO, CTO)	None		
	2.5 Inform the client on the status of the request	None		
3. Accept credit assistance	3. Release credit assistance	None	2 minutes	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 weeks and 4 minutes	

NOTE: Processing of Vouchers varies. For credit window facility, the processing lasts for at least two weeks.

TRICYCLE REGULATORY UNIT

EXTERNAL SERVICES

1. ISSUANCE OF CERTIFICATE OF FRANCHISE

The Certificate of Franchise legalizes the operation of tricycle within the City of Imus.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and registered voters of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 1)		Tricycle Regulatory Unit		
Inspection (Form 3)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
LTO Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Previous Certificate of Franchise and Mayor's Permit (f renewal)		Client		
Certificate of Dropping (Change Owner/Motor)		Tricycle Regulatory Unit		
Certificate of Membership or Transfer of Membership Rights		TODA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chrisel Jarin Superivising Administrative Officer ; Christie De Guzman Administrative Officer II
2. Submit Form 1 (Application), Form3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1Assess the necessary fees.	See below	25 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II

	3.2 Encode, and print the Certificate of Franchise and tricycle driver ID signed by the TRU Chairman			Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
4. Receive Certificate of Franchise and Tricycle Driver's ID.	4. Issue Certificate of Franchise and tricycle Driver's ID	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	58 minutes	

FEE	NEW	CHANGE OWNER	RENEWAL	CHANGE MOTOR	
Processing	1,500	1,500	*	1,000	* for late renewal - P 750.00
Filing	100	100	100	100	
Franchise	500	500	500	500	
Supervision	50	50	50	50	
Terminal	50	50	50	50	
Certification	50	50	50	50	
Legal Research	50	50	50	50	
Body Number	300	300	300	300	
Inspection	50	50	50	50	
Documentary Stamp	30	30	30	30	
Operator's/Driver ID /Lost ID	50	50	50	50	
Certified True Copy					50.00
Excess of One Year					100% of total amount/12 months
TOTAL	2,730	2,730	1,230	2,230	

Certificate of Franchise Fees and Charges

Additional Franchise fee for Tricycle Owner of more than one (1) franchise	Rate
a. 2 nd unit	₱ 0.00
b. 3 rd unit	0.00
c. 4 th unit	1,000.00
d. 5 th unit	1,500.00
e. 6 th unit	2,000.00

2. ISSUANCE OF MAYOR’S PERMIT FOR TRICYCLE FRANCHISE OWNER

This service ensures the registration of tricycle in LTO and posting of Sticker in the tricycle unit.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All franchise owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Franchise		Tricycle Regulatory Unit		
Certificate of Registration (CR)		Land Transportation Office		
Updated LTO Official Receipt (OR)		Land Transportation Office		
Updated LTO Authorization if no plate available		Land Transportation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process registration in LTO Imus	1. Processing of request	Based on assessment	(stop time)	Land Transportation Office - Imus
2. Submit the required documents and pay necessary fees.	2.1 Check the completeness of submitted document. 2.2 Assess necessary fees 2.3 Encode, print and issue Mayor's Permit duly approved by the TRU Head.	Tricycle Permit – Php 200.00 Supervision Fee – Php 80.00 Documentary Stamp – Php 30.00 Penalty – 25% of total fees + 2% every month *Cancellation of Franchise if not paid after 3 months	10 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
3. Present Mayor's Permit	3. Post the latest sticker to the tricycle unit.	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

3. ISSUANCE OF SPECIAL PERMIT FOR TRICYCLE WITH FRANCHISE FROM OTHER LOCAL GOVERNMENT UNIT (LGU)

To allow tricycle unit with franchise from other LGU to convey passengers to Imus City

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Franchise Owners from other Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 17)		Tricycle Regulatory Unit		
Inspection (Form 3)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
LTO Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Previous Special Permit (if renewal)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents (for approval)	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Submit Form 17 (Application), Form 3 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees.	TRU Certification – Php 500.00 Body Number – Php 300.00 Special Permit – Php 300.00	25 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II

	3.2 Encode, and print the Special Permit and tricycle driver ID signed by the TRU Chairman.	Inspection - P 100.00 Documentary Stamp – Php 30.00		
4. Receive Special Permit and Tricycle Driver's ID.	4. Issue Certificate of Franchise and tricycle Driver's ID	None	3 minutes (stop time)	TRU Personnel
5. Present Special Permit	5. Post Special Permit Sticker to the tricycle unit	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 hour, 3 minutes	

4. ISSUANCE OF SERVICE PERMIT FOR PRIVATE, BUSINESS, AND SCHOOL SERVICE

To regulate the Private, Business and School Service in the use of public streets

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 15)		Tricycle Regulatory Unit		
Inspection (Form 16)		Tricycle Regulatory Unit		
Driver's Registration (Form 7)		Tricycle Regulatory Unit		
Community Tax Certificate (Cedula) of Tricycle Operator and Driver		Tricycle Regulatory Unit		
Updated LTO Official Receipt (OR)		Land Transportation Office		
Certificate of Registration (CR)		Land Transportation Office		
LTO Authorization if no plate available		Land Transportation Office		
Valid ID of operator with signature		Client		
Professional Driver's License with Restriction 1 of Authorized Driver or Non-Professional if tricycle will be used for private service only		Land Transportation Office		
Result of Drug Test (Driver)		Accredited DOH Drug Testing Center		
Certification from the parents and school that the tricycle is going to give service to the child		Schools and parents of children		
Copy of Business Permit (if tricycle will be used for business)		Business Permits and Licensing Office, 1 st Floor, Imus City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Check and evaluate the completeness of the documents.	None	5 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Submit form 15 (Application), Form 16 (Inspection Form) and Form 7 (Driver's Authorization Form)	2. Inspect tricycle unit and Professional Driver's license	None	25 minutes	Ruben Monzon Head – Inspection Team
3. Submit the required documents and pay necessary fees.	3.1 Assess the necessary fees.	See below	25 minutes	Cherry Chrisel Jarin

	3.2 Encode, and print the Service Permit and tricycle driver's ID signed by the TRU Head.			Supervising Administrative Officer; Christie De Guzman Administrative Officer II
4. Receive Service Permit and Tricycle Driver's ID.	4. Issue Service Permit and tricycle Driver's ID	None	3 minutes (stop time)	TRU Personnel
5. Present Service Permit	5. Post Special Permit Sticker	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour, 3 minutes	

Service Permit for Private, Business and School Service Fees and Charges

TYPE OF APPLICATION	FEES
Private Use (Imus)	330.00
Private Use (another Municipality)	530.00
School Service (Imus)	530.00
School Service (another Municipality)	830.00
Business (Imus)	1,030.00
Business (another Municipality)	1,530.00

5. ISSUANCE OF PEDALED/E-BIKE/BICYCLE PERMIT

To regulate the Pedaled/E-bike/Bicycle in the use of public streets

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Form 11)		Tricycle Regulatory Unit		
Previous Pedaled Permit (if renewal)		Client		
Certification from PODA (if new PODA member)		PEDICAB OPERATOR DRIVER ASSOCIATION (PODA)		
Proof of Purchase (if new)		Client		
Community Tax Certificate (Cedula) of the owner		Tricycle Regulatory Unit		
Barangay Clearance of the Owner		Respective Barangay		
Authorization letter if the driver will transact in behalf of the owner		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and pay necessary fees.	1.1 Check and evaluate the completeness of the documents. 1.2 Assess necessary fees. 1.3 Receive payment. 1.4 Encode and print Pedaled Permit.	Bicycle – Php 130.00 Pedicab (Padyak) – Php 255.00 Pedicab (E-bike) – Php 355.00 E-bike (Private)– Php 330.00	30 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Receive Pedaled Permit and Plate/Sticker	2. Issue Pedaled Permit and Plate/Sticker duly approved by the TRU Head	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	33 minutes	

6. ISSUANCE OF CERTIFICATE OF DROPPING

To cancel/drop the granted authority of public convenience to operate a motorized tricycle with franchise.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All franchise owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Certificate of Franchise/ Mayor's Permit		Client		
Original Official Receipt (OR)/ Certificate of Registration (CR)		Land Transportation Office		
Notarized Deed of Sale (if change owner) with two (2) valid ID's with signature of both parties		Client		
Notarized Extra Judicial Partition (if the owner died)		Notarial Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents - Personal appearance of Franchise Owner and payment of necessary fess.	1.1 Check and evaluate the completeness of the documents. 1.2 Assess necessary fees. 1.3 Receive payment. 1.4 Encode and print Certificate of Dropping.	Php 300.00	30 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie De Guzman Administrative Officer II
2. Receive Certificate of Dropping	2. Issue Certificate of Dropping	None	3 minutes	TRU Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	33 minutes	

7. REDEMPTION OF DRIVER’S LICENSE OR VEHICLE PLATE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending Enforcer and timely release of confiscated Driver’s License and/or Vehicle Plate

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the OVR for specific violations of tricycle/transport law/s and/or city ordinance/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the blue copy of the OVR;	1.1 Releasing officer verifies if the original copy of the OVR and the driver’s license/other relevant documents are already transmitted by the issuing/apprehending officer/unit; 1.2 Assess the applicable fee/penalty based on the indicated violation;	None	10 minutes	Cherry Chisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
2. Receive the Order of Payment (OP)	2. Release Order of Payment (OP)	None	2 minute	TRU Personnel
3. Proceed to the Collection Officer and pay the necessary fees.	3. Collection officer receives the payment and issues an Official Receipt based on the presented Payment Order (OP)	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed	5 minute	TRU Personnel
4. Present the Official Receipt	4. Releasing officer records the details of the OR and releases the driver’s license and/or vehicle plate	None	3 minute	TRU Personnel
TOTAL		Based on assessment	20 minutes	



8. REDEMPTION OF IMPOUNDED VEHICLE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending officer/traffic police officer and timely release of confiscated vehicle key/s. Client is then referred to the vehicle impound facility for redemption of confiscated vehicle/s.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the Ordinance Violation Receipt (OVR); has no driver's license and/or does not carry with him/her the vehicles registration papers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blue Copy of the OVR		Apprehending Officer		
Official Receipt of payment		Tricycle Regulatory Unit		
Impounding Release Receipt		Tricycle Regulatory Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the blue copy of the OVR;	1.1 Releasing officer verifies if the original copy of the OVR and the driver's license/other relevant documents are already transmitted by the issuing/apprehending officer/unit; 1.2 Assess the applicable fee/penalty based on the indicated violation	None	10 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
2. Receive the Order of Payment (OP)	2. Receive payment and release Official Receipt (OR)	None	1 minute	TRU Personnel
3. Proceed to the Collection Officer for payment of penalty	3. Collection officer receives the payment and issues an Official Receipt based on the presented Payment Order (OP)	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed	1 minute	TRU Personnel
4. Present the Official Receipt (OR)	4.1 Record the OR details and issue the Impounding Release Receipt; 4.2 Prepare the Order of Release;	None	1 minute	TRU Personnel

	4.3 Direct guide the client on how to claim the vehicle at the city impounding area			
5. Proceed to the TRU impounding area to retrieve the vehicle	5. Check the requirement and payment, release the vehicle	None	5 minutes	Ruben Monzon Head – Inspection Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	21 minutes	



9. ADJUDICATION OF COMPLAINTS AGAINST TRAFFIC ENFORCER

The Tricycle Regulatory Unit practices a fair and just implementation of traffic laws and/or city ordinances. All forwarded complaints are given utmost and careful attention.

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Any and all traffic violators who believe that they were unfairly and/or unjustly charged with a traffic violation by the apprehending traffic enforcer.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written complaint prepared by the complainant		Prepared by the complainant		
Blue copy of the Ordinance Violation Receipt (OVR)		Apprehending enforcer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal complaint officer in front of the mediation officer	1. Merit of the complaint is assessed after the complainant has narrated his/her side of the incident	None	5 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
2. Confront the apprehending officer in front of the mediation officer	2. Summon the apprehending officer for a dialogue with the complainant for possible resolution of the problem	None	10 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
3. Redeem his/her violation per covering OVR following Frontline Service Procedures	3. Upon resolution of the problem, request the complainant to redeem his/her violation	None	5 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
*** In meritorious cases, file a formal complaint with the Office of the City Mayor or the City Administration Office	*** Office of the City Mayor or City Administration Office forward the complaint to the TRU	None	1 day (arbitrary)	Staff at the Office of the City Mayor
4. Follow-up action on his/her complaint	4. Follow the procedures 1 to 3 above	None	-	TRU Personnel
TOTAL		NONE	2 days	

10. INQUIRIES

To deal with their inquiries and concerns regarding the status of their franchise unit

OFFICE OR DIVISION	Tricycle Regulatory Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All Imuseños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns	1. Accommodate inquiries and concerns	None	5 minutes	Cherry Chrisel Jarin Supervising Administrative Officer; Christie de Guzman Administrative Officer II
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

CITY VETERINARY SERVICES OFFICE EXTERNAL SERVICES

1. MASS RABIES VACCINATION AND ANIMAL REGISTRATION

A service providing mass rabies vaccination in all barangays and subdivisions within the city – Ordinance Nos. 03-85-S-2017 or “An Ordinance Enacting the Revised City of Imus Anti-Rabies Act of 2017”, Section 2. It is the policy of the city to protect and promote the right to health of the people. Toward this end, a system for the control, prevention of the spread and eventual eradication of human and animal rabies shall be provided and the need for responsible pet ownership established.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Pet owners in City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination records of pet if any (to be presented on vaccination Date)		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pets at the designated venue	1. Coordinate to barangay captain/s for the schedule of rabies vaccination	None	5 minutes	Jonadel L. Ramirez; Haydee D. Olita
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	



2. ANIMAL VACCINATION (WALK-IN CLIENT)

A service provided to the residents of the City of Imus to intensify efforts towards animal disease prevention and control specifically rabies.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly - Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s of pets if any		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pet for vaccination	1. Check and evaluate health status of dog or animal	None	5 minutes	Dr. Maribel Depayso – Reyes ; Gilbert G. Remulla
2. Register the owner and pet profile	2.1 Register, Record and File owner and pet profile.	None	3 minutes	Jonadel L. Ramirez; Haydee D .Olita
	2.2 Update Vaccination Record	None		
	2.3 Vaccinate the animal	None	5 minutes	Dr. Maribel Depayso – Reyes Gilbert G. Remulla
	2.4 Release animal to the owner and advice client of the post vaccination care of the animal.	None	2 minutes	
3. Claim vaccination and registration	3. Issue vaccination certificate Card/Booklet.	None	3 minutes	Jonadel L. Ramirez; Haydee D. Olita
Fill-out Client Satisfaciton Rating Form				
TOTAL		None	18 minutes	

3. ANIMAL CONSULTATION/TREATMENT

This is a service providing assistance to pet owners with regards to their pets most especially those that need medical attention.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners of Imus (For large animal <i>livestock animal</i> the City Veterinary will visit the location).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring pet for consultation and treatment	1.1 Interview the owner	None	3 minutes	Jonadel L. Ramirez
	1.2 Inspect sick animal	None	10 minutes	Dr. Maribel Depayso – Reyes
	1.3 Do basic procedure to establish a tentative diagnosis	None		
	1.4 Administer appropriate medicine to the animal (if available)	None		
2. Receive medicine and prescription	2. Give prescription and instructions.	None	3 minutes	Dr. Maribel Depayso – Reyes
Fill-out Client Satisfaciton Rating Form				
TOTAL		None	16 minutes	



4. SPAY AND NEUTER SERVICES

A service provided to help control animal population in the City of Imus and provide a longer and healthier life to the pets. It is also a solution that will help in the eradication of rabies disease.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID as proof of Imus residency.		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the City Veterinary Office to avail of the service.	1. Interview client if pet is qualified for the procedure.	None	5 minutes	Jonadel L. Ramirez; Haydee D. Olita
2. Sign waiver if fully understood	2.1 Explain the content of the waiver to client. 2.2 Schedule the surgery and advise owner on the pre-operative care of the pet.	None	3 minutes (stop time)	Jonadel L. Ramirez; Haydee D. Olita
3. Bring pet on the scheduled time of surgery	3.1 Conduct the surgery 3.2 Prescribe medicine and advise client on the post-operative care of the patient	None	1 hour	Dr. Maribel Depayso – Reyes
Fill out Customer Feedback Form				
TOTAL		None	1 hour, 8 minutes	

NOTE: Surgery depends on the condition of the dog



5. PET MICROCHIPPING

A service provided to tag pets by inserting a microchip that is roughly a size of a grain that carries a unique identification number for each animal. This serves as a lifetime identification of the animal.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s as proof that pet is rabies vaccinated		City Veterinary Services Office or any private veterinary clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Pet to the City Veterinary Services Office (or specified venue during events).	1.1 Interview client.	None	3 minutes	Jonadel L. Ramirez; Haydee D. Olita
	1.2 Evaluate pet if fit for the procedure.	None	5 minutes	Dr. Maribel Depayso – Reyes
	1.3 Insert microchips on the pet.	None	2 minutes	Dr. Maribel Depayso – Reyes
	1.4 Explain to pet owners on how to register their pets to the system of petdentity.	None	2 minutes	Jonadel L. Ramirez; Haydee D. Olita
Fill out Customer Feedback Form				
TOTAL		None	12 minutes	

6. ISSUANCE OF VETERINARY HEALTH CERTIFICATE (VHC)

A service providing Veterinary Health Certificate to clients as compliance to the requirements of the Bureau of Animal Industry if animal is to be travelled to other regions to prevent the spread of animal diseases especially rabies, avian influenza and African swine fever.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pet owners in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination card/s as proof that pet is rabies vaccinated (cats and dogs) and New Castle Disease vaccination certificate for avians		City Veterinary Services Office or any private veterinary clinics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Animal/s to the City Veterinary Services Office.	1.1 Interview client	None	3 minutes	Haydee D. Olita
	1.2 Evaluate the health status of the animal	None	3 minutes	Dr. Maribel Depayso – Reyes
	1.3 If fit, collect blood and nasal/cloacal sample if animal/s presented is avian/s.	None	3 minutes/bird	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla
	1.4 Advise owner on the proper handling of samples before they will bring it to the Bureau of Animal industry for testing.	None	2 minutes	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla
	1.5 Advise owner to claim the Veterinary Health Certificate after 14 days.	None	2 minutes	Haydee D. Olita
Fill out Customer Feedback Form				
TOTAL		None	13 minutes	

7. ASSISTANCE TO ANIMAL IMPOUNDING OPERATION

A service provided to collect stray animals in all barangays to prevent spread of rabies and as one way of animal population control. Implementation of Ordinance Nos. 2011-117 Sec. 10, "Impounding, Field Control and Disposition of Animal.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All residents/ Non-Residents of Imus; Barangay or Homeowner’s Association Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask assistance in the impounding of stray animals though phone call or personal visit.	1.1 Ask for location & other specifications	None	10 minutes	Jonadel L. Ramirez; Haydee D. Olita
	1.2 Check availability of the city pound team & inform them of the site/location of stray animals to be impounded.	None		
	1.3 Dispatch the impounding team	None		
Fill out Customer Feedback Form				
TOTAL		None	10 minutes	

NOTE: Period of impounding operation will vary depending on various factors.

8. CLAIMING OF IMPOUNDED ANIMALS

A service provided to claim or redeem impounded animals. Implementation of Ordinance Nos. 03-85-S-2017, Sec. 24 – Penalties.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Owners of Impounded stray animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of ownership		Client		
Official receipt from City Treasurer's Office		City Treasurer's Office		
Updated Community Tax Certificate		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Proof of Ownership	1. Check the requirement.	None	3 minutes	Jonadel L. Ramirez; Haydee D. Olita
2. Claim the Order of Payment	2. Release Order of Payment	None	2 minutes	Jonadel L. Ramirez; Haydee D. Olita
3. Proceed to City Treasurer's Office and pay the required fee.	3. Receive payment and issue Official Receipt (OR)	Releasing P500.00 Additional penalties: Fine (1 st offense) P1,000.00 Fine (2 nd Offense) P2,000.00 Fine (3 rd Offense) P 3,000.00 If animal is unvaccinated, Fine (1 st offense) P 2,000.00 Fine(2 nd Offense) P 3,000.00 Fine (3 rd Offense) P 5,000.00	15 minutes	City Treasurer's Office
4. Present Requirements	4. Check the completeness of requirements	None	3 minutes	Jonadel L. Ramirez; Haydee D. Olita

5. Claim Release Stub	5. Issue Release Stub	None	2 minutes	Jonadel L. Ramirez; Haydee D. Olita
6. Present Release Stub	6. Release Pet/ Animal	None	10 minutes	Jay S. Maliksi; Kervin E. Tapawan; Jose G. Traverro
Fill out Customer Feedback Form				
TOTAL		Based on assessment	35 minutes	



9. ADOPTION PROGRAM

A service opting all qualified impounded dogs for adoptionto give them a second chance to live and find a permanent and loving owner.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All interested and qualified adopters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid ID		City Veterinary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopy of any valid ID	1. Validate & photocopy the identification card presented	None	2 minutes	Jonadel Ramirez; Haydee Olita
2. Choose dog/cat to adopt	2. Show the dogs/cats opt for adoption	None	1 hour	Kervin Tapawan; Jose Traverro
3. Fill-out the adoption form and sign the adoption agreement	3.1 Assess if adopter is qualified and capable to adopt	None	2 minutes	Haydee Olita; Jonadel Ramirez
	3.2 Explain briefly the adoption program and agreement	None	3 minutes	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla
	3.3 Vaccinate pet with anti-rabies vaccine and advise owner to have the dog vaccinated with other core vaccines.	None	2 minutes	
4. Receive the adopted pet	4. Award dog/cat to the owner	None	2 minutes	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla
Fill out Customer Feedback Form				
TOTAL		None	1 hour, 11 minutes	

NOTE: Depends on how long the adopter will choose an animal to adopt.

10. ANIMAL DEWORMING

A service providing dewormers or anthelmintic drugs to animals to rid them of parasites such as roundworms, flukes, tapeworms and others; also, to boost their immune system and improve their health status. Vitamins is administered specially to emaciated animals.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All owners of livestock			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrange schedule with City Veterinarian	1. Schedule the proposed activity	None	5 minutes	Jonadel L. Ramirez; Haydee D. Olita
Fill out Customer Feedback Form				
TOTAL		None	5 minutes	



11. SCHEDULING OF BREEDING SUPPORT SERVICES

A service providing assistance to farmers to improve the quality of livestock through artificial insemination, proper management and introduction of new techniques or innovations.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Livestock Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly or call the City Veterinary Office to coordinate concerns on livestock production	1. Get the necessary information of the owner especially the exact location of the animal and farmer	None	2 minutes	Jonadel L. Ramirez; Haydee D. Olita
2. Wait for the update of the office.	2. Coordinate with the Provincial Veterinarian for insemination	None	5 minutes	Jonadel L. Ramirez; Haydee D. Olita
Fill out Customer Feedback Form				
TOTAL		None	7 minutes	

NOTE: Depends on the number of animals to be inseminated

12. ANTE – MORTEM & POST - MORTEM

Inspection of animals before & after slaughter to ensure that all animals accepted are fit for slaughter; free from diseases; clean safe to eat meat & meat by-products.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Meat Dealers/Traders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary requirements for slaughter	1. Check completeness of all necessary requirements presented.	None	5 minutes	CSU on duty
2. Bring animals for slaughter at the City Slaughterhouse	2. Receive & record the number of animals.	None	3 minutes	CSU on duty
	3. Inspect all the animals if fit for slaughter (ante – mortem inspection)	None	5 minutes	Ronnie M. Sapin; Magfelio Lopez
	4. Slaughter/Butcher all animals that passed the inspection & accepted for slaughter.	None	15 minutes	Butchers
	5. Inspection of carcasses (post – mortem inspection) if fit to consume.	None	5 minutes	Magfelio Lopez; Melvin Romilla
	6. Record dressed weight of animals.	None	1 minute	Alrex B. Legion; Lorenzo Santiago; Juanito Del Rosario Jr.
	7. Issuance of Meat Inspection Certificate.	None	3 minutes	Magfelio Lopez; Jamaica Quiba Menguito; Melvin Romilla
	8. Carcasses ready for dispatch.	None		
Fill out Customer Feedback Form				
TOTAL		None	37 minutes	

NOTE: Depends on the number of animals to be inspected

13. POST ABATTOIR INSPECTION

Inspection of meat and meat by – products in all Private/Public markets in the City of Imus to ensure that they are slaughtered in an accredited slaughterhouse.

OFFICE OR DIVISION	City Veterinary Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Meat Vendors/Traders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all necessary permits for meat stalls operation.	1. Coordinate to all concern Departments thru phone calls & request letters. (EEMO, PNP, CSU for assistance).	None	15 minutes	Gilbert G. Remulla
	2. Conduct inspection in all meat stalls in the City.	None	3 hours	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla; Kervin E. Tapawan; Jose G. Traverro; Jay S. Maliksi
	3. Confiscation of all unfit meat & meat-by products if there is and giving of final warning to all violators.	None	45 minutes	Dr. Maribel Depayso – Reyes; Gilbert G. Remulla
	4. Blotter incidence to the nearest police station in the area.	None	10 minutes	Gilbert G. Remulla
	5. Donate fit to eat meat & meat-by products to charitable institutions in the City.	None	1 hour	Gilbert G. Remulla; Kervin E. Tapawan; Jose G. Traverro; Jay S. Maliksi
	6. Dispose all unfit meat & meat-byproducts by burying.			
Fill-out Client Satisfaction Report				
TOTAL		None	2 hours, 13 minutes	

CITY AGRICULTURE SERVICES OFFICE

EXTERNAL SERVICES

1. REGISTRATION TO REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE (RSBSA)

This is to register farmers as basic requirements in availing Agri-Fishery related government services particularly for programs and projects of the Department of Agriculture and other National Government Agencies.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government' G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All farmers in the City of Imus (Rice, Vegetable and Livestock Farmer/Growers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished RSBSA Form		City Agriculture Services Office		
Barangay Certification		Residence Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the RSBSA Form.	1. Issuance of RSBSA Form.	None	2 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara May Ann C. Villa
2. Undergo interview with the assigned Agricultural Extension Worker.	2. Conduct interview to Farmers.	None	5 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara May Ann C. Villa
3. Secure Barangay Certificate (Residence and Farm Location).	3. Receive/review and encode the accomplished RSBSA Form	None	10 minutes	Jessica-An M. Morales Dan Kevin P. Mojica
Fill-out Client Satisfaction Rating Form				
TOTAL		None	17 minutes	

2. ISSUANCE OF PALAY

Provision of high quality of palay seeds to the farmers for the increase of production and help them to cope with the lowest price of their paddy output.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government' G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All farmers in the City of Imus included in the master list registered to Registry System for Basic Sector in Agriculture			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Client Form		City Agriculture Services Office		
Request Slip		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Assess the requirements.	None	2 minutes	Dan Kevin P. Mojica Prescilda D. Igtiben
2. Undergo interview with the assigned Agricultural Technologist.	2. Determine the volume of <i>palay</i> seeds needed time for planting and area covered by the farmer.	None	5 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara
3. Submit the approved request slip and receive the seeds.	3. Receive the request slip and issue the seeds.	None	15 minutes	Sernan S. Lozada Christopher L. Sayurin Roy M. Araojo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	22 minutes	

NOTE: Available during Wet Season (Month of April – May)/Dry Season (Month of October-November)

3. APPLICATION TO CROP INSURANCE PROGRAM

This program insures farmers to Philippine Crop Insurance Corporation for the protection of their crops during calamities.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government' G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All registered Farmers to Registry System for Basic Sector in Agriculture (RSBSA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Insurance Application Form		City Agriculture Services Office		
Photocopy of Valid ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo interview with the assigned Agricultural Extension Worker.	1. Conduct interview and assessment.	None	10 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara
2. Fill out Crop Insurance Application Form.	2. Assist the Farmer in filling up Crop Insurance Application Form.	None	5 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara
3. Submit the duly accomplished Crop Insurance Application Form.	3. Receive the Crop Insurance application form.	None	2 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara
4. Report to the assigned Agricultural Extension Worker (In case of damages due to natural calamities, pest infestation or plant diseases)	4. Assess damages and issue claim for indemnity application form.	None	60 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour and 17 minutes	

4. ISSUANCE OF VEGETABLE SEEDS

Provision and distribution of quality seeds to farmers; different Schools; Homeowner’s Associations, NGO’s for Urban/Backyard Gardening; and other clients for sustainable food production.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus/Schools/Homeowners Associations and all Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (for Gulayan sa Paaralan Program and Communal Garden)		Client		
Duly Accomplished Client Form		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Assess the requirements.	None	1 minute	Prescilda D. Igtiben May Ann C. Villa Desierin R. Alcantara
2. Undergo interview with the assigned Agricultural Extension Worker.	2. the seeds needed time for planting and area covered by the farmer.	None	5 minutes	Prescilda D. Igtiben May Ann C. Villa Desierin R. Alcantara
3. Fill out the Clients’ Form.	3. Assist the client in filling out the form.	None	3 minutes	Prescilda D. Igtiben May Ann C. Villa Desierin R. Alcantara
4. Receive the vegetable seeds.	4. Issue the Vegetable Seeds.	None	1 minute	Prescilda D. Igtiben May Ann C. Villa Desierin R. Alcantara
Fill-out Client Satisfaction Rating Form				
TOTAL		None	10 minutes	



5. ISSUANCE OF ORGANIC/INORGANIC FERTILIZER

Issues organic/non-organic fertilizer as part of the intervention coming from the National government in support to the Plant Plant Plant program in attaining the food sufficiency and sustainability.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus/Educational Institutions and Homeowners Associations/All farmers in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
Duly Accomplished Client Form		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter.	1. Receive/check the letter.	None	2 minutes	Robert R. Marges Prescilda D. Igtiben May Ann C. Villa
2. Undergo interview.	2. Conduct interview to clients.	None	5 minutes	May Ann C. Villa Jessica-An M. Morales Paul John C. Rodrin Dan Kevin P. Mojica
3. Receive the fertilizer.	3. Distribute the fertilizer.	None	5 minutes	Sernan S. Lozada Christopher L. Sayurin Roy M. Araojo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	12 minutes	

NOTE: Upon availability of fertilizer.

6. FIELDWORK ACTIVITIES

Conduct regular weekly field work activities, monitors and render technical assistance to the farmers. Provide proper advise and suggestions to maintain and assure the increase on their production of crops

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All farmers in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
Duly Accomplished Client Form		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request farm visitation.	1. Schedule farm visitation.	None	1 minute	All A.E. W's
2. Assists A.E.W. in the farm.	2.1 Conducts/Monitors/Assess in their area of production. 2.2 Render technical assistance.	None	45 minutes	Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin R. Alcantara Prescilda D. Igtiben May Ann C. Villa
3. Report technical problems.	3. Provides recommendations/advice as needed.	None	45 minutes	All A.E.W's
Fill-out Client Satisfaction Rating Form				
TOTAL		None	91minutes	

7. PROVIDE TRAINING ASSISTANCE/ESTABLISHMENT OF COMMUNITY/INSTITUTIONAL GARDENING/ORGANIC FARMING

This is to strengthen the skills and knowledge for establishing the standard of competency; Establishment of Community/ Institutional Garden through Organic Farming and to develop vegetable production through naturally grown practices.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus; All farmers in the City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Assess the kind of training needed.	None	10 minutes	Robert R. Marges Prescilda D. Igtiben May Ann C. Villa Desierin R. Alcantara Jessica-An M. Morales Paul John C. Rodrin Dan Kevin P. Mojica Janette Paula E. Ortiz
2. Wait for schedule.	2. Schedule the training and provide instructions for the needed preparations.	None	5 minutes	Robert R. Marges
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

8. PROVIDE SOIL ANALYSIS

This is to determine the soil nutrient levels and fertilizer recommendations needed for a high yielding produce and best quality of crops.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus; All farmers in the City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
Duly Accomplished Client Form		City Agriculture Services Office		
Soil Sample		Area requested by Farmer and other clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter.	1.1 Assess the requirements. 1.2 Interview and schedule the client for soil sampling.	None	5 minutes	Robert R. Marges Prescilda D. Igtiben
2. Assist the assign Agriculturist in the barangay for the collection of soil sample for testing and analysis.	2.1 Collect the sample and record the complete information. 2.2 Analyze the soil sample, draft the fertilizer recommendation, and notify the client on the availability of the result.	None	60 minutes 75 minutes	Robert R. Marges Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin I. Rodrin May Ann C. Villa
3. Receive the result of soil analysis.	3. Issue Soil Analysis and Fertilizer Recommendation.	None	5 minutes	Robert R. Marges Dan Kevin P. Mojica Paul John C. Rodrin Jessica-An M. Morales Desierin I. Rodrin May Ann C. Villa
Fill-out Client Satisfaction Rating Form				
TOTAL		None	145 minutes	

NOTE: May take up days depending on the dryness of the soil sample.

9. ISSUANCE OF SEEDLINGS

The seedlings were used for tree planting activities and can provide cooling as shade trees and habitat to various species.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Businesses			
WHO MAY AVAIL THE SERVICE	All farmers, homeowners, associations, educational institutions, government organizations and non-government organizations in the City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
Duly Accomplished Client Form		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Assess the requirements.	None	2 minutes	Robert R. Marges Desierin R. Alcantara Prescilda D. Igtiben Janette Paula E. Ortiz
2. Undergo interview with the assigned Agricultural Technologist.	2.1 Interview the client. 2.2 Approve and issue the release slip.	None	5 minutes	Robert R. Marges Desierin R. Alcantara Paul John C. Rodrin
3. Submit the release slip and receive the seedlings.	3. Receive the release slip and issue the seedlings.	None	15 minutes	Christoper L. Sayurin Sernan S. Lozada Cristina T. Tanjay Roy M. Araojo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	22 minutes	

10. PROVIDE FARM EQUIPMENT SERVICES (TRACTOR AND THRESHER)

Provision of equipment for land preparation of Rice Production and communal garden as per request of the farmers and other clients in City of Imus.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All farmers in the City of Imus.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		City Agriculture Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form.	1. Assess the application form and check the availability of tractor or thresher.	None	5 minutes	Robert R. Marges Jessica-An M. Morales Prescilda D. Igtiben
2. Undergo interview and receive the approved application form.	2.1 Interview the client.	None	5 minutes	Robert R. Marges Desierin R. Alcantara
	2.2 Approval of the request.		2 minutes	
3. Present the approved application form to tractor operator,	3. Receive the approved form and record the schedule of the use of equipment.	None	2 minutes	Christopher L. Sayurin Roy M. Araojo Sernan S. Lozada
Fill-out Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

11. REGISTRATION OF AGRICULTURAL MACHINERIES AND FARM EQUIPMENTS (RA 10601: AFMECH LAW)

All owners of agricultural and fisheries machinery and equipment must register these with the agriculture office of the city.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All owners of Agricultural machineries and farmers association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Location/Address		Residence Barangay		
Duly Accomplished prescribed Registration Application Form		City Agriculture Services Office		
Any evidence of acquisition/ownership (Official Receipt)		Owner/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish all the requirements.	1. Receive and assess all the requirements.	None	5 minutes	Robert R. Marges Jessica-An M. Morales Dan Kevin P. Mojica
2. Prepare for inspection of farm machineries.	2. Schedule for inspection.	None	20 minutes	Jessica-An M. Morales Dan Kevin P. Mojica Paul John C. Rodrin Desierin R. Alcantara
3. Secure inspection certificate.	3. Issue inspection certificate.		2 minutes	Jessica-An M. Morales Dan Kevin P. Mojica Paul John C. Rodrin Desierin R. Alcantara
4. Proceed for payment*	4. Issuance of Official Receipt (Treasurers Office)	P100.00: lower than 2 HP P200.00: 2HP to 14 HP P300.00: above 14 HP	5 minutes	City Treasurer's Office
5. Secure Official Receipt.	5. Release Registration Sticker.		2 minutes	Robert R. Marges Prescilda D. Igtiben Jessica-An M. Morales
Fill-out Client Satisfaction Rating Form				
TOTAL		None	34 minutes	

NOTE: Approved City Ordinance No. 04-167 Series of 2021 dated June 7, 2021.

12. ACCESS IN FARMERS’ INFORMATION TECHNOLOGY SERVICES (FITS) CENTER

Serves as a One-Stop-Information-Shop (OSIS) service facility accessible to many farmers, Entrepreneurs and other clients in City of Imus, Cavite. It provides fast access to information and Technologies in forms appropriate to the client’s needs.

OFFICE OR DIVISION	City Agriculture Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents in City of Imus, farmers, educational institutions and homeowner’s associations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The farmer’s and other clientele must directly proceed to the FITS Center.	1.1 Interview the client on what assistance they need.	None	5 minutes	Robert R. Marges Prescilda D. Igtiben Dan Kevin P. Mojica Jessica-An M. Morales
	1.2 Securing of Information, Education and Communication (IEC) materials (pamphlets, hand-outs, etc.) that could answer to the clienteles need.	None	10 minutes	Prescilda D. Igtiben Jessica-An M. Morales
	1.3 Securing other information/technologies on agricultural related thru internet connections.	None	20 minutes	Prescilda D. Igtiben Dan Kevin P. Mojica
	1.4 Video Viewing on Agri-Related.	None	20 minutes	Prescilda D. Igtiben Jessica-An M. Morales
2. Receive IEC Materials needed.	2. Record IEC Materials distributed.	None	3 minutes	Prescilda D. Igtiben Jessica-An M. Morales
Fill-out Client Satisfaction Rating Form				
TOTAL		None	58 minutes	

CITY AGRICULTURE SERVICES OFFICE

INTERNAL SERVICES

1. PRICE MONITORING ON BASIC AGRICULTURAL COMMODITY IN PUBLIC MARKET

Conduct price monitoring of prime commodities in the different market in whole City of Imus as part of the mandate of Local Price Coordinating Council of the City Government.

OFFICE OR DIVISION	CITY AGRICULTURE SERVICES OFFICE			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents/consumers in the City of Imus, Cavite.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conduct price monitoring of basic commodities (Rice, Vegetables, Meat and Fishery and other aquamarine products, egg, sugar, coffee, etc., at City of Imus Public Market and other markets in the City of Imus.	None	60 minutes	Prescilda D. Igitben Desierin I. Rodrin Dan Kevin P. Mojica May Ann C. Villa
	2. Final recording of prices being monitored using the prescribed form used in the prices monitoring,	None	10 minutes	Prescilda D. Igitben Desierin I. Rodrin Dan Kevin P. Mojica May Ann C. Villa
TOTAL			70 minutes	



OFFICE ON POPULATION DEVELOPMENT EXTERNAL SERVICES

1. SCHEDULING OF PRE-MARRIAGE ORIENTATION AND COUNSELING

All couples applying for Marriage License is required to attend the Pre Marriage-Orientation (PopDev) and Counseling (CSWDO) as mandated by the Law.

OFFICE OR DIVISION	Office on Population Development			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Would-be couples applying for marriage license who have completed the requirements at CCR Office			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Personal Appearance in Scheduling	Office on Population Development			
For New Applicant				
Completion Stub and Official Receipt	City Civil Registrar and Treasurer's Office			
Personal Appearance of couples	Office on Population Development			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Marriage Stub Checklist from City Civil Registrar's Office	1. Verify requirements	None	3 minutes	Jhedielle Enrico Figueroa; Mary Elizabeth U. Cruz; Susan E. Villansana
2. Fill out Contact Tracing Form, Logbook / Information Sheet and Registration Book	2. Assist Client in filling out form with simultaneous interview	None	25 minutes	Roda S. Miranda Mary Elizabeth U. Cruz; Susan E. Villansana Jhedielle Enrico S. Figueroa
3. Scan QR / Fill out Marriage Expectations form via Google Forms	3. Instruct and guide the client with adequate privacy	None	15 minutes	Jhedielle Enrico Figueroa; Mary Elizabeth U. Cruz; Susan E. Villansana
4. Receive PMOC Schedule Stub	4. Issue Personal Information Sheet with time and date of PMOC seminar	None	3 minutes	Jhedielle Enrico Figueroa; Mary Elizabeth U. Cruz; Susan E. Villansana
Fill-out Client Satisfaction Rating Form				
TOTAL		None	46 minutes	



2. PRE-MARRIAGE ORIENTATION SEMINAR AND ISSUANCE OF CERTIFICATE OF COMPLIANCE

In accordance with Section 15 of RA 10354 and Article 16 of the New Family Code, all would-be couples are required to undergo information and counseling on responsible parenthood and family planning for the issuance of their marriage license from the City Civil Registrar Office after ten (10) days publication period.

OFFICE OR DIVISION	Office on Population Development			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Would-be couples applying for marriage license			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance of would-be couples, Personal Information Sheet and Marriage Expectations Form		Office on Population Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the attendance logbook.	1. Guide and secure the signatures of the clients.	None	3 minutes	Mary Elizabeth U. Cruz Susan E. Villansana
2. Attend the Pre-Marriage Orientation and Counseling on the scheduled date and time	2. Conduct and facilitate seminar about Marriage, Marriage and Relationships, Legalities and Rights, Family Planning, Responsible Parenthood, Gender and Development and STIs, HIV and AIDS	None	4 hours	Maria Theresa C. Sañez Jhedielle Figueroa Susan E. Villansana Pilar Laurente
3. Distribution of the Certificate of compliance.	3. Issuance of Certificate of Compliance after the seminar.	None	10 minutes	Jhedielle Enrico Figueroa Mary Elizabeth U. Cruz Susan E. Villansana
Fill-out Client Satisfaction Rating Form				
TOTAL		None	4 hours, 13 minutes	



3. SCHEDULING OF POPDEV PROGRAMS (SEMINARS)

Office on Population Development conducts seminars/symposium on Adolescent Health and Youth Development (Prevention of Teenage Pregnancy), Responsible Parenthood, Family Planning and Reproductive Health, Gender and Development.

OFFICE OR DIVISION	Office on Population Development			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Adolescents aged 10-17, Day Care Parents, 4Ps Beneficiaries, Women of Reproductive Age, different organizations and associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1.1 Receive Letter Request	None	20 minutes	Maria Theresa C. Sañez Jhedielle Enrico Figueroa; Susan E. Villansana
	1.2 Confirmation of date, time, and place of seminar	None		
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	



CITY OF IMUS TRAFFIC MANAGEMENT OFFICE

EXTERNAL SERVICES

1. REDEMPTION OF DRIVER’S LICENSE OR VEHICLE PLATE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending traffic enforcer and timely release of confiscated Driver’s License and/or Vehicle Plate.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the OVR for specific violations of traffic law/s and/or city ordinance/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Green Copy of the OVR		Issued by the Apprehending Officer		
Order of Payment (OP)		Issued by the CITMO Releasing Group		
Official Receipt of payment		Issued by the CITMO Collection Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the green copy of the OVR to the CITMO releasing officer;	1.1 Releasing officer verifies if the original copy of the OVR and the driver's license/other relevant documents are already transmitted by the issuing/apprehending officer/unit; assess the applicable fee/penalty based on the indicated violation;	None	3 minutes	Edward V. Ilano, Emerito V. Quiño, Janice D. Reyes
1.2 Receive the Order of Payment (OP)	1.2 Releasing officer issues the Order of Payment			
2. Pay the necessary fees.	2. CITMO Staff receives the payment and issues an Official Receipt based on the presented Order of Payment (OP)	Based on assessment	4 minutes	Maricel D. Ochoa, Janice D. Reyes
3. Present the Official Receipt to the CITMO Releasing Group	3. Releasing officer records the details of the OR and releases the driver's license and/or vehicle plate	None	1 minute	Emerito V. Quiño, Janice D. Reyes
TOTAL		Per violation total indicated on the OVR green copy	8 minutes	



2. REDEMPTION OF IMPOUNDED VEHICLE

The process involves verification of the Ordinance Violation Receipt (OVR) issued by the apprehending officer/traffic police officer and timely release of confiscated vehicle key/s. Client is then referred to the vehicle impound facility for redemption of confiscated vehicle/s.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All traffic violators who have been issued the Ordinance Violation Receipt (OVR); has no driver's license and/or does not carry with him/her the vehicles registration papers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Green Copy of the OVR		Issued by the Apprehending Officer		
Order of Payment (OP)		Issued by the CITMO Releasing Group		
Official Receipt of payment		Issued by the CITMO Collection Officer		
Impounding Release Receipt		Issued by the CITMO Releasing Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the green copy of the OVR to the CITMO releasing officer;	1.1 Releasing officer verifies if the original copy of the OVR and the driver's license/other relevant documents are already transmitted by the issuing/apprehending officer/unit;	None	3 minutes	Edward V. Ilano, Emerito V. Quiño, Janice D. Reyes
1.2 Receive the Order of Payment (OP)	1.2 Assess the applicable fee/penalty based on the indicated violation	Applicable fee/penalty will depend on the nature of the traffic violation/s as assessed by the CITMO releasing group	4 minutes	Maricel D. Ochoa, Janice D. Reyes
2. Pay the necessary fees.	2. CITMO Staff receives the payment and issues an Official Receipt based on the presented Order of Payment (OP)			
3. Present the Official Receipt (OR) to the CITMO Releasing Group	3.1 Record the OR details and issue the Impounding Release Receipt;	None	1 minute	Emerito V. Quiño, Janice D. Reyes

	3.2 Prepare the Order of Release based on the documents for approval by the CITMO Head; 3.3 Direct guide the client on how to claim the vehicle at the city impounding area			
4.1 Proceed to the city impounding area and show the Order of Release. 4.2 Retrieve the vehicle	4. Release impounded vehicle.	None	30 minutes	Officer-in-Charge at the Impounding Area
TOTAL		Total amount of fee/penalty as assessed by the CITMO releasing group	38 minutes	

3. ADJUDICATION OF COMPLAINTS AGAINST TRAFFIC ENFORCER

The City of Imus Traffic Management Office practices a fair and just implementation of traffic laws and/or city ordinances. All forwarded complaints are given utmost and careful attention by the CITMO Admin group.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All traffic violators who believe that they were unfairly and/or unjustly charged with a traffic violation by the apprehending traffic enforcer.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written complaint prepared by the complainant		Prepared by the complainant		
Green copy of the Ordinance Violation Receipt (OVR)		Issued by the apprehending traffic enforcer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal complaint officer in front of the mediation officer	1. Merit of the complaint is assessed after the complainant has narrated his/her side of the incident	None	5 minutes	Maricel D. Ochoa
2. Confront the apprehending officer in front of the mediation officer	2. Summon the apprehending officer for a dialogue with the complainant for possible resolution of the problem	None	10 minutes	Maricel D. Ochoa
3. Redeem his/her violation per covering OVR following Frontline Service Procedures	3. Upon resolution of the problem, request the complainant to redeem his/her violation	None	5 minutes	Maricel D. Ochoa
TOTAL		None	20 minutes	

NOTE: In meritorious cases, file a formal complaint with the Office of the City Mayor or the City Administrative Office. This will take a day at the Office of the City Mayor.



4. MOTORCYCLE ESCORTS AND/OR TRAFFIC MANPOWER ASSISTANCE

The CITMO provides these allied services to VIPs, guests of the city government, motorcades, parades, funeral processions, weddings and other special events.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Any office of the city government, NGO, barangay officials, church leaders, business establishments and private citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request containing the nature of the event and other relevant details		Prepared by the requesting party		
Permit issued by the Office of the City Mayor		Issued by the Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request to the Office of the City Mayor	1. Assess the feasibility of the request against the availability of the motorcycle escort/s; request proponent to secure the Permit	None	5 minutes	Maricel D. Ochoa Mariel D. Ochoa Cedrick C. Flores
2. Submit written request to the Office of the City Mayor	2. Issues Permit after proponent paid the applicable charge/s	Defined by the Office of the City Mayor	8 minutes	Office of the City Mayor
3. Submit request with the Permit to CITMO Admin office	3. Process request and assign motorcycle escorts as applicable	None	5 minutes	Maricel D. Ochoa
TOTAL		Based on assessment	18 minutes	



5. TOWING SERVICE/S

The CITMO provides towing services for vehicles involved in traffic crash/accident as per request from private citizen/resident of Imus City and/or other government offices.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Anyone whose vehicle is defective or cannot run on its own power.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request from concerned party		Prepared by the requesting party		
Towing Permit		Issued at the CITMO Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a verbal request in person or through phone to CITMO Admin Office	1. Fill-out the Towing Permit complete with the required details and the applicable fee/s	None	3 minutes	Rizaldy T. Nato <i>CITMO Chief</i>
2. Pay the fees as specified in the Towing Permit	2. Provide a copy of the Towing Permit to the Towing Group for their reference	Applicable fee/s will depend on the nature of the request as assessed by the CITMO towing group	5 minutes	Maricel D. Ochoa, Ronald S. Enardecido
3. Guide the Towing Group to the location of the vehicle	3. Towing Group tows the vehicle to the specified destination	None	3 hours	Towing Group
TOTAL		Based on assessment	3 hours and 8 minutes	



6. ISSUANCE OF TRAFFIC CLEARANCE

The CITMO provides Traffic Clearance to private citizen/resident and business establishments as a prerequisite in acquiring Excavation Permit from the City Engineering Office. This is to avoid any untoward traffic incident and to preempt traffic congestion in the area of excavation/activity.

OFFICE OR DIVISION	City of Imus Traffic Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C, G2B			
WHO MAY AVAIL THE SERVICE	Any business establishments and private citizen applying for an excavation permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request containing the nature of the activity/project and other relevant details		Prepared by the requesting party		
Barangay clearance		Issued by the barangay from where the activity/project will take place		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and/or endorsement to the CITMO Admin Office	1. Checks the requirements submitted by the requesting party	None	3 minutes	Mariel D. Ochoa
2. Submit written request and/or endorsement to the CITMO Admin Office	2. Thoroughly reviews the request for approval	None	10 minutes	Rizaldy T. Nato <i>CITMO Chief</i>
3. Submit request with the Traffic Clearance to City Engineering Office	3. Discuss the conditions and guidelines stated in the Traffic Clearance to the requesting party upon issuance	None	5 minutes	Mariel D. Ochoa
TOTAL		None	18 minutes	



CITY OF IMUS SPORTS DEVELOPMENT UNIT EXTERNAL SERVICES

1. REQUISITION OF SPORTS MATERIALS/SOLICITATIONS

Granting of request for sports related materials.

OFFICE OR DIVISION	City of Imus Sports Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	Imus residents and organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to Mayor		Client		
Photocopy of Requestor's ID		Client		
Barangay/School endorsement		Respective Barangay/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit the request letter to the City Mayor's Office.	1.1 Evaluate the request.	None	1 day	City Mayor's Office
	1.2 Transmit request letter to City Sports Development Unit.	None		
2. Submit the requirements.	2.1 Receive the requirements.	None	2 minutes	Mr. Roberto Pagtakhan
	2.2 Interview client regarding the purpose of their request.	None	5 minutes	Mr. Patrick M. Paulme Unit Head
	2.3 Approval/Disapproval of Request.	None	8 minutes	Mr. Patrick M. Paulme Unit Head
3. If approved, receive Sports Materials/ Solicitation.	3.1 Award Sports Materials/ Solicitation.	None	5 minutes	Mr. Patrick M. Paulme Unit Head
TOTAL		None	1 day and 20 minutes	



2. USE OF IMUS FITNESS CENTER

The Imus Fitness Center is available to all residents of City of Imus. It is located in Bucandala III, City of Imus, Cavite.

OFFICE OR DIVISION	City of Imus Sports Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C -Government to Citizens			
WHO MAY AVAIL THE	All Imus residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Voter's ID/ COMELEC Certificate / Claim Stub		COMELEC Office - Imus		
Barangay Certificate (for non-voters)		Respective Barangay Hall		
Duly Filled out the Application Form		Imus Fitness Center		
1x1 ID Picture		Client		
If minor, you must also submit:		Client		
Photocopy of Voter's ID/ COMELEC Certificate of Parent		COMELEC Office - Imus		
Parental Consent		Client's parents/guardians		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed documents.	1.1 Assess the requirements.	None	10 minutes	Mr. Salvador Cambay
	1.2 Provide instructions for use of Gym and ID.			
2. Receive ID and Instructions and use gym.	2.1 Issue Fitness Center ID.	None	5 minutes	Mr. Salvador Cambay
TOTAL		None	15 minutes	

3. USE OF IMUS TRACK OVAL

The Imus Fitness Center is available to all residents of City of Imus. It is located in Malagasang I-G, City of Imus, Cavite.

OFFICE OR DIVISION	City of Imus Sports Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C -Government to Citizens			
WHO MAY AVAIL THE	All Imus residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Voter's ID/ COMELEC Certificate / Claim Stub		COMELEC Office - Imus		
Barangay Certificate (for non-voters)		Respective Barangay Hall		
Duly Filled out the Application Form		Imus Grandstand and Track Oval		
1x1 ID Picture		Client		
If minor, you must also submit:		Client		
Photocopy of Voter's ID/ COMELEC Certificate of Parent		COMELEC Office - Imus		
Parental Consent		Client's parents/guardians		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit needed documents.	1.1 Assess the requirements.	None	10 minutes	Mr. Armando Frani
	1.2 Provide instructions for use of Track Oval and ID.			
2. Receive ID and Instructions and use track oval.	2.1 Issue Grandstand and Track Oval ID.	None	5 minutes	Mr. Armando Frani
TOTAL		None	15 minutes	



4. RESERVATIONS FOR PUBLIC FACILITY

Reservation to use the Imus Sports Complex and the City of Imus Grandstand & Track Oval (CIGTO) for various recreational, socio-civic, sports, entertainment, and educational purposes.

OFFICE OR DIVISION	City of Imus Sports Development Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government, G2C - Government to Citizens, G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	All Imuseños and non-Imuseños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Administrator		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter at the City Administrator's Office.	1.1 Check for the availability of the Imus Sports Complex or City of Imus Grandstand and Track Oval.	None	5 minutes	Ms. Cecil I. Reyes
	1.2 Assist the client in finalizing the schedule.	None	5 minutes	
	1.3 Assess the requirements and Issue Order of Payment.	None	5 minutes	
2. Pay prescribed fee at City Treasurer's Office.	2.1 Receive payment and issue Official Receipt (OR).	CITY OF IMUS GRANDSTAND AND TRACK OVAL Sports fest (for 6 hours) Commercial/ Private Companies – Php 20,000.00 Other LGU/Gov't Institution – Php 10,000.00 Private Schools / Public Schools Within Imus – Free Outside Imus – Php 8,000.00 Succeeding Hours – Php 1,000.00 Fun Run (Min 3 hours) Commercial/ Private Companies – Php 10,000.00	10 minutes	City Treasurer's Office

		<p>Other LGU/Gov't Institution – Php 10,000.00</p> <p>Private Schools / Public Schools Within Imus – Php 5,000.00 Outside Imus – Php 10,000.00 Residents – Php 5,000.00 Non-residents – Php 10,000.00</p> <p>Practice/Training (per hour) Commercial/ Private Companies – Php 1,000.00 Other LGU/Gov't Institution – Php 500.00 Private Schools / Public Schools Within Imus – Free Outside Imus – Php 50.00 / head Residents – Free Non-residents – Php 50.00/head</p> <p>Football Tournament (6 hours) Commercial/ Private Companies – Php 20,000.00 Other LGU/Gov't Institution – Php 10,000.00 Private Schools / Public Schools Within Imus – Free Outside Imus – Php 15,000.00 Residents – Php 10,000.00 Non-residents – Php 15,000.00</p> <p>Succeeding hours – Php 1,000.00</p>		
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		Football Practice – Php 200.00 per head Public Schools within Imus – Free Per bulb – Php 200 per bulb per hour d. Walk-in Residents – Free with Government ID or apply for Grandstand Privileged ID Non-residents – Php 25.00 / head IMUS SPORTS COMPLEX (per hour rates) With Lights, and Exhaust Fan – Php 2,000.00 With Aircon and VIP Rooms – Php 10,000.00		
3. Present Official Receipt (OR).	3.1 Input information on the Templated Form.	None	3 minutes	Ms. Cecil I. Reyes
	3.2 Signature of the City Administrator.	None	2 minutes	Mr. Hertito V. Monzon City Administrator
4. Claim permit.	4.1 Release permit	None	2 minutes	Ms. Cecil I. Reyes
5. Provide copy of Permit and Official Receipt to the City of Imus Sports Development Unit.	5.1 Receive the permit and schedule the event on the Calendar of Activities of either the Imus Sports Complex or the City of Imus Grandstand & Track Oval (CIGTO).	None	3 minutes	Ms. Sofia Louraine Lara
TOTAL		Based on the assessment	35 minutes	

PUBLIC EMPLOYMENT SERVICE OFFICE EXTERNAL SERVICES

1. ISSUANCE OF MAYOR’S PERMIT TO WORK/OCCUPATIONAL CARD

Any individuals who are newly hired by employers and already employed within the territorial jurisdiction of the City of Imus are required to secure Mayor’s Permit to Work/Occupational Card which they must submit to their respective employers as part of their requirements.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All employed citizens in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application slip		Public Employment Service Office		
Health Card		Imus Health Center		
NBI or Police Clearance		National Bureau of Investigation (NBI) or Police Station		
Community Tax Certificate (Cedula)		City Treasurer’s Office		
Referral/Recommendation Letter (If not Imus Resident)		City or Municipality where the client resides		
Barangay Certification and Oath of Undertaking (additional requirements for 1st time Job Seekers Act of 2019 - R.A 11261)		From respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry and submit the required documents	1.1. Assist and assess the requirements. 1.2. Issue ng National Skills Registration Program (NSRP) form 1.	None	1 minute	Manuel L. Sañez
2. Receive the Order of Payment	2. Release Order of Payment	None	1 minute	Manuel L. Sañez
3. Pay the required fees.	3. Receive the payment and issue the Official Receipt (O.R) and Documentary Stamp Tax	Php 80.00	5 minutes	City Treasurer’s Office
4. Submit the Official Receipt (OR). Register in the logbook and Fill-out the NSRP Form 1.	4. Process the request	None	4 minutes	Claire Genova, Jopearl Jill Manuel
5. Receive the document	5. Release the document	None	1 minute	Manuel L. Sañez
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 80.00	12 minutes	



2. ISSUANCE OF MAYOR'S CLEARANCE

Document issued to individuals who need for local employment (PNP, BFP, AFP, Coast Guard), On-the-Job Training Student, Firearms License, and other legal purposes. They must be residing in the City of Imus.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application slip		Public Employment Service Office		
Prosecutor Clearance		Office of the City Prosecutor		
Regional Trial Court (MTC) Clearance		Regional Trial Court, Office of the Clerk of Court		
Municipal Trial Court (MTC) Clearance		Municipal Trial Court, Office of the Clerk of Court		
National Bureau of Investigation (NBI) Clearance		National Bureau of Investigation (NBI)		
Barangay Clearance		From respective barangay		
Barangay Certification and Oath of Undertaking (additional requirements for 1st time Job Seekers Act of 2019 - R.A 11261)		From respective barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry and submit the required requirement	1.1. Assist and assess the requirements. 1.2. Issue ng National Skills Registration Program (NSRP) form 1.	None	1 minute	Manuel L. Sañez
2. Receive the Order of Payment	2. Release the Order of Payment.	None	1 minute	Manuel L. Sañez
3. Pay the required fee	3. Receive the payment and issue the Official Receipt (O.R) and Documentary Stamp Tax	Php 80.00	5 minutes	City Treasurer's Office
4. Submit the Official Receipt (OR). Register in the logbook and fill out the NSRP Form 1.	4.1 Process the Mayor's Clearance	None	4 minutes	Claire Genova, Jopearl Jill Manuel
	4.2 Signature of Local Chief Executive (LCE) or Authorized Signatory	None	5 days	Mayor Alex L. Advincula / Authorized Signatory
5. Submit the NSRP Form 1., Register in the logbook and receive the document.	5. Release the document	None	1 minute	Manuel L. Sañez
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 80.00	5 day & 12 mins	

3. ISSUANCE OF APPLICANT REFERRAL LETTER FOR EMPLOYMENT

Applicants undergo a pre-qualification process which consists of job matching and counseling, among others prior to the issuance of a job referral/ recommendation letter addressed to a prospective employer/s.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Slip		Public Employment Service Office		
National Skills Registration Program (NSRP) Form 1		Public Employment Service Office		
Resume		From Applicant		
Other requirements (Barangay Clearance, NBI, Police Clearance, Birth Certificate, TOR/Diploma - if company requires)		From Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry	1.1 Assess the requirements	None	1 minute	Manuel L. Sañez
	1.2 Issue PESO Employment Information System (PEIS) form and Request Slip	None	1 minute	Manuel L. Sañez
2. Accomplish request slip and PESO Employment Information System (PEIS) - NSRP form 1	2. Check the applicant's requirements and inform the available job vacancies that match him/her	None	6 minutes	Regine Velasco
3. Register in logbook.	3. Prepare the Referral Letter	None	2 minutes	Claire Genova,
4. Receive the Referral Letter and proceed to the company to process the job application.	4. Issue the applicant's referral letter	None	1 minute	Manuel L. Sañez
Fill-out Client Satisfaction Rating Form				
TOTAL		None	11 minutes	

4. ISSUANCE OF REFERRAL LETTER TO OTHER MUNICIPALITIES AND CITIES

Issued to the applicant as their requirements for processing Mayor's Permit to Work or Occupational Permit to other Municipalities or Cities

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplish Request Slip		Public Employment Service Office		
Barangay Clearance		From Respective Barangay		
Government Issued ID		From various government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry	1.1 Assess the requirements.	None	1 minute	Manuel L. Sañez
	1.2 Issue the Request Slip and PESO Employment Information System (PEIS) form and Request Slip	None		
2. Register in the logbook and fill out the PESO Employment Information System (PEIS)-NSRP form 1	2. Prepare the Referral Letter	None	5 minutes	Claire Genova, Raquel Camacho
		None		
3. Receive the Referral Letter	3. Issue the Referral Letter	None	1 minute	Manuel L. Sañez
Fill-out Client Satisfaction Rating Form				
TOTAL		None	7 minutes	

5. ISSUANCE OF COMPANY ACCREDITATION

To secure the legality of the papers submitted by the company before they are allowed to join in job matching activities, posting job vacancies and resume browsing.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	All companies seeking to join the Imus PESO job matching activities and sorting of applicants resume			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Main Requirements				
Letter of Intent		Company		
Company Profile		Company		
Photocopy of the Latest Business Permit		LGU (BPLO)		
Photocopy of BIR Certificate		Bureau of Internal Revenue		
Photocopy of SEC Registration / DTI Certificate / Cooperative Development Authority (CDA) Registration		Securities and Exchange Commission/ Department of Trade and Industry, Cooperative Development Authority		
Photocopy of Phil.Job.Net Registered		Phil.Job-Net Website (PhilJobNet.gov.ph)		
Photocopy of Philippine Contractors Accreditation Board (PCAB) License		Philippine Contractors Accreditation Board		
Additional Requirements for Local Company/Manpower Agency				
DOLE Certification <ul style="list-style-type: none">- Certificate of No Pending Cases- Registry of Establishment under Rule 1020- Private Requirement and Placement Agency (PRPA)- D.O 174 (except Construction)		Department of Labor and Employment		
List of updated Job Vacancies with total number of manpower requirement		Company		
Additional Requirement for Overseas Company				
Copy of POEA License		Philippine Overseas Employment Administration		
Approved Manpower-Job Order From POEA		Philippine Overseas Employment Administration		
DMW Clearance of No Pending Case		Department of Migrant Workers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry	1. Assists and refer the company representative to the assigned focal person	None	1 minute	Manuel L. Sañez

2. Proceed to the assigned personnel and present/ submit the requirements	2.1 Check the completeness and validate the submitted documents.	None	2 days	Regine C. Velasco
	2.2 Conduct validation to DOLE/DMW (if needed).	None		
	2.3 Signature of City PESO Manager.	None		Clarita T. Casing
	2.4 Message the Company for the availability of the Certificate of Accreditation.	None		Regine C. Velasco
3. Receive the Certificate of Accreditation	3. Release the Certificate of Accreditation	None	1 minute	Regine C. Velasco
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 days and 2 minutes	

NOTE: If the office needs a further evaluation/assessment, the company/agency will receive their Certificate of Accreditation after 5 days.

6. ISSUANCE OF REFERRAL SLIP FOR ENDORSEMENT TO OWWA ASSISTANCE PROGRAM

All registered members of OWWA can avail of many of their services that range from health care, disability and death benefits, scholarships and financial assistance for education and training, workers assistance and on-site services, and social services and family welfare assistance. A referral slip is issued to OWWA members or their families.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All registered members of OWWA and their families resident of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of OFW/OWWA Membership		OWWA		
Overseas Employment Certificate (OEC)		POEA		
Termination Document		From Applicant		
Passport or Travel Documents <ul style="list-style-type: none">2nd page (with Name and Picture)Latest Departure and Arrival		From Applicant		
Proof of Relationship to OFW/OWWA Member		From Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry	1.1 Assess and verify the requirements.	None	5 minutes	Regine Velasco
	1.2 Interview the applicant and issue the Case Intake Sheet	None		
2.1 Register in the log book	2.1 Prepare the referral/endorsement slip	None	2 minutes	Regine Velasco
2.2. Fill out the Case Intake Sheet	2.2 Call OWWA representatives for other possible assistance (if needed)	None	20 minutes	Regine Velasco
	2.3 Signature of City PESO Manager.	None	1 minute	Clarita T. Casing
3. Receive the referral/endorsement slip and proceed to OWWA Office	3. Issue the referral/endorsement slip and advise the applicant to proceed to OWWA Office	None	1 minute	Regine Velasco
Fill-out Client Satisfaction Rating Form				
TOTAL		None	29 minutes	

7. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Pursuant to Republic Act No. 7323, as amended by RA 9547 otherwise known as the “Special Program for Employment of Student (SPES)”, is an employment-bridging program that aims to provide temporary employment to disadvantaged youth to augment their family’s income and help ensure that beneficiaries can pursue their education. SPES enhances the employability of youth, who will eventually come to be the country’s future workforce. Along with providing students with experience while earning income, it is also designed to increase employment opportunities for young people in the long term.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	Students or out-of-school youth (OSY), Resident of Imus and at least 15 but not more than 30 years of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SPES Form		PESO Office		
Parent Consent with contact info of guardian (for Minor)				
Photocopy of Birth Certificate		Philippine Statistics Authority (PSA)		
Proof of School Registration (Form 138 or certified true copy of Student’s Class Card)		School		
Barangay Clearance		From respective barangay		
Barangay Indigency/ CSWD Indigency/ Copy of Latest ITR or Exemption from BIR		From respective Barangay/ CSWD / BIR		
2 pcs of passport-size picture		From Applicant		
For OSY, Out-of-School Youth Certification and Good Moral Character issued by Barangay		From respective barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Public Assistance Information Desk Officer for inquiry	1. Assist and refer the applicant to the assigned focal person	None	1 minute	Manuel Sañez
2. Proceed to the assigned personnel and submit the requirements	2.1 Check the qualification of the applicant and the completeness and validity of the documents submitted.	None	3 minutes	Regine Velasco
	2.2 Issue SPES Form to be accomplished by the applicant.	None	3 minutes	
3. Fill out and submit the accomplished SPES Form and PEIS-NSRP Form 1	3.1 Evaluate the accomplished SPES Form.	None	10 minutes	Regine Velasco
	3.2 Conduct Initial Screening of the applicant.			
	3.3 Advise the applicant with regards to the schedule of interview, orientation, and signing of contract and deployment			
Fill-out Client Satisfaction Rating Form				
TOTAL		None	17 minutes	



CITY BUILDING OFFICIAL'S OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF BUILDING PERMIT FOR CONSTRUCTION OF NEW BUILDINGS AND/OR STRUCTURE

A document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

OFFICE OR DIVISION	City Building Official's Office
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G - Government to Government, G2C - Government to Citizens, G2B - Government to Businesses
WHO MAY AVAIL THE SERVICE	Any person or company who intends to construct a new building/structures in Imus
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
Four (4) copies of filled up Unified Application Form for Building Permit and FSEC	Window 1 and 3, One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall
Filled-up Application Form for Locational Clearance	City Planning and Development Office
Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease), if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner	Registry of Deeds
Four (4) sets of Survey Plans, design plans and other documents as follows: Architectural Documents Civil / Structural Documents Electrical Documents Mechanical Documents Sanitary Documents Plumbing Documents Electronics Documents Geodetic Documents Fire Protection Plan (If applicable) Automatic Fire Suppression System Wet Stand Pipe Dry Stand Pipe Kitchen Hood Suppression Fire Detection & Alarm System	Client

Three (3) photocopies of Valid Licenses (PRC I.D.) of all involved professionals		Client, professionals involved in the construction of the building		
Notarized estimated value of the building / structure to be erected as declared by the owner		Client		
Construction Safety and Health Program		Client		
Affidavit of Undertaking		Client		
Soil Test (If applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application Forms and Documentary Requirements	1.1 Receive and assess the completeness and correctness of the documents.	None	30 minutes	Window 1
	1.2 Processing of application in the Back Room and Inspection.	None	3.5 days	OSCP – Back Room
2. Receipt of Order of Payment or Notice of Disapproval	2. Release Order of Payment or Notice of Disapproval	None	30 minutes (stop time)	Window 1
3. Payment of Fees and Charges	3. Receive the payment and issue the O.R.	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	5 minutes	Window 2
4. Claiming of Building Permit	4. Preparation and release of Building Permit		25 minutes	Window 3
TOTAL		Based on assessment	5 days	

NOTE: This is in line with the JMC 2018 – 001 and to be processed in the One Stop Shop for Construction Permits. For construction with area of 1500 sq.m. and above, the processing time is 15 days.

2. ISSUANCE OF BUILDING PERMIT FOR THE EXTENSION, ADDITION, RENOVATION, FENCE AND ALTERATION/AMENDATORY OF PLANS

A document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

OFFICE OR DIVISION	City Building Official's Office
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)
WHO MAY AVAIL THE SERVICE	All residents, non-residents and companies in Imus who already applied for a Building Permit
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
Four (4) copies of filled up Unified Application Form for Building Permit and FSEC	Window 1 and 3, One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall
Filled-up Application Form for Locational Clearance	City Planning and Development Office
Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease), if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner	Registry of Deeds
Four (4) sets of Survey Plans, design plans and other documents as follows: Architectural Documents Civil / Structural Documents Electrical Documents Mechanical Documents Sanitary Documents Plumbing Documents Electronics Documents Geodetic Documents Fire Protection Plan (If applicable) Automatic Fire Suppression System Wet Stand Pipe Dry Stand Pipe Kitchen Hood Suppression Fire Detection & Alarm System	Client

Three (3) photocopies of Valid Licenses (PRC I.D.) of all involved professionals		Client, professionals involved in the construction of the building		
Notarized estimated value of the building / structure to be erected as declared by the owner		Client		
Construction Safety and Health Program		Client		
Affidavit of Undertaking		Client		
Soil Test (If applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application Forms and Documentary Requirements	1.1 Receive and assess the completeness and correctness of the documents.	None	30 minutes	Window 1
	1.2 Processing of application in the Back Room and Inspection.	None	3.5 days	OSCP – Back Room
2. Receipt of Order of Payment or Notice of Disapproval	2. Release Oder of Payment or Notice of Disapproval	None	30 minutes (stop time)	Window 1
3. Payment of Fees and Charges	3. Receive the payment and issue the O.R.	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	5 minutes	Window 2
4. Claiming of Building Permit	4. Preparation and release of Building Permit		25 minutes	Window 3
TOTAL		Based on assessment	5 days	

NOTE: This is in line with the JMC 2018 – 001 and to be processed in the One Stop Shop for Construction Permits. For construction with area of 1500 sq.m. and above, the processing time is 15 days.

3. ISSUANCE OF OTHER BUILDING PERMITS FOR RENEWAL, DEMOLITION, SIGNAGE AND EXCAVATION OR GROUND PREPARATION PERMIT

A document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

OFFICE OR DIVISION	City Building Official's Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)
WHO MAY AVAIL THE SERVICE	Any person or company who intends to demolish a structure, excavate, install signage and renew the Building Permit in Imus
<div>CHECKLIST OF REQUIREMENTS<div>WHERE TO SECURE</div></div>	
For Renewal Permit	
Application form signed by the applicant, signed and sealed by professional and properly filled-out	Office of the Building Official, 2 nd Floor, Imus City Hall
Approved Building Permit and Building Plans	Office of the Building Official, 2 nd Floor, Imus City Hall
For Demolition Permit	
Demolition Permit Form	Office of the Building Official, 2 nd Floor, Imus City Hall
Sketch plan of area to be demolished or picture of building to be demolished	Client
Transfer Certificate of Title (TCT) of the property, if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner	Registry of Deeds
Barangay Endorsement	Respective Barangay
For Sign Permit	
Sign Permit Form	Office of the Building Official, 2 nd Floor, Imus City Hall
Electrical Permit Form whenever there is an electrical connection	Office of the Building Official
Three (3) sets of plans and design of signage duly signed by a licensed professional	Client
Location or vicinity plan	Client
Lot documents	Client
For Excavation or Ground Preparation Permit	
Accomplished Excavation Permit form signed and sealed by a licensed professional	Office of the Building Official, 2 nd Floor, Imus City Hall
One (1) set – Architectural and Structural Plan	Client

Transfer Certificate of Title (TCT) of lot, if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner		Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Verify the requirements.	None	15 minutes	Window 1 and 2
	1.2 Approval of Permit	None	10 minutes	Engr. Alvin Saitanan City Building Official Engr. Josephine Hernandez
	1.2 Assess the fees.	None	10 minutes	OSCP - Backroom
2. Receive Order of payment.	2. Issue the order of payment	None	5 minutes (stop time)	City Treasurer's Office
3. Pay the required fees at the City Treasurer's Office	3. Receive payment and release the official Receipt (OR)	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	2 minutes	Window 2
4. Present the original and photocopy of the Official Receipt and receive the permit.	4.1 Prepare the required Permit.	None	15 minutes	Window 3
	4.2 Release the Permit.	None	3 minutes	
TOTAL		Based on assessment	1 hour	

4. ISSUANCE OF CERTIFICATE OF OCCUPANCY/USE/OPERATION

A document issued by the Building Official to an owner/applicant certifying a building's compliance with the National Building code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR) and indicating it to be in a condition suitable for occupancy. It is evidence that the building complies substantially with the plans and specifications that have been submitted to, and approved by, the Building Official.

OFFICE OR DIVISION	City Building Official's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)			
WHO MAY AVAIL THE SERVICE	Any person or company who was issued a Building permit may apply upon completion of the building and ready for occupancy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Unified Application Form for Certificate of Occupancy and FSIC		Window 1 and 3, One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall		
Three (3) copies of duly notarized Certificate of Completion using the form in Annex H, signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, and one copy of the construction logbook. If the construction was undertaken through a contract, the Certificate of Completion shall be signed by the contractor/Authorized Managing Officer		Client		
One (1) photocopy of the Valid Licenses of all involved Professionals (e.g. Professional Tax Receipt and the Professional Regulation Commission identification card		Client, professionals involved in the construction of the building		
Photograph of the completed structure showing front, sides, and rear areas		Client		
Yellow Card issued by Electrical Service Provider		MERALCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submission of Application Forms and Documentary Requirements. (Client should be present during the inspection)	1.1 Receive and assess the completeness and correctness of the documents and inform the inspection schedule.	None	30 minutes	Window 1
	1.2 Processing of application in the back room and inspection of buildings/structures/machineries.	None	3.5 days	OSCP - Backroom
2. Submit the requirements	2.1 Verify the requirements;	None	30 minutes	Window 1
		None		



	2.2 Assess the fees and issue the order of payment			
3. Receive Order of Payment or Notice of Disapproval	3. Release Order of Payment or Notice of Disapproval	None	30 minutes (stop time)	Window 1
4. Payment of Fees and Charges.	4. Receive the payment and issue the O.R.	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	2 minutes	Window 2
5. Claim the Certificate of Occupancy	5. Preparation and release Certificate of Occupancy, FSIC, Notice of Assessment, Tax Declaration, CFEI and other submitted documents.	None	25 minutes	Window 3
TOTAL		Based on assessment	5 days	

NOTE: This is in line with the JMC 2018 – 001 and to be processed in the One Stop Shop for Construction Permits. If the inspector's report stated that there are violations, deviations, addition in the approved Building plans; the application shall be withheld pending compliance of the needed requirements for completion before moving to the next step.

5. ISSUANCE OF ELECTRICAL OR WIRING PERMIT

OFFICE OR DIVISION	City Building Official's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)			
WHO MAY AVAIL THE SERVICE	All residents and non-residents who own a building in Imus and intend to apply for electrical and wiring permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Certificate of Title (TCT) of the lot where building is erected, if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner		Registry of Deeds		
Electrical/Wiring Permit form duly signed by an Electrical Engineer or Registered Electrician		Office of the Building Official		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Verify the requirements. 1.2 Assess the fees and issue the order of payment	None None	5 minutes 5 minutes	Window 1 and 3 OSCP - Backroom
2. Pay the required fees at the City Treasurer's Office	3. Receive payment and release the official Receipt (OR)	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	2 minutes	Window 2 – OSCP
3. Present the original and photocopy of the Official Receipt	4.1 Prepare the required Permit. 4.2 Approval of Permit	None None	10 minutes 5 minutes	OSCP – Backroom Engr. Alvin Saitanan City Building Official Engr. Josephine Hernandez
4. Receive the Permit	4. Release the Permit	None	3 minutes	Window 3 - OSCP
TOTAL		Based on assessment	30 minutes	

6. ISSUANCE OF CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

A document issued by the Building Official to an owner/applicant after electrical safety inspection, testing, and verification of the electrical wirings of residential, institutional, commercial, and industrial building before the installation of electric meters by the electric power service provider to ensure their conformance to the provisions of the Philippine Electrical Code.

OFFICE OR DIVISION	City Building Official's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)			
WHO MAY AVAIL THE SERVICE	All residents and non-residents who own a building in Imus and intend to apply for electrical and wiring permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Yellow Card issued by MERALCO with a request to secure for CFEI		MERALCO		
Inspection report of the Electrical Inspector		Office of the Building Official		
Transfer Certificate of Title of the lot where the building is erected		Registry of Deeds		
Proof of ownership if the lot title is not in the name of the applicant, provide Contract to sell, Deed of Sale, Agreement and Authorization		Client		
For new connection, provide Occupancy Permit		One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall		
For reconnection/relocation/separation of electric meter base with addition/extension/renovation of building, provide Building Permit		One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inspection request form and the yellow card issued by Meralco.	1.1 Receive the yellow card and inspection request form and inform the inspection schedule.		10 minutes	Window 1
	1.2 Inspect the installed Electric Meter Base and wiring connections.		3 days	Engr. Leonardo Aliscad; Engr. Kieran Dela Cruz; Engr. Kit Jasper Paredes; Engr. Daniel Pangilinan
2. Submit the requirements	2.1 Verify the requirements		5 minutes	Window 1



	2.2 Assess the fees.		10 minutes	
3. Receive Order of Payment	3. Issue the order of payment.		5 minutes	OSCP
4. Pay the required fees at the City Treasurer's Office	4. Receive payment and release the official Receipt (OR)	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	2 minutes	Window 2 - OSCP
5. Present the original and photocopy of the O.R. and receive the permit.	5.1 Receive the OR and prepare the document.		10 minutes	Window 1
	5.2 Approve the CFEI		5 minutes	Engr. Alvin Saitanan City Building Official Engr. Josephine Hernandez
6. Receive the document	6. Release the document	None	3 minutes	Window 3
TOTAL		Based on assessment	4 days	

NOTE: The inspectors will leave the Inspection report in the inspected building indicating the documents or requirements to be submitted for the issuance of CFEI. If the applicant can't comply with the requirements, the application for CFEI shall be withheld.

7. ISSUANCE OF CLEARANCE FOR NEW AND RENEWAL OF BUSINESS PERMIT APPLICATION

Clearance for business permit given to owner/applicant certifying the compliance of the structures/building to the National Building Code of the Philippines.

OFFICE OR DIVISION	City Building Official's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G (Government to Government), G2C (Government to Citizens), G2B (Government to Businesses)			
WHO MAY AVAIL THE SERVICE	All business taxpayers in Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished application form		One Stop Shop for Business Permits, GF Floor, Imus City Hall		
Building Permit		One Stop Shop for Business Permits, GF Floor, Imus City Hall		
Occupancy Permit		One Stop Shop for Business Permits, GF Floor, Imus City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form.	1. Verify the application.	None	10 minutes	Kristine Marie Pakingan; Cresencia Parnala;
2. Receive the approved application with the assessed fees	2. Assess the fees.	None	5 minutes	Kristine Marie Pakingan; Cresencia Parnala;
TOTAL		None	15 minutes	

Note: If the building for the Business Operation was verified to have no Building Permit and Occupancy Permit and have violations on the building construction, the application for Business Permit is withheld. If the building is in compliance, proceed to Step 2.



8. ISSUANCE OF BUILDING PERMIT FOR CONSTRUCTION OF TELECOMMUNICATIONS AND INTERNET INFRASTRUCTURE

A document issued by the Building Official to an owner/applicant to proceed with the construction of telecommunications and internet infrastructure after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building code of the Philippines (the Code) and its Implementing Rules and Regulations (IRR).

OFFICE OR DIVISION	City Building Official's Office
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G - Government to Government, G2C - Government to Citizens, G2B - Government to Businesses
WHO MAY AVAIL THE SERVICE	Any person or company who intends to construct telecommunications and internet infrastructure in Imus
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
Four (4) copies of filled up Unified Application Form for Building Permit	Window 1 and 3, One Stop Shop for Construction Permits, 2 nd Floor, Imus City Hall
Filled-up Application Form for Locational Clearance	City Planning and Development Office - OSCP
Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease), if the applicant is not the lot owner, provide either of the following: Deed of Sale or Contract to Sell Authorization from lot owner Proof of relationship to the lot owner	Registry of Deeds
Four (4) sets of Survey Plans, design plans and other documents as follows: Architectural Documents Civil / Structural Documents Electrical Documents Mechanical Documents Electronics Documents Geodetic Documents	Client
Three (3) photocopies of Valid Licenses (PRC I.D.) of all involved professionals	Client, professionals involved in the construction of the building
Notarized estimated value of the building / structure to be erected as declared by the owner	Client
Environmental Compliance Certificate (ECC), if the proposed project site is within an environmentally critical area; Special Use Agreement in Protected Areas, if the proposed project site is a protected area;	Client

Free and Prior Informed Consent, if the proposed project site is within an ancestral domain; Land Use Conversion from the Department of Agrarian Reform (DAR) Central Office, if the proposed project site requires the conversion of an agricultural land of more than five (5) hectares, or from the DAR Regional Office, if the said land is five (5) hectares and below; Clearance from the Philippine Economic Zone Authority (PEZA), if the proposed site is within an economic zone or any other area owned, administered or operated by PEZA;				
Soil Test (If applicable)		Client		
Other requirements as mandated by the Constitution and existing laws.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application Forms and Documentary Requirements	1.1 Receive and assess the completeness and correctness of the documents.	None	30 minutes	Window 1
	1.2 Processing of application in the Back Room and Inspection.	None	3.5 days	OSCP – Back Room
2. Receipt of Order of Payment or Notice of Disapproval	2. Release Order of Payment or Notice of Disapproval	None	30 minutes (stop time)	Window 1
3. Payment of Fees and Charges	3. Receive the payment and issue the O.R.	Refer to the 2005 Revised IRR of the National Building Code (P.D. 1096)	5 minutes	Window 2
4. Claiming of Building Permit	4. Preparation and release of Building Permit		25 minutes	Window 3
TOTAL		Based on assessment	5 days	

NOTE: This is in line with the JMC 2018 – 001 and to be processed in the One Stop Shop for Construction Permits. For construction with area of 1500 sq.m. and above, the processing time is 15 days.

CITY PLANNING AND DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF LOCATIONAL CLEARANCE OR ZONING COMPLIANCE AND TEMPORARY USE PERMIT (TUP) FOR NEW AND RENEWAL OF BUSINESS PERMIT

A business proprietor who wishes to start his/her own business or renew their existing business permit are required to secure a Mayor's permit or city license from the City Government of Imus.

OFFICE OR DIVISION	City Planning and Development Office - Business One Stop Shop (BOSS)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government
WHO MAY AVAIL THE SERVICE	All residents, non-residents and companies who intend to renew or open a new business in the City of Imus
<div>CHECKLIST OF REQUIREMENTS<div>WHERE TO SECURE</div></div>	
For Application of New Business Permit	
Duly accomplished and notarized Locational Clearance or Zoning Compliance Application Form	Business One Stop Shop (BOSS) Zoning Representative
Duly accomplished and notarized Affidavit of Parking	Business One Stop Shop (BOSS) Zoning Representative
Proof of Ownership (Photocopy) Certified True Copy of Transfer Certificate of Title(s) (TCT). If the property (TCT) is not registered in the name of the applicant, provide the necessary requirements: Notarized Deed of Sale Notarized Deed of Donation Notarized Agreement to Purchase and Sell Notarized copy of Authorization to Use the Land from the registered owner Notarized Contract of Lease Tax Declaration Updated Tax Receipt	Provided by the property owner.
Barangay Resolution or Endorsement	Barangay where the business is located
Homeowner's Association Resolution (HOA) endorsing the project or business, if the location of the business is within a Residential Subdivision.	Homeowners Association of the said subdivision
DTI or SEC Registration	Department of Trade and Industry (DTI) and Securities and Exchange Commission
Picture of establishment (front, side showing the road setback and interior)	Provided by the property owner.
Personal appearance on the actual date of inspection	Participation of the business owner
Renewal of Business Permit	
Photocopy of previous Business Permit and Official Receipt	Provided by the business owner
New Barangay Endorsement	Barangay where the business is located

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the requirements and verify if inspection is needed	None	15 minutes	Greg Chuangco Roderick Biazon Augusto Bayot Whelvin Ramos Dennis Sauquillo
2. Undergo the inspection	2. Inspect the business site and road setback (if needed)	None	30 minutes	Jojie Cervantes Augusto Bayot
3. Receive assessment of fees and proceed to the BPLO for the processing of request (after inspection or if inspection is not required)	3.1 Approve the application and assess the fees. 3.2 Provide assessment fees.	Refer to Article XXI. Section 190 of the 2019 Imus Revenue Code	10 minutes (stop time)	Engr. Guiana F. Monzon Engr. Nenita Casing Greg Chuangco Roderick Biazon Augusto Bayot Whelvin Ramos Dennis Sauquillo
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	55 minutes	

ZONING CLEARANCE FEES

FOR NEW BUSINESS	
Apartments / Townhouses	
Total Floor Area multiplied by 8,000.00/square meter or total Bill of Materials whichever is higher.	
P500,000.00 and below	P 1,200.00
Over P500,000.00 and above	P 1,200.00 + 1/10 of 1% of cost in excess of P500,000.00 regardless of the number of doors
Dormitories	
Total Floor Area multiplied by 10,000/square meter or total Bill of Materials whichever is higher	
P2,000,000.00 and below	P 2,500.00
Over P2,000,000.00	P 2,500.00 + 1/10 of 1% of cost in excess of P2,000,000.00 regardless of the number of doors
Institutional	

Total Floor Area multiplied by 10,000/square meter or total Bill of Materials whichever is higher	
Project cost of which is:	
Below P1,000,000.00	P1,200.00
P1,000,000.00 to P2,000,000.00	P2,000.00
Over P2,000,000.00	P2,500.00 + 1/10 of 1% of cost in excess of P2,000,000.00
Commercial, Industrial and Agro-Industrial	
Total Floor Area multiplied by 10,000/square meter or total Bill of Materials whichever is higher	
Project cost of which is:	
Below P100,000.00	P1,200.00
Over P100,000.00 to 500,000.00	P1,700.00
Over P500,000.00 to 1,000,000.00	P2,500.00
Over P1,000,000.00 to 2,000,000.00	P3,000.00
Over 2,000,000.00	P 5,000.00 + 1/10 of 1% of cost in excess of P2,000,000.00
Special Uses/Special Projects	
(Gasoline Station, Cell Sites, Slaughterhouse, Treatment Plant, etc.)	
Total Floor Area multiplied by 10,000/square meter or total Bill of Materials whichever is higher.	
Below P2,000,000.00	P5,000.00
Over P2,000,000.00	P5,000.00 + 1/10 of 1% of cost in excess of P2,000,000.00
RENEWAL OF ZONING CLEARANCE	
1. Apartments / Townhouses	Same as the previous assessment fees
2. Dormitories	Same as the previous assessment fees
3. Institutional	Same as the previous assessment fees
4. Commercial, Industrial and Agro-Industrial	Same as the previous assessment fees
5. Special Uses/Special Projects	Same as the previous assessment fees

2. ISSUANCE OF LOCATIONAL CLEARANCE (TPZ/TUP) FOR THE APPLICATION OF BUILDING PERMIT (OSCP) ONE-STOP SHOP CONSTRUCTION PERMIT

Any entity who will engage in a construction activity shall secure a Locational Clearance from the City Zoning Administrator.

OFFICE OR DIVISION	City Planning and Development Office - One-Stop Shop Construction Permit (OSCP)
CLASSIFICATION	Highly - Technical
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government
WHO MAY AVAIL THE SERVICE	Any person, firm or corporation who will undergo construction activities regardless of size and cost of the project can avail this service.
<div><div>CHECKLIST OF REQUIREMENTS</div><div>WHERE TO SECURE</div></div>	
Duly accomplished and notarized Locational Clearance or Zoning Compliance Application Form	One-Stop Shop Construction Permit (OSCP) Window 1, 2 and 3
Duly accomplished and notarized Affidavit of Parking for application of commercial, industrial, residential apartments and institutional buildings	One-Stop Shop Construction Permit (OSCP) Window 1, 2 and 3
One (1) set from the four (4) sets of required documents for the application of the Building Permit at the Office of the Building Official (OBO)	One-Stop Shop Construction Permit (OSCP) Window 1, 2 and 3
Proof of Ownership (Photocopy) Certified True Copy of Transfer Certificate of Title(s) (TCT), if the property (TCT) is not registered in the name of the applicant, provide the necessary requirements: Notarized Deed of Sale Notarized Deed of Donation Notarized Agreement to purchase and sell Notarized copy of authorization to use the land from the registered owner Tax Declaration Updated Tax Receipt	Provided by the property owner.
Barangay Resolution or Endorsement	Barangay where the business is located
Homeowner's Association Resolution endorsing the project if the project is located within the subdivision except for residential purposes	Homeowners Association of the said subdivision
Complete Engineering Plans duly signed and sealed by the respective Licensed Engineers	Provided by the professionals who prepares and signed in the technical plans to be submitted by the owner

Specifications, Bill of Materials and Cost Estimates duly signed and sealed by a licensed Civil Engineer		Provided by the professionals who prepares and signed in the technical plans to be submitted by the owner		
Lot Plan or consolidated plan of lots signed and sealed by a licensed Geodetic Engineer or Architect		Provided by the professionals who prepares and signed in the technical plans to be submitted by the owner		
Lot Plan with Technical Description approved by the Bureau of Land (for TCT without Technical Description)		Provided by the professionals who prepares and signed in the technical plans to be submitted by the owner		
Photocopy of PRC ID and Latest Professional Tax Receipt (PTR) of the respective licensed professionals		Provided by the professionals who prepares and signed in the technical plans to be submitted by the owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in windows 1, 2 and 3	1.1 Check the completeness of the documents.	None	15 minutes	Kristine Marie Pakingan Cresencia A. Parnala Razil Benitez
	1.2 Encode the received documents.	None		
	1.3 Issue a claim stub.	None		
	1.4 Evaluate the plans and documents submitted.	None	10 minutes	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon; Augusto Bayot; Dennis Sauquillo;
	1.5 Provide assessment fees	None	3 minutes	
2. Receive order of payment	2. Issue order of payment.	None	2 minutes (stop time)	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon; Augusto Bayot; Dennis Sauquillo;
3. Pay the required fee at OSCP Window 4.	3. Receive payment and issue Official Receipt (OR)	Refer to Article XXI. Section 190 of the 2019 Imus Revenue Code	3 minutes	Staff from the Treasurer's Office
4. Present the original and photocopy of the O.R.	4.1 Prepare the Clearance.	None	10 minutes	Cindy T. De Castro Aileen D. Albay
	4.2 Approve the request.	None	5 minutes	Engr. Guiana F. Monzon
5. Receive the Zoning Clearance	5. Release Zoning Clearance.	None	2 minutes	Cindy T. De Castro; Aileen D. Albay

Fill-out Client Satisfaction Rating Form			
TOTAL	Based on assessment	50 minutes	

ZONING AND LOCATIONAL CLEARANCE FEES

1. Single Residential Structure	
Total Floor Area multiplied by 8,000/square meter or total Bill of Materials whichever is higher.	
P200,000.00 and below	P 400.00
Over P200,000.00 to P400,000.00	600.00
Over P400,000.00	800.00 + 1/10 of 1% of cost in excess of P400,00.00
2. Apartments / Townhouses	
Total Floor Area multiplied by 12,000.00/square meter or total Bill of Materials whichever is higher.	
P500,000.00 and below	P 1,200.00
Over P500,000.00 and above	P 1,200.00 + 1/10 of 1% of cost in excess of P500,000.00 regardless of the number of doors
3. Dormitories	
Total Floor Area multiplied by 12,000/square meter or total Bill of Materials whichever is higher	
P2,000,000.00 and below	P 2,500.00
Over P2,000,000.00	P 2,500.00 + 1/10 of 1% of cost in excess of P2,000,000.00 regardless of the number of doors
4. Institutional	
Total Floor Area multiplied by 15,000/square meter or total Bill of Materials whichever is higher	
Project cost of which is:	
Below P1,000,000.00	P1,200.00
P1,000,000.00 to P2,000,000.00	P2,000.00
Over P2,000,000.00	P2,500.00 + 1/10 of 1% of cost in excess of P2,000,000.00
5. Commercial, Industrial and Agro-Industrial	
Total Floor Area multiplied by 15,000/square meter or total Bill of Materials whichever is higher	
Project cost of which is:	
Below P100,000.00	P1,200.00
Over P100,000.00 to 500,000.00	P1,700.00
Over P500,000.00 to 1,000,000.00	P2,500.00
Over P1,000,000.00 to 2,000,000.00	P3,000.00
Over 2,000,000.00	P 5,000.00 + 1/10 of 1% of cost in excess of P2,000,000.00

Alteration/Expansion (affected areas/cost only)	
(Gasoline station, cell sites, slaughter house, treatment plan, etc.)	
Total Floor Area multiplied by 15,000/square meter or total Bill of Materials whichever is higher	
Below P2,000,000.00	P 5,000.00
Over P2,000,000.00	500.00 + 1/10 of 1% of cost in excess of P2,000,000.00
Alteration/Expansion (affected areas/cost only)	
(Based on Article IX of the Imus Zoning Ordinance)	
Surcharge for Zoning/Locational Clearance	
+ 25% LC fee if the project is more than 25% but less than 50% accomplished	
+ 50% LC fee if the project is more than 50% but less than 75% accomplished	
+ 75% LC fee if the project is more than 75% but less than 100% accomplished	
+100% LC fee if the project is 100% accomplished	
9. Violation (where applicable)	
a. Violation of Clearance	
i. As to Use	P 10,000.00
ii. As to Area	P 8,000.00
iii. As to Location	P 10,000.00
b. Violation as to terms and condition of zoning clearance	
i. No clearance from National Pollution Control Protection Council	P 10,000.00
ii. No clearance from Department of Environment and Natural Resources	P 10,000.00
iii. No clearance from Department of Health	P 10,000.00
iv. No clearance from Air Transportation Office	P 10,000.00
v. No clearance from NTC	P 10,000.00
vi. No clearance from Natural Resources Water Board	P 10,000.00
vii. No clearance from Traffic Impact Assessment Office	P 10,000.00
viii. Non-compliance with the other government requirements	P 13,000.00
ix. Mis-presentation	P 10,000.00
x. Setback/easement	P 10,000.00
xi. Alteration of plan	P 10,000.00
c. Other violation	
i. Without zoning clearance	P 10,000.00
ii. Expiration of temporary use permit	P 10,000.00
iii. Illegal construction	P 10,000.00

3. ISSUANCE OF ZONING CERTIFICATION

Provide the classification of a parcel of land/property as to the type of land uses based on the approved Zoning Classification of the city.

OFFICE OR DIVISION	City Planning and Development Office - Zoning Administrator			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents, non-residents of the City of Imus and companies who wish to verify the Zoning/ Land Use classification of their lots/parcels of land.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Application Form for Zoning Certification		One Stop Shop Construction Permit (OSCP) Window 6 and 7		
Photocopy of Transfer Certificate of Title(s) (TCT)		Provided by the Owner/Applicant		
Photocopy of Tax Declaration		Provided by the Owner/Applicant		
Photocopy of Updated Tax Receipt		Provided by the Owner/Applicant		
Lot Plan or consolidated plan of lots (for two or more parcels of land) signed and sealed by a licensed Geodetic Engineer		Provided by the Owner/Applicant		
Lot Plan with Technical Description approved by the Bureau of Land (for TCT without Technical Description)		Provided by the Owner/Applicant		
Vicinity Map showing the exact location of the property		Provided by the Owner/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and receive the order of payment	1.1 Evaluate the requirements and the location of the lot(s)	None	10 minutes	Greg Chuangco Dennis Sauquillo Roderick Biazon
	1.2 Assess the fees	None	3 minutes	
2. Receive order of payment	2. Issue Order of Payment	None	2 minutes (stop time)	Greg Chuangco Dennis Sauquillo Roderick Biazon
3. Pay the required fee at OSCP Window 4	3. Receive the payment and issue the Official Receipt (OR)	Refer to Article XXI. Section 190 of the 2019 Imus Revenue Code	3 minutes	Staff from the Treasurer's Office
4. Present the original and photocopy of the O.R.	4.1 Process the request	None	5 minutes	Engr. Nenita Casing Cindy De Castro
	4.2 Approve the request	None	5 minutes	Engr. Guiana F. Monzon Engr. Nenita Casing
5. Receive the document	5. Release the document	None	2 minutes	Engr. Nenita Casing

				Cindy De Castro
Fill-out Client Satisfaction Rating Form				
	TOTAL	Based on assessment	30 minutes	

4. ISSUANCE OF DEVELOPMENT PERMIT AND ALTERATION PERMIT OF SUBDIVISION

A Development Permit is a permit issued and approved by the Sanguniang Panlungsod before any land development is introduced to any parcel of land.

OFFICE OR DIVISION	City Planning and Development Office - Zoning Administrator
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government
WHO MAY AVAIL THE SERVICE	All Land Owners or Developers who intend to alter or develop into a subdivision a parcel(s) of land situated in the City of Imus
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Development Permit Application	
Proof of Ownership Certified True Copy of Transfer Certificate of Title(s) (TCT) or Deed of Sale or Agreement to Purchase & Sell; Certified True Copy of Tax Declaration; Updated Tax Receipt	Provided by the Owner/Applicant
Six (6) sets of Complete Engineering Plans Signed & Sealed by a Licensed Engineer	Provided by the Owner/Applicant
Plans, specifications, Bill of Materials and cost estimates duly signed and sealed by the appropriate licensed professionals	Provided by the Owner/Applicant
Lot Plan signed and sealed by a licensed Geodetic Engineer; Consolidated plan of lots for two or more parcels of land. For TCT without technical descriptions, provide the lot plan with technical description approved by the Bureau of Lands	Provided by the Owner/Applicant
Photocopy of PRC ID and latest Professional Tax Receipt (PTR) for the Licensed Professionals	Provided by the Owner/Applicant
Soft copy of the Site Development Plan of Subdivision (CD or Flash Drive)	Provided by the Owner/Applicant
Two (2) Copies of project description (1 ha. and above) Project Profile Audited Financial Statement for the last 3 preceding years Income Tax Return for the last 3 preceding years Certificate of Registration from SEC Articles of Incorporation or partnership	Provided by the Owner/Applicant

Corporation by-laws and implementing amendments For new corporation (3 years & below), Statement of Capitalization & Source of Income				
Traffic Impact Assessment (TIA) for subdivision 30 has. and above.		Provided by the Owner/Applicant		
Barangay Resolution where the subdivision is located		Barangay where the business is located		
Certified True Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC) whichever is applicable		Department of Environment and Natural Resources (DENR)		
Permit to Drill from National Water Resources Board (NWRB)		National Water Resources Board (NWRB)		
For Alteration Permit Application				
Request Letter for the Alteration of the approved subdivision indicating the reasons for the alteration		Provided by the Owner/Applicant		
Five (5) sets - Site Development Plan showing the previously approved subdivision and the proposed altered plan of the subdivision		Provided by the Owner/Applicant		
Five (5) sets - complete engineering plans if there is a major alteration in the road Right of Ways		Provided by the Owner/Applicant		
For Certificate of Completion Application				
Received letter from the Housing and Land Use Regulatory Board (HLURB) informing the LGU for the application of a Certificate of Completion (COC) filed by the developer		Housing and Land Use Regulatory Board (HLURB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Evaluate the requirements, transmit the application to the Sanggunian and schedule the site inspection.	None	2 hours	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon
	1.2 Conduct an ocular inspection of the site.	None	1 day	
	1.3 Prepare the Evaluation Report of the subdivision and submit to the Sanggunian Panlungsod.	None	2 hours	Greg Chuangco; Roderick Biazon Engr. Nenita Casing; Greg Chuangco; Roderick Biazon; Cindy de Castro;
	1.4 Approve the application	None	30 days (4 sessions)	Vice Mayor and Sangguniang Panlungsod Members

2. Receive order of payment	2. Prepare assessment fees and Issue order of payment	None	5 minutes	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon;
3. Pay the required fee at the City Treasurer's Office and OSCP window 4	3. Receive the payment and issue the O.R.	Refer to Article XXI. Section 190 of the 2019 Imus Revenue Code	3 minutes	Staff from the Treasurer's Office
4. Present the original and photocopy of the O.R.	4.1 Prepare the document for approval	None	14 days	Engr. Nenita Casing; Greg Chuangco; Cindy de Castro
	4.2 Approve the request	None	3 days	Mayor Alex L. Advincula Vice Mayor Homer T. Saquilayan Coun. Darwin Marti M. Remulla
5. Receive the document	5. Release the document	None	2 minutes	Engr. Nenita Casing; Greg Chuangco
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	48 days 4 hours 10 minutes	

DEVELOPMENT PERMIT AND ALTERATION PERMIT OF SUBDIVISION FEES

Subdivision Projects

Projects under P.D. 957	
Approval of Subdivision Plan (including townhouses)	
Preliminary Approval & Locational Clearance (PALC) / Preliminary Subdivision Development Plan (PSDP)	P1,000.00/ha. or a fraction thereof
Final Approval and Development Permit	P2,500.00/ha. regardless of density
I. Inspection Fee	P2,000.00/ha. regardless of density
ii. Fee on Floor Area of houses and building sold with Lot	Refer to Zoning / Locational Clearance Fee
Alteration of Plans (affected areas only)	Same as original application
Projects under B.P. 220	

Preliminary approval & Locational Clearance	
Socialized Housing	P1,000.00/ha.
Economic Housing	P1,000.00/ha.
Inspection Fee	
Socialized housing	P1,000.00/ha.
Economic Housing	P1,000.00/ha.
Final Approval & Development Permit	
Processing Fee	
Socialized housing	P1,000.00/ha.
Economic housing	P1,500.00/ha.
Inspection Fee	
Socialized housing	P1,000.00/ha.
Economic housing	P1,000.00/ha.
Fee on Floor Area of houses and building sold with Lot	Refer to Zoning / Locational Clearance Fee
Alteration of Plan (affected area only)	Same as Final Approval and Development Permit
Approval of Industrial Subdivision	
Preliminary approval & Locational Clearance	P1,000.00/ha. or a fraction thereof
Inspection Fee	P1,500.00/ha.
Final approval & Development Permit	P1,500.00/ha
Fee on Floor Area of Building sold with Lot	Refer to Zoning/ Locational Clearance Fee
Alteration of plan (affected areas only)	Same as original application
Approval of Commercial Subdivision	
Preliminary Approval & Locational Clearance	P1,000.00/ha. or a fraction thereof
Inspection Fee	P1,500.00/ha.
Final Approval & Development Permit	P2,500.00/ha.
Fee on Floor Area of Building sold with Lot	Refer to Zoning/ Locational Clearance
Approval of Farm lot Subdivision	
Preliminary Approval & Locational Clearance	P1,000.00/ha. or a fraction thereof
Inspection Fee	P1,000.00/ha
Final Approval & Development Permit	P1,500.00/ha
Fee on Floor Area of Building sold with Lot	Refer to Zoning / Locational Clearance Fee

Alteration of plan (affected areas only)	Same as original application
Approval of Memorial Parks/Cemetery Projects	
Preliminary Approval & Locational Clearance	
For Memorial Projects	P1,000.00/ha.
For cemeteries	P1,000.00/ha.
Inspection Fee	
For Memorial Projects	P1,500.00/ha.
For cemeteries	P1,000.00/ha
Final Approval & Development Permit	
Processing Fee	
For Memorial Projects	P10.00/sq. m.
For Cemeteries	P 5.00/sq. m.
Alteration of plan (affected areas only)	Same as Final Approval and Development Permit

City License Fee for Development

The subdivision owner and business establishment/land owner whose project involves horizontal developments (roads, bridges, drainage system, etc.) shall pay upon application for Development Permit/Zoning/Locational Clearance a Municipal License Fee of five pesos and fifty centavos per square meter (P10.00/sq.m.) of the total land area of the proposed project and an annual fee of one thousand one hundred pesos per hectare (P1,500.00/ha.) or fraction thereof for verification and inspection until the construction of roads, bridges, drainage system, installation of electric post and water system are completed.

ZONING CERTIFICATION FEE

Application/Request for	
Zoning Certification	P500.00/ha.
Certification of Town Plan/Zoning Ordinance Approval	P120.00
c. Others:	
i. Availability of records/public request of copies/research works	P200.00
ii. Certification of no record on file	P200.00
iii. Others:	P200.00
vi. Certified true/Xerox copy of documents	P100.00/page
Certification for Subdivision Verification	
1. For subdivision less than five (5) hectares	P2,000.00

2. More than 5 hectares to less than 10 hectares	P3,000.00
3. Over 10 hectares	P500.00/ha.
4. Memorial parks/cemetery	P1,000.00/ha.
<u>Research/Service Fee (50% discount for students)</u>	
1. Request of colored Zoning Map	P100.00/pc
2. Certified True Copy (Map, Land Use, Subdivision Plan, etc.)	P200.00/pc
3. Photocopy of Documents/Data	P50.00 minimum and P5.00/page in excess of 10 pages
4. Hard copy from CD	P300.00 minimum & P5.00/page in excess of 5 pages
5. Electronic/Digital File	P300.00

NOTE: The requesting party must leave his/her identification card to the Planning staff upon availing of the original copy of the documents. Once the original documents were returned to the CPDO office, his/her identification card will also be returned to him. Original copies of documents are allowed only to be out of the office of the CPDO within the day.

RENEWAL OF ZONING CLEARANCE

Apartments/Townhouse	
For the first three (3) Units	P 1,200.00/ha.
Three (3) Units and above	P 1,200.00+400.00 for every door/unit
Dormitories	
For the first three (3) Units	P 1,200.00
Three (3) Units and above	P 1,200.00+200.00 for every door/unit
Institutional	
For the first three (3) Classroom	P1,200.00
Three (3) Classroom and above	P1,200.00+400.00 for every door/Classroom
Commercial, Industrial and Agro-Industrial	
For the first three (3) Units	P 1,200.00/pc
Three (3) Units and above	P1,200.00+500.00 for every door/unit
c Area below 100 sqm.	P 1,200.00
d Area above 100 sqm but not more than 200 sqm.	P 2,000.00
e Area above 200 sqm. But not more than 500 sqm.	P 3,000.00
f More than 500 sqm.	P5,000.00+10.00/sqm in excess of 500 sqm.

Special Uses/Special Projects	
Gasoline station, cell sites, slaughter house, treatment plan, etc)	Same as original assessment

5. ISSUANCE OF CERTIFIED TRUE COPY OF PLANS, MAPS AND OTHER DOCUMENTS

A certified true copy is an official copy of an important document issued by this office.

OFFICE OR DIVISION	City Planning and Development Office - Zoning Administrator			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the documents to be certified		Zoning Administrator		
Valid Identification Cards (ID) and authorization letter in case of representatives		Provided by the Owner/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive and evaluate the authenticity of the documents 1.2 Assess the fees.	None None	10 minutes 5 minutes	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon; Dennis Sauquillo
2. Receive the order of payment	2. Issue the order of payment	None	2 minutes (stop time)	Engr. Nenita Casing; Greg Chuangco; Roderick Biazon; Dennis Sauquillo
3. Pay the required fee at the City Treasurer's Office/OSCP Window 4	3. Receive the payment and issue the O.R.	Php 55.00/pc Certified True Copy of documents; Php125.00/ pc Certified True Copy of map and Subdivision Plan	3 minutes	City Treasurer's Office
4. Present the Official Receipt (O. R.)	4.1 Receive the O. R. 4.2 Sign the documents	None None	8 minutes	CPDO Staff Engr. Guiana F. Monzon
5. Receive the documents	5. Release the document.	None	2 minutes	CPDO Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	30 minutes	

6. PROVIDE DATA & PROFILE OF THE CITY

Profile of the City and other relevant data from social, economic, environmental and institutional sector can be requested to this office.

OFFICE OR DIVISION	City Planning and Development Office - Zoning Administrator			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business, G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the City Mayor or City Planning and Development Coordinator		Applicant		
Valid Identification Cards (ID)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and request of the data needed.	1.1 Verify the availability of the data needed	None	10 minutes	Gina Camerino; Princess Polo
2. Receive order of payment	2. Prepare assessment fees and Issue order of payment	None	3 minutes (stop time)	Gina Camerino; Princess Polo
3. Pay the required fee at the City Treasurer's Office	3. Receive the payment and issue the Official Receipt (O.R.)	See fees below	3 minutes	City Treasurer's Office
4. Present the Official Receipt (OR)	4.1 Receive the Official Receipt (OR)	None	15 minutes	Gina Camerino; Princess Polo
	4.2 Process the request			
5. Receive the document	5. Release the document	None	2 minutes	Gina Camerino; Princess Polo
TOTAL		Based on assessment	33 minutes	

Research/Service Fee (50% discount for students)

1. Certified True Copy of Documents	P 55.00/pc
2. Certified True Copy (Map, Land Use, Subdivision Plan, etc.)	P125.00/pc
3. Photocopy of Documents/Data	P50.00Minimum and 1.00/page in excess of 10 pages
4. Hard copy from CD	P50.00 minimum & P5.00/page in excess of 5 pages
5. Electronic/Digital File	P250.00

NOTE: The requesting party must leave his/her identification card to the planning staff upon availing of the original copy of the documents. Once the original documents were returned to the CPDO office, his/her identification card will also be returned to him. Original copies of documents are allowed only to be out of the office of the CPDO within the day.

OFFICE OF THE CITY MAYOR

EXTERNAL SERVICES

1. ISSUANCE OF MAYOR’S CERTIFICATION

Mayor’s Certification is a formal attestation/verification/confirmation of certain characteristics of a person or organization.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All Residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Certification to Solemnize Marriage				
Proof of attendance in an orientation seminar conducted by Philippine Statistics Authority for Solemnizing Officers		PSA		
Certified True Copy of Certificate of Ordination issued by the church		Issuing Church		
Copy of Appointment as a Priest		Church		
For Certification of Church Existence				
Proper endorsement from the Head of the Religious Sector		Church		
Barangay Certificate (certifying the existence of the church in the area)		Respective Barangay		
Photo copy of Valid ID		Client		
For Certification of Non-Taxable				
Barangay Certificate (certifying the present status of the requesting party)		Respective Barangay		
Affidavit of no income		City Legal Office		
Photo copy of Valid ID		Client		
For Certification of HOA for Tax Exemption				
Letter of Intent addressed to the City Mayor		Client		
Present endorsement from FIHAI for validity of request		Respective Home Owners Association		
Photo copy of Valid ID		Client		
For Certification (Letter of Acceptance)				
Medical Certificate		Local Health Office		
Valid Identification Card		Client		
Photo copy of Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements.	None	5 minutes	Ernie Tambunting; Princess Gayamo;
	1.2 Issue order of payment.			

2. Pay the required fee at the City Treasurer's Office	2. Receive the payment and issue the O.R.	Mayor's Certification (Local) – Php 50.00 Mayor's Certification for Red Ribbon – Php 150.00 Documentary Stamp Php 30.00	3 minutes	City Treasurer's Office
3. Present the Official Receipt (OR).	3.1 Check the Official Receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Atty. Cristian P. Saba Arturo Pangilinan
	3.4 Present the document to the City Mayor or Chief of Staff for signature.	None	1 day	Atty. Cristian P. Saba
	3.5 Release the document.	None	2 minutes	Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

2. ISSUANCE OF MAYOR’S CLEARANCE

Mayor’s Clearance is a document issued to an individual or organization that needs verification for foreign/local employment, firearms license, marriage requirements and other legal purposes.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All Residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
Barangay Clearance		Respective Barangay		
Police Clearance		Imus Main Police Station		
MTC Clearance		Municipal trial courts (Located near CAVSU Imus)		
RTC Clearance		Regional trial courts (Located near CAVSU Imus)		
Prosecutor Clearance		Prosecutors Office at old City Hall		
Photocopy of Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement.	1.1 Assess the submitted requirement.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Issue order of payment			Princess Gayamo; Ernie Tambunting
2. Pay the required fee at City Treasurer’s Office.	2. Receive the payment and issue the O.R.	Mayor’s Clearance for LTOPF – Php50.00 Mayor’s Clearance for Overseas Employment – Php150.00 Mayor’s Clearance for Tax Document for Foreign Countries – Php50.00 Mayor’s Clearance for Other Purposes – Php50.00	3 minutes	City Treasurer’s Office



		Documentary Stamp Php 30.00		
3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Arturo Pangilinan Atty. Cristian P. Saba
	3.4 Present the document to the City Mayor for signature.	None	1 day	Atty. Cristian P. Saba Arturo Pangilinan
	3.5 Release the document	None	2 minutes	Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

3. ISSUANCE OF MAYOR’S PERMIT

Mayor’s Permit is a document issued to an individual or organization stating the permission or approval to establish, operate or conduct any business, trade or activity within the city.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Mayor’s Permit for MERALCO Application				
Certificate Final Electrical Inspection		Office of the Building Official		
Meralco Yellow Card		City Engineering Office		
Meralco Application Requirements		City Engineering Office		
Mayor’s Routing Slip		City Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements.	None	5 minutes	Princess Gayamo Ernie Tambunting
	1.2 Issue order of payment			
2. Pay the required fee at City Treasurer’s Office	2. Receive the payment and issue the O.R.	Mayor’s Permit for Meralco Application – Php 50.00 Mayor’s Permit for Fireworks – Php50.00	3 minutes	City Treasurer’s Office
3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	3 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the request.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	3.3 Review the document.	None	3 minutes	Atty. Cristian P. Saba Arturo Pangilinan
		None	1 day	Atty. Cristian P. Saba



	3.4 Present the document to the City Mayor for signature.	None	2 minutes	Arturo Pangilinan
	3.5 Release the document.			Princess Gayamo; Ernie Tambunting
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor

4. ISSUANCE OF MAYOR’S ENDORSEMENT/REFERRAL

Mayor’s Endorsement/Referral is a correspondence provided to individuals or organizations seeking employment, sponsorship, or any form of assistance.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
For Referral for Medical Assistance				
Medical Abstract/Medical Certificate		Attending physician		
Barangay Indigency		Client		
Request letter address to City Mayor		Client		
Valid IDs		Client		
For Endorsement for School				
School credentials / Records		Issuing School		
Request letter address to the mayor		Client		
Request letter address to mayor		Client		
Barangay Clearance		Respective barangay		
For Endorsement for Job Application (First time Job seeker)				
Curriculum Vitae (for first time job seeker)		Client		
Request letter address to mayor		Client		
Barangay clearance		Respective barangay		
Police clearance		Imus main police station		
Photocopy of valid id		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Process the document	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.3 Review the document	None	3 minutes	Atty. Cristian P. Saba; Arturo Pangilinan

	1.4 Present the document to the City Mayor for the signature	None	1 day	Atty. Cristian P. Saba; Arturo Pangilinan
2. Get the document.	2. Release the documents	None	2 minutes	Princess Gayamo Ernie Tambunting
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day, 15 minutes	

Note: Turn Around Time depends on the availability of the City Mayor.

5. ISSUANCE OF MAYOR’S AUTHENTICATION

Mayor’s Authentication is issued to certify the authenticity of original or photocopied documents for submission to local or international agencies.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric Registration from the reception		Office of the City Mayor		
Original documents to be authenticated		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Issue order of payment	None	3 minutes	Princess Gayamo; Ernie Tambunting
2. Pay the required fee at City Treasurer’s Office	2. Receive the payment and issue the O.R.	Authentication (Local) – Php 50.00 Succeeding pages (Local) – Php1 0.00/page Authentication (Abroad) – Php 150.00 Succeeding pages (Abroad) – Php 50.00/page	3 minutes	City Treasurer’s Office

3. Present the Official Receipt (OR).	3.1 Check the receipt.	None	2 minutes	Princess Gayamo; Ernie Tambunting
	3.2 Process the document	None	7 minutes	Dana Garcia
	3.3 Present the document to the City Mayor for the signature	None	1 day	Atty. Cristian P. Saba Arturo Pangilinan
4. Get the document.	4. Release the document.	None	2 minutes	Atty. Cristian P. Saba Arturo Pangilinan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on purpose	2 days	

Note: Turn Around Time depends on the availability of the City Mayor.

6. REQUEST FOR MAYOR’S MATRIMONIAL SERVICES (MASS WEDDING)

The Local Chief Executive has the duty and responsibility to solemnize marriage as stated in Section 455 (b) (1) (xviii) of the Local Government Code of 1991.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
OFFICE OR DIVISION	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements 1.2 Schedule the wedding.	None	5 minutes	Shareena Monzon
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	5 minutes	



7. REQUEST FOR MAYOR’S OATH TAKING SERVICES

Section 41 of Executive Order No. 292 otherwise known as “Instituting the Administrative Code of 1987” stated that (1) the city mayor has general authority to administer oath in the service of the government of the Philippines whose appointment is vested in the President.

OFFICE OR DIVISION		Office of the City Mayor		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
OFFICE OR DIVISION		Office of the City Mayor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
For Homeowners’ Association				
List of Officers		Respective Home Owners Association		
Endorsement from Association Angat IMus Homeowners’ Alliance Inc. (AIMHAI) or Civil Society Office (CSO)		AIMHAI Office, 4th Floor, New City Government of Imus.		
For Barangay Officials				
Endorsement from DILG		DILG Office, 2 nd Floor, New City Government of Imus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the submitted requirements.	None	5 minutes	Shareena Monzon Jacqueline Campaña
	1.2 Schedule the oath taking and prepare the documents	None	10 minutes (stop time)	Jeff Purisima Atty. Cristian P. Saba Nikko de Quiroz
2. Attend scheduled oath taking ceremony.	2.1 Oath Taking Ceremony	None	20 minutes	Nikko De Quiroz
	2.2 Release the oath taking documents	None	3 minutes	Nikko de Quiroz
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	48 minutes	



8. REQUEST FOR FINANCIAL ASSISTANCE

The City Mayor can provide financial assistance to any individual or organization duly registered in the city for additional funding for their activities.

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Any association organized for public purposes; Any sports fest or league to be conducted within the jurisdiction of the City of Imus; Accredited Homeowners' Associations; Organizers for any competitions, seminars and trainings within the jurisdiction of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in Electric registration from the reception		Office of the City Mayor		
Financial Assistance letter addressed to mayor Alex Advincula		Client		
Photocopy of a Valid ID		Client		
For Trainings/Seminars/Competitions				
Invitation with the date, time and venue of the event		Event Organizing Committee		
Training Design and appropriations of any event				
For Sportsfest/League				
List of players and coaches		Client		
Certification from the Barangay Captain attesting their participation		Respective Barangay		
Homeowners' Association				
Board Resolution stating the request		Homeowners' Association		
List of officers		Homeowners' Association		
For Barangay				
Barangay Resolution		Respective Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the request letter.	None	5 minutes	Princess Gayamo; Ernie Tambunting
	1.2 Present the letter to the City Mayor/Chief of staff for notation.	None	1 day	Atty. Cristian P. Saba Jeffrey Purisima Arturo Pangilinan
	1.3 Forward the noted letter of request for processing	None	3 minutes	Cecille Altamira

	1.4 Process the financial assistance.	None	3 days	City Treasurer's Office
2. Submit the Official Receipt (O.R.)	2. Release of Check	None	3 minutes	City Treasurer's Office
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	4 days, 11 minutes	

NOTE: An individual or entity may be granted of financial assistance only once every quarter as long as their purpose is within the guidelines or subject for evaluation.

9. REQUEST FOR SCHOLARSHIP ASSISTANCE (COLLEGE)

OFFICE OR DIVISION	Office of the City Mayor			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sign up in electric registration from the receptionist		Office of the City Mayor		
Duly Accomplished Scholarship Information/Evaluation Form		Office of the City Mayor		
Letter Request addressed to the mayor		Client		
Registration form or Breakdown of tuition fee.		School/University		
Certified true copy of certification of grades with general weighted average in percentage equivalent.		School/University		
Proof of income		Client		
Barangay Indigency (Original Copy)		Respective barangay		
Official receipt from previous semester (existing scholars).		Client		
Ids of both guardian and student.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements.	1. Check the requirements of the client for qualification and verification.	None	10 minutes	Jeanel Tabilisima; Marinella Nisseah Asturias; Joyce Ilano
2. Enroll to electric registration.	2. Input data of the client to Electric registration system	None	5 minutes	Princess Gayamo; Ernie Tambunting
3. Submit the requirements	1.1 Assess the requirements	None	5 minutes	Jeanel Tabilisima; Marinella Nisseah Asturias; Joyce Ilano
	1.2 Interview the client.	None	5 minutes	

	1.3 Set schedule for release.	None	3 minutes (stop time)	
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	28 minutes	

NOTE: Schedule for release varies depending on the availability of the allotted fund for scholarship.



OFFICE OF THE CITY MAYOR

INTERNAL SERVICES

1. DOCUMENTS FOR SIGNATURE OF THE LOCAL CHIEF EXECUTIVE

Most outgoing documents require the signature of the Local Chief Executive. The office mandatory records all documents to be signed by the City Mayor.

OFFICE OR DIVISION	Office of The City Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All employees of the City Government of Imus; All residents in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for signature		Client; Respective Departments/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1.1 Record the submitted documents	None	3 minutes	Jaqueline Campaña; Shareena Monzon
	1.2 Present the document to the City Mayor for the signature	None	1 day	
2. Receive the document.	2. Release the document	None	3 minutes	Jaqueline Campaña; Shareena monzon
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 day, 6 minutes	

NOTE: Time varies depending on the availability of the City Mayor.

CITY ADMINISTRATOR'S OFFICE

EXTERNAL SERVICES

1. SCHEDULING OF APPOINTMENT TO THE CITY ADMINISTRATOR

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Mayor or City Administrator		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and wait for the scheduled meeting.	1.1 Assess the request letter.	None	45 minutes	Admin Staff assigned in the window Ma. Blesilda Bautista, Juvy Sanchez, Ma. Carmela Jimenez
	1.2 Inform the City Administrator regarding the request	None	1 day (stop time)	
	1.3 Finalize the schedule			
	1.4 Inform the client			
2. Attend the scheduled meeting.	2. Assist the client.	None	5 minutes	
Fill-put Client Satisfaction Rating Form				
TOTAL		Based on assessment	2 days	

*Schedule of meeting depends on the availability of the City Administrator.

2. ISSUANCE OF GOVERNMENT PERMITS FOR ACTIVITIES AND RENTAL OF FACILITIES

The City Administrator's Office issue permits for the clients who wants to rent government facilities like the Imus Sports Complex, Bulwagan, Imus Plaza and Imus City Grandstand.

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		City Administrator's Office		
Request Letter addressed to the City Mayor or City Administrator		Client		
Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Assess the requirements and check for the availability of the facility.	None	3 minutes	Cecil Reyes
	1.2 Issue order of payment.	None		
2. Pay prescribed fee at City Treasurer's Office.	2. Receive payment and issue Official Receipt (OR).	Based on Purpose	5 minutes	City Treasurer's Office's assigned Window/s (10 – 13)
3. Present Official Receipt (OR).	3.1 Input information on the Templated Form	None	3 minutes	Cecil I. Reyes
	3.2 Signature of the City Administrator	None	2 minutes (stop time)	Hertito V. Monzon City Administrtator
4. Claim permit.	4. Release permit.	None	2 minutes	Cecil I. Reyes
TOTAL		Based on assessment	15 minutes	

NOTE: Signing of the permit depends on the availability of the City Administrator.

Fees for the City Sports Complex

Rental	Rate/Hour
With Aircon	P 10,000.00
Without Aircon	P 2,000.00
Ambulant Vendors (in designated area)	P 250/day

Penalties: Any person who violates the regulations of the City Sports Complex shall be penalized by a fine not less than P1,000.00 but not more than P2,500.00, or an imprisonment for not more than six (6) months or both at the discretion of the court.

Fees for the City Grandstand

Source	Rate			
	Hour	Commercial/Private Companies	Other LGU/Government Institutions	Succeeding Hours
Sportsfest	6	P 20,000.00	P 10,000.00	P 1,000.00
Fun Run	Min 3	P 10,000.00	P 10,000.00	
Practice/Training	Per Hour	P 1,000.00	P 500.00	
Football Tournament	6	P 20,000.00	P 10, 000.00	P 1,000.00
Football Practice	P200/head			
Lighting (per bulb)	P 200/bulb/hour			

Source	Rate					
	Hour	Private Schools		Public Schools		Succeeding Hours
		Within Imus	Outside Imus	Within Imus	Outside Imus	
Sportsfest	6	Free	P 8,000.00	Free	P 8,000.00	P 1,000.00
Fun Run	Min 3	P 5,000.00	P 10, 000.00	P 5,000.00	P 10, 000.00	
Practice/Training	Per Hour	Free	P 50.00/head	Free	P 50.00/head	
Football Tournament	6	Free	P 15, 000.00	Free	P 15, 000.00	P 1,000.00
Football Practice	P 200/head	Free		Free		

Source	Rate		
	Hour	Residents	Non-residents
Fun Run	Min 3	P 5,000.00	P 10,000.00
Practice/Training	Per Hour	Free	P 50/head
Football Tournament	6	P 10, 000.00	P 15, 000.00



Football Practice	P 200/head	Free	
Walk-in		Free with Government Issued ID or apply for Grand Stand Privileged ID	P 25/head

Penalties: Any person who violates the regulations of the City Sports Complex shall be penalized by a fine not less than P 500.00 but not more than P2,000.00, or an imprisonment for not more than six (6) months or both at the discretion of the court.

Source	Rate
Ambulant Vendors (in designated area)	P 250/day

Fees for Conduct of Group Activities

Activities	Rate
Conference, meetings, rallies, and demonstration in outdoor, in parks, plazas, road/streets	P 100/hour
Dances	P 200/hour
Coronation and Ball	P 200/hour
Promotional Sales	P 100/hour
Motorcade	P 20/vehicle
Other	P 100/hour

Exemption: Programs or activities conducted by educational, charitable, religious, and governmental institutions free to the public shall be exempted from the payment of the fee herein imposed, provided, that the corresponding Mayor’s Permit shall be secured accordingly. Programs or activities requiring admission fees for attendance shall be subject to the fees herein imposed even if they are conducted by exempt entities.



3. COMPLAINTS MANAGEMENT

The City Internal Administrator's Office is the repository department of the complaints received through different channels link Contact Center ng Bayan, 8888, Presidential Complaint Center and the likes.

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		Complainant, Contact Center ng Bayan, Presidential Complaint Center, Anti-Red Tape Authority, other offices and agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and assess the complaint letter.	None	5 minutes	Jac Jac Campat Lea Solidum
	1.2 Prepare memorandum for signature.	None	5 minutes	
	1.3 Signature of the City Administrator.	None	2 minutes	Hertito V. Monzon City Administrator
	1.4 Issue memorandum to concerned department, agency, or institution.	None	5 minutes (stop time)	Lea Solidum
	1.5 Wait for the response or resolution.	None	2 days	
2. Receive the copy of the response through the e-mail of the complainant or different government complaint centers.	2. Copy furnish the response of the concerned department, agency or institution.	None	5 minutes	Lea Solidum
TOTAL		None	3 days	

NOTE: Turn Around Time may vary due to the response of the concerned department.

CITY ADMINISTRATOR'S OFFICE

INTERNAL SERVICES

1. ISSUANCE OF TRAVEL ORDER FOR OFFICIAL BUSINESS

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All employees of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Form		City Administrator's Office		
Letter of Invitation		Event Organizing Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the requirements.	None	2 minutes	Cecil I. Reyes
	1.2 Prepare Travel Order.	None	4 minutes	Hertito V. Monzon City Administrator
	1.3 Approve and sign the Travel Order.	None	5 minutes	
2. Claim Travel Order.	2. Release Travel Order	None	2 minutes	Cecil I. Reyes
TOTAL		None	20 minutes	

NOTE: Signing of the Travel Order depends on the availability of the City Administrator.

2. ISSUANCE OF TRAVEL ORDER FOR TRAINING AND SEMINAR

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All employees of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Form		City Administrator's Office		
Letter of Invitation		Event Organizing Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Assess the requirements and prepare for Memorandum of Training.	None	5 minutes	Van Carlyne Rocha (HRMU)
	1.2 Transfer memorandum to City Administrator's Office for approval and signature.	None	5 minutes	
	1.3 Approve and sign the Memorandum of Training.	None	5 minutes	Hertito V. Monzon City Administrator
	1.4 Input information on the templated form.	None	3 minutes	Cecil I. Reyes
	1.5 Sign the Travel Order.	None	2 minutes	Hertito V. Monzon City Administrator
2. Claim Travel Order.	2. Release Travel Order.	None	2 minutes	Cecil I. Reyes
TOTAL		None	22 minutes	

NOTE: Signing of the Travel Order depends on the availability of the City Administrator.

3. ISSUANCE OF BIOMETRIC EXEMPTION

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All the department and unit heads of the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to City Mayor/City Administrator indicating the name of the employees to be given a biometric exemption.		Respective department/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement.	1.1 Assess the requirement.	None	2 minutes	Cecil I. Reyes
	1.2 Prepare biometric exemption memorandum.	None	4 minutes	
	1.3 Approve and sign the Memorandum of Biometric Exemption.	None	5 minutes	Hertito V. Monzon City Administrator
2. Claim Biometric Exemption.	2. Release Memorandum.	None	2 minutes	Cecil I. Reyes
TOTAL		None	13 minutes	

NOTE: Signing of the biometric exemption depends on the availability of the City Administrator.

4. ISSUANCE OF MEMORANDUM, EXECUTIVE ORDER, NOTICE OF MEETING AND GUIDELINES

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to City Mayor/City Administrator indicating the purpose/s for the issuance of the subject matter.		Respective department/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement.	1.1 Assess the requirement.	None	2 minutes	Lea Solidum; Ma. Carmela Jimenez
	1.2 Prepare Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	2 days	
	1.3 Review, approve and sign the Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	1 day	Hertito V. Monzon City Administrator
2. Receive Memorandum, Executive Order, Notice of Meeting, Guidelines.	2. Issue and disseminate Memorandum, Executive Order, Notice of Meeting, Guidelines.	None	1 day	Nelson Dua
TOTAL		None	2 days	

NOTE; Turn Around Time may vary due to the level of Memorandum, Executive Order, Notice of Meeting, Guidelines.

5. REQUEST FOR CERTIFIED TRUE COPY OF OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

OFFICE OR DIVISION	Office of the City Administrator			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the PMT Chairperson/ City Administrator		Respective departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document.	1.1 Assess and record the submitted document.	None	5 minutes	Rodavil A. Jacama
	1.2 Approve and sign the document.	None	15 minutes	
2. Receive the document.	2. Release the document.	None	2 minutes	Rodavil A. Jacama
TOTAL		None	22 minutes	

NOTE: Request for a Certified True Copy of the OPCR depends on the availability of the document and final rating.

6. DOCUMENTS FOR SIGNATURE OF THE CITY ADMINISTRATOR

OFFICE OR DIVISION	City Administrator's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for Signature		Respective departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document.	1.1 Assess and record the submitted document.	None	5 minutes	Juvy dela Cruz; Francheska Alquinto; Ma. Carmel Jimenez; Ma. Blesilda Bautista
	1.2 Present the document to the City Administrator for signature.	None	5 minutes	
	1.3 Approve and sign the document.	None	30 minutes	Hertito V. Monzon City Administrator
2. Receive the document.	2. Release the document.	None	3 minutes	Juvy dela Cruz; Francheska Alquinto; Ma. Carmel Jimenez; Ma. Blesilda Bautista
TOTAL		None	43 minutes	

NOTE: Signing of the document may vary due to number of documents to be signed and the availability of the City Administrator.

CIVIL SECURITY UNIT

EXTERNAL SERVICES

1. REQUEST FOR SECURITY ASSISTANCE

The unit will provide security assistance to maintain the peace and order situation at the place of engagement, it will also conduct security inspection in the area to avoid/ preempt any incident that may arise during event/activity/occasion.

OFFICE OR DIVISION	Civil Security Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance (2) copies (G2C)		Office of the Punong Barangay from the place of Venue/Engagement		
Letter request from the requesting organization or group for G2C (2 copies)		Office of the City Mayor for notation and approved and endorsed to Civil Security Unit to provide security personnel		
Letter request from National Government/ Local Government Unit for G2G (2 copies)		Office of the City Mayor for notation and approved and endorsed to CSU to provide security personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Receive Letter Request	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with Staff concerned	2. Assess need for security	None	10 minutes	Antonio Baniasia Ernesto Herrera Investigator/Intel
3. Receive approval/ disapproval of Request	3. Approval/Disapproval of Request	None	2 minutes	Hertito V. Monzon OIC, Chief Security
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	15 minutes	



2. REQUEST FOR INVESTIGATION AND POLICE ASSISTANCE

The Unit accept request to conduct investigation on matters related to Pilferage, Abuse of Authority, Violation of the existing laws implementing Rules and regulation and local ordinances committed by the City Government employees or a person or group of persons in cahoots with the government employee/s.

OFFICE OR DIVISION	Civil Security Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint from complainant requesting investigation.		Client		
List of witnesses if there is any		CSU investigator on case		
Documentary and Material evidences if there is any		Client		
Personal appearance of complainant and his/her witnesses.		Client		
Letter request for Police Assistance, telephone call for Police assistance and/or personal appearance requesting Police assistance		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Complaint	1. Received letter of Complaint	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with the complainant and/or his/her authorized representative	2. Assess the complaint and conduct initial investigation and refer to the PNP if necessary	None	30 minutes	Antonio Baniasia Ernesto Herrera Investigator/Intel, CSU
3. Received letter of endorsement address to the PNP to conduct full investigation.	3.Approval of Letter of Endorsement	None	15 minutes (stop time)	Hertito V. Monzon OIC, Chief Security
4. Received approval of complete investigation by CSU	4. Approval to conduct complete investigation	None	(stop time)	Hertito V. Monzon OIC, Chief Security
TOTAL		None	48 minutes	

CIVIL SECURITY UNIT

EXTERNAL SERVICES

1. REQUEST FOR ISSUANCE OF ID OF CSU AND BANTAY BAYAN ID

The unit issue identification Cards to a member of Civil Security Unit, Bantay Bayan, Civil Volunteers Organization.

OFFICE OR DIVISION	Civil Security Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Civilian members of CVO; Members of Bantay Bayan of the Barangays; CSU personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for the issuance of Identification Card		Punong Barangay of respective Barangays		
Bio-data		Client		
Pictures (1 pc 2x2 and 2 pc 1x1)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Received letter request	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with the requesting party concerned	2. Reviewed the submitted documents for any pass over or neglected items	None	3 minutes	Donnabelle Gollayan Messenger, CSU
3. Receive approval/disapproval of request	3. Approval/Disapproval of Request	None	2 minutes	Hertito V. Monzon OIC, Chief Security
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	8 minutes	

HUMAN RESOURCE AND MANAGEMENT OFFICE

EXTERNAL SERVICES

1. RECRUITMENT, SELECTION, AND PLACEMENT

Vacant positions in the City Government of Imus are posted in the following areas: a) HRMO bulletin board, b) Public Employment Service Office (PESO) bulletin board, c) Imus Public Market bulletin board. Vacant positions are also posted in the CSC Job Portal and City of Imus website. Application is open to all who meet the qualifications of the position to be filled. A Human Resource Merit Promotion and Selection Board (HRMPSB) screens and evaluates all qualified applicants and submits the list of candidates recommended for appointment to the Appointing Authority.

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All qualified applicants			
CHECKLIST OF REQUIREMENTS FOR APPLICATION		WHERE TO SECURE		
Letter of Intent addressed to the City Mayor for Executive Positions or the City Vice Mayor for Legislative Positions (1 original copy)		Applicant		
Duly Accomplished Personal Data Sheet [CSC Form No. 212, Rev. 2017] (1 original copy)		Downloadable at CSC website (csc.gov.ph)		
Certificate of Eligibility [if necessary] (1 authenticated copy)		CSC Regional Office		
License [if necessary] (1 photocopy)		LTO, PRC, SC		
Transcript of Records (TOR) (1 authenticated/certified copy)		School/university that applicant attended to		
One (1) Valid I.D. (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
Performance Rating, in case of promotion or transfer (1 original/certified copy)		HRMO; Home Agency prior to application		
CHECKLIST OF REQUIREMENTS FOR APPOINTMENT		WHERE TO SECURE		
Medical Certificate [CS Form No. 211, Rev. 2017] (2 original copies)		HRMO; to be filled out by Licensed Physician		
Clearance (1 original copy)		NBI		
Certificate of Live Birth (1 original copy)		PSA, City Civil Registrar's Office		
Marriage Contract/Certificate, if married (1 original copy)		PSA, City Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for application	1.1 Receive application and conduct pre-screening based on qualifications and requirements. If qualified, inform	None	5 minutes	Aerole Micah Paredes Human Resource Management Assistant I



	<p>the applicant of the written examination schedule</p> <p>1.2 Prepare materials and set the written examination schedule</p>		Schedule varies per position	<p>Terry Joie Alexis Juntoria <i>Clerk IV</i></p> <p>Sabrina Summer Medina Human Resource Management Officer I Marjane Alexa Santos Administrative Officer I Aerole Micah Paredes Human Resource Management Assistant I Angelica Sañez Senior Administrative Assistant I Terry Joie Alexis Juntoria <i>Clerk IV</i></p>
2. Take written examination and undergo initial interview	<p>2.1 Administer written examination</p> <p>2.2 Check and rate the written examinations. If passed, inform the applicant of the schedule for initial interview</p> <p>2.3 Conduct initial interview</p> <p>2.4 Prepare materials and set the HRMPSB screening and evaluation schedule</p>	None	<p>1 hour</p> <p>2 hours</p> <p>Schedule varies per position</p> <p>2 weeks for 50 applicants</p>	<p>Angelica Sañez Terry Joie Alexis Juntoria</p> <p>Sabrina Summer Medina Marjane Alexa Santos</p> <p>Aerole Micah Paredes, Sabrina Summer Medina Marjane Alexa Santos Angelica Sañez Terry Joie Alexis Juntoria</p> <p>Aerole Micah Paredes Angelica Sañez Terry Joie Alexis Juntoria</p>

3. Undergo HRMPSB screening and evaluation	3.1 Conduct final screening of the applicant	None	1 day	Human Resource Merit Promotion and Selection Board Aerole Micah Paredes HRMA I
	3.2 Check, prepare and finalize Comprehensive Evaluation Result based on the result of the HRMPSB screening and deliberation		7 days	
	3.3 Conduct background investigation		1 to 3 days per applicant	
	3.4 Select appointee based on the Comprehensive Evaluation Report		1 to 2 weeks	
	3.5 Inform the successful applicant selected by the Appointing Authority		5 minutes	
4. Submit complete requirements for appointment	4.1 Receive complete requirements of successful applicants	None	2 weeks	Aerole Micah Paredes Angelica Sañez Terry Joie Alexis Juntoria
	4.2 Process and submit appointment and other pertinent documents to the Civil Service Commission for approval		30 days	Aerole Micah Paredes Angelica Sañez Terry Joie Alexis Juntoria
5. Claim acted appointment from the CSC	5.1 Furnish appointee with the appointment acted by the CSC		1 day	Angelica Sañez
TOTAL		None	Timeline varies per position	

Notes:

*The Comprehensive Evaluation Report is submitted to the Appointing Authority to serve as guide in choosing the candidate who can efficiently discharge the duties and responsibilities of the vacant position. The report specifies the top five ranking candidates whose overall scores are comparatively at par based on the following:

- a. performance
- b. education and training
- c. experience and outstanding accomplishments
- d. psycho-social attributes and personality traits
- e. potential

The report also includes observations and comments on the candidate's competence and other qualifications that are important in the performance of the duties and responsibilities of the vacant position to be filled.

**Applications for vacant positions under Ospital ng Imus (ONI) must be submitted and processed at the ONI- HR office.

2. JOB ORDER EMPLOYMENT

Government agencies may hire job-order employees under the provisions of the CSC-COA-DBM Joint Circular No. 1, s. 2017. The hiring of job-order employees in the City must be with the approval of the City Mayor.

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Personal Data Sheet [CSC Form No. 212, Rev. 2017] (1 original copy)		Downloadable at CSC website (csc.gov.ph)		
Certificate of Live Birth or Marriage Certificate (1 photocopy)		PSA		
Clearance (1 original copy)		NBI, Police Station		
Community Tax Certificate (Cedula) for employment (1 photocopy)		City Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1.1Receive and assess the application 1.2Endorse to the HRMO the list of accepted applicants and their respective designation and payroll	None	1 month	Office of the Mayor
2. Sign Contract of Service	2.1 Prepare and facilitate signing of Contract of Service	None	15 days	Marjane Alexa Santos <i>Administrative Officer I</i>
TOTAL		None	1 month 15 days	

Note: Due to mass hiring/renewal of job order employees, timeline is also extended.



3. ON-THE-JOB TRAINING

Applications for On-the-Job Training are referred to different departments/units that are most related to the Degree Program of the student applicant.

STAGE 1. APPLICATION

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All college level students and graduate degree program students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/Curriculum Vitae (1 original copy)		Applicant		
Endorsement Letter (1 original copy)		School/university where applicant is currently enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and assess the documents. Encode the application to database.	None	10 minutes	Luth Espiloy, Jr. Admin Assistant II
	1.2 Endorse MOA to legal department for review		2 days	Evelyn B. Royo HRMO I
	1.3 Transmit approved MOA to the City Mayor's Office for signature		3 days	
	1.4 Prepare Endorsement Letter to selected department		1 day	Evelyn B. Royo
	1.5 Sign the endorsement letter		1 day	Kathryn Ann Pantig OIC, HRMO
	1.6 Review and assess the application. Inform HRMO of assessment		5 minutes	Respective Department/ Unit Head
	1.7 Inform the applicant of the result of application			Luth Espiloy, Jr. Admin Assistant II Evelyn B. Royo HRMO I

2. Report for duty	Orient the student intern and endorse to the respective department/unit		10 minutes	Luth Espiloy, Jr. Admin Assistant II Evelyn B. Royo HRMO I
TOTAL		None	7 days, 25 minutes	

Note:
 Stage 1 ends upon first day of duty. The duration of the On the Job Training is no longer included in the processing time. During this period, HRMO monitors the student trainee and coordinates with school coordinator.

STAGE 2. COMPLETION OF ON THE JOB TRAINING

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All students that underwent On the Job Training under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (1 original copy)		Accomplished by student intern, signed by respective department/unit head		
Evaluation Form (1 original copy)		School prescribed form, to be rated by immediate supervisor during internship		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and assess the documents.	None	15 minutes	Evelyn B. Royo HRMO I
	1.2 Prepare Certificate of Completion			
	1.3 Sign the Certificate of Completion		3 days	Hon. Alex A. Advincula City Mayor
2. Receive Certificate of Completion with attached DTR and Evaluation Report	2.1 Issue Certificate of Completion		1 minute	Evelyn B. Royo HRMO I
TOTAL		None	3 days, 16 minutes	

HUMAN RESOURCE AND MANAGEMENT OFFICE

INTERNAL SERVICES

1. LEAVE APPROVAL

City Government employees are entitled to an equivalent of 30 leave credits annually, together with other mandated leave benefits, which can be classified as follows:

Commonly Aailed Types of Leave

- 1. Vacation Leave
- 2. Sick Leave
- 3. Forced Leave
- 4. Maternity Leave
- 5. Paternity Leave
- 6. Solo Parent Leave
- 7. Special Privilege Leave

Other Types of Leave:

- 1. Magna Carta for Women (R.A. 9710)
- 2. Anti-Violence Against Women and Children (VAW-C) Leave
- 3. Rehabilitation Leave

OFFICE OR DIVISION	Human Resource Management Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2G – Government to Government		
WHO MAY AVAIL THE SERVICE	All officials; permanent, temporary and casual employees of the City Government of Imus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Application for Leave [CSC Form No. 6, Rev. 1984] (3 original copies)		Human Resource Management Office	
Additional Requirements per Type of Leave			
Vacation Leave Abroad			
Clearance Form (3 original copies)		Human Resource Management Office	
Affidavit of No Pending Case (3 original copies)		Human Resource Management Office	
Sick Leave (more than 5 days)			
Medical Certificate (1 original copy)		Licensed Physician	
Sick Leave (more than 30 days)			
Medical Certificate (1 original copy)		Licensed Physician	
Clearance Form (3 original copies)		Human Resource Management Office	
Maternity Leave			
CSC Prescribed Medical Certificate Form (2 original copies)		HRMO; to be filled out by Licensed Physician	



Clearance Form (3 original copies)		Human Resource Management Office		
Paternity Leave Birth Certificate of Child (1 photocopy) CSC Prescribed Medical Certificate Form (2 original copies)		City Civil Registrar's Office HRMO to be filled out by Licensed Physician		
Solo Parent Leave Solo Parent I.D. (1 photocopy)		City Social Welfare Development Office		
Magna Carta for Women (R.A. 9710) Medical Certificate (1 original copy)		Licensed Physician		
Anti-Violence Against Women and Children (VAW-C) Leave Barangay Protection Order or Temporary/Permanent Protection Order (if protection order is not yet issued, secure Certification from Brgy. Captain or Clerk of Court (1 original/ certified copy) OR Police Report (1 original copy) Medical Certificate		Barangay or Court where the case is filed Philippine National Police Station Licensed Physician		
Rehabilitation Leave Police Report (1 original copy) Certificate of Attendance during which the accident happened (1 original copy) Certification of the Department Head that the injuries were incurred while in the performance of duties (1 original copy)		Philippine National Police Station Human Resource Management Office Department/Unit where employee is reporting to		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application for Leave Form and corresponding attachments	1.1 Receive and assess the application	None	2 minutes	Emma Camino Admin Assistant IV Aimelete Maliksi Bookbinder IV Joan Mary Crisostomo Administrative Officer II

	1.2 Certify available leave credits		10 minutes	Kathryn Ann Pantig HRMO II
	1.3 Approval of the application		1 day	Hertito V. Monzon City Administrator
	1.4 Update employee's Leave Card		5 minutes	Emma Camino Admin Assistant IV Aimelete Maliksi Bookbinder IV Joan Mary Crisostomo Administrative Officer II
2. Receive approved Leave Form	2.1 Issue approved Leave Form	None	1 minute	Emma Camino Admin Assistant IV Aimelete Maliksi Bookbinder IV Joan Mary Crisostomo Administrative Officer II
TOTAL		None	1 day, 18 minutes	

Notes:
 *Application for Vacation Leave, Forced Leave, and Solo Parent Leave must be submitted at least five (5) days before the intended leave date.
 **Application for Sick Leave must be submitted within one (1) day upon return to duty.
 ***Additional information for the other types of leave may be inquired through Ms. Emma Camino and Ms. Annie de Leon.

2. STUDY LEAVE GRANT

Officials and employees of government agencies may apply for Study Leave with pay pursuant to Section 68 of Civil Service Commission Memorandum Circular No. 14 series of 1999, as amended.

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All permanent employees of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Employee applicant		
Department/Unit Head letter recommendation and approval to avail of Study Leave (2 original copies)		Department/Unit where employee is reporting to		
School Certification and/or enrolment form, copy of Board/Bar examination application and/or official receipt as proof to the purpose of Study Leave (2 photocopies)		School/university where employee is enrolled		
HRMO Certification indicating employee has rendered at least two (2) years of service with at least very satisfactory performance for the last two rating periods immediately preceding the application (2 original copies)		Human Resource Management Office		
Human Resource Development Council (HRDC) Certification approving the number of leave applied with pay and indicating the conditions/provisions included on the approval of said leave.		Human Resource Development Council (HRDC) Secretariat (HRMO-L & D Section)		
Certificate of no pending administrative and/or criminal charges (3 original copies)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and process the application	None	2 minutes	Van Carlyne Rocha Project Development Officer III
			5 days	

	1.2 Review application. If approved, issue HRDC Certification that employee is qualified to avail of Study Leave 1.3 Facilitate the signing of Memorandum of Agreement (MOA) 1.4 Update employee's leave card and process the leave form		1 day 10 minutes	Human Resource Development Council Van Carlyne Rocha Emma Camino Admin Assistant IV
2. Receive approved Leave Form and copy of MOA	2.1 Issue approved Leave Form and copy of MOA	None	1 minute	Van Carlyne Rocha <i>Supervising Admin Officer</i> Emma Camino <i>Admin Assistant IV</i>
TOTAL		None	6 days,13 minutes	

3. SERVICE RECORDS, CERTIFICATES OF EMPLOYMENT, AND OTHER HRMO CERTIFICATIONS

City Government employees may request for copies of Service Records, Certificate of Employment, and other Certifications from the Human Resource Management Office.

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All current and previous officials and employees of the City Government of Imus, relatives of deceased employees of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for copy of Service Record/ Certification	1.1 Entertain request and issue Order of Payment	None	2 minutes	Jamie Mc.Coll Data Encoder
2. Pay the required fee at the City Treasury Office and submit to the HRMO the Official Receipt	2.1 Receive the Official Receipt. Process the request, verify records and update if necessary. 2.2 Submit the document for signature	Certification Fee - Php 50.00 Documentary Stamp Tax – Php 30.00	10 minutes	Rossana Parnala HRMO I Joan Mary Crisostomo Administrative Assistant I
	2.3 Sign the document		1 day	Kathryn Ann Pantig HRMO II
3. Receive the requested document	3.1 Issue the requested document/s	None	1 minute	Jamie Mc.Coll Data Encoder
TOTAL		Php 80.00	1 day, 13 minutes	



4. TRAINING APPROVAL

Officials and employees of the City Government to attend/organize training programs must secure training approval from the Human Resource Development Council (HRDC)

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All permanent, temporary and casual employees of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
External Training Programs Request Letter to the HRDC Chairman Training Invitation/Programme		HRMO; to be signed by department/unit head Training Organizer		
Team Building Activities Request Letter to the HRDC Chairman Training Design List of participants Resume/Curriculum Vitae of Resource Person/s		Requesting department/unit Resource Person/s Requesting department/unit Resource Person/s		
Benchmarking Activities Request Letter to the HRDC Chairman Training Design List of participants Proof of communication/acceptance with the receiving Agency		Requesting department/unit Requesting department/unit Requesting department/unit Receiving Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and process request	None	2 minutes	Van Carlyne Rocha Project Development Officer III
	1.2 Review the request. If approved, issue Training Approval		5 days	Human Resource Development Council

	1.3 Forward training approval to the City Administrator's Office for the issuance of travel order		5 minutes	Van Carlyne Rocha Project Development Officer III
2. Receive Training Approval with Travel Order	2.1 Prepare Travel Order for the requested training program. Release Training Approval with Travel Order	None	1 day	City Administrator's Office
TOTAL		None	6 days, 7 minutes	

5. REQUEST/REPLACEMENT OF EMPLOYEE IDENTIFICATION CARDS

All City Government of Imus employees are issued with Identification Cards upon appointment. In case of damage or loss, employees may request for replacement of I.D. Cards at the HR Office.

OFFICE OR DIVISION	Human Resource Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All employees of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In case of loss Notarized Affidavit of Loss		Notary Public		
In case of damage Old I.D. Card		Requesting employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive requirements. For RFID Cards, issue Order of Payment	None	2 minutes	Maribel Bamba Admin Assistant IV Faith Francisco Admin Assistant IV
2. For RFID Card replacements, pay corresponding fee at the City Treasury Office and submit Official Receipt at HRMO	2.1 For RFID Card replacements, receive Official Receipt Printing of I.D. Cards	RFID Card replacement fee – Php 400.00	2 days, 4 hours	Maribel Bamba Faith Francisco
3.Receive requested I.D. Card	3.1 Issue requested I.D. Card	None	1 minute	Maribel Bamba Faith Francisco
TOTAL		None	2 days, 4 hours, 3 minutes	

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

EXTERNAL SERVICES

1. ASSESSMENT OF ENVIRONMENTAL PROTECTION AND INSPECTION FEES AND GARBAGE COLLECTION FEES

An environmental protection and inspection fee and garbage fee shall be collected yearly for every person engaged in business, profession or occupation or any undertaking in the City of Imus.

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2B – Government to Business			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	Persons, natural and juridical, with existing and/or new business activities in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Endorsement		Respective Barangay		
Resolution from the Homeowners Association if the establishment is in subdivisions		Respective Homeowners Association		
Waste Management Seminar Certificate		City Environment and Natural Resources Office		
Environmental Compliance Certificate or Certificate of Non- Coverage for the following business establishments: <ul style="list-style-type: none">• Junkshops• Gasoline Stations• Hospitals• Emission Testing Center• Piggery• Poultry• Large-scale Industries• Funeral Parlors• Cemeteries		DENR/EMB Online Application		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Record name, address and contact number of the applicant	None	5 minutes	Maricel Bautista
	1.2 Evaluate submitted documents * If subject to Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage (CNC), schedule the inspection of business establishment	None	1 hour	Ranjelle Forton Ronaldo De Castro Arturo Capati

	* If subject to ECC/CNC, inspect business establishment			
2. Secure Assessment	2.1 Assess garbage fee 2.2 Advise applicant's schedule of "Waste Management Seminar for Business Establishments"		10 minutes	Maricel Bautista
3. Pay necessary fees	3. Receive payment and release Official Receipt	See Environmental Protection and Inspection Fees below	5 minutes	City Treasurer's Office
Fill out Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 hour, 20 minutes	

NOTE: Service can be availed at the Business One Stop Shop (BOSS) Area

ENVIRONMENTAL PROTECTION AND INSPECTION FEE

	Amount per Annum
1. Heavy Industries	
a. Tannery	5,000.00
b. Chemical Manufacturing	5,000.00
c. Refinery	5,000.00
d. Batching Plant	4,000.00
e. Electronics	4,000.00
f. Metal Fabrication	4,000.00
g. Plastic/Vinyl, Glass Manufacturing	4,000.00
h. Aluminum Fabrication	3,500.00
i. Bulb Manufacturing	3,000.00
j. Rubbery/Dye/Paint	2,500.00
k. Food Processing	2,500.00

I. Others	2,000.00
2. Medium Industries	
a. LPG Refilling Plant	2,000.00
b. Ceramics, Toilet Fixtures	1,500.00
c. Hatchery	1,500.00
d. Food Processing (Medium Scale)	1,500.00
e. Printing	1,000.00
f. Paper Products	1,000.00
g. Concrete Products	1,000.00
h. Others	1,000.00
3. Light Industries	
a. Agro-Industrial	1,000.00
b. Furniture Making	1,000.00
c. Garments & Other Fabric Based Products	1,000.00
d. Assembly	700.00
e. Storage/Warehouse/Haulage/Trading	500.00
f. Corrugated Cartons	500.00
g. Lessor	500.00
h. Packaging	500.00
i. Others	500.00
4. Food Industries	
a. Bakery	500.00
b. Restaurant	500.00
c. Canteen	100.00
d. Carinderia	100.00
e. Fruit Stall	100.00
f. Others	300.00
5. Trading Merchandise	
a. Supermarkets	2,000.00
b. Market Stall	

1. Wet Goods	200.00
2. Dry Goods	200.00
c. Sari-sari Store	200.00
d. LPG, Pet Shop, Drugstore, Flower Shop & Gardens/Nurseries	500.00
e. Appliance Center, Electronic Store, Auto Supply, General Merchandise, Electrical Supply, Bicycle Store, Dental/Medical Supply, Gift Shop, Shoes, Bags, Garments Store, Agricultural/Veterinary Supply	500.00
f. Hardware Construction Supply, Raw Material Supply, Furniture, Paint Center, Glass and Aluminum	500.00
g. Others	500.00
6. Small Scale Industries	
a. Jeepney Body Builders	500.00
b. Hollow Blocks/Furniture	500.00
c. Garments/Shoes/Bags/Hats	500.00
d. Others	500.00
7. Amusement Places	
a. Coliseum, Resorts, Function Halls	500.00
b. Billiard Hall, Bingo House, Bowling, Fitness Center	500.00
c. Race Tracks, Sports Coliseum	500.00
d. Others	500.00
8. Institutional Establishment	
a. Hospitals	2,000.00
b. Lying-In Clinics	1,000.00
c. Clinics and Laboratories	1,000.00
d. Private Schools	1,000.00
e. Banks, Pawnshops, Money Changers, Lending Investors	1,000.00
f. Others	500.00
9. Services	
a. Repair Shop/Vulcanizing	300.00
b. Beauty Parlor, Barber Shop	300.00
c. Rentals (Video Computer)	300.00
d. Transportation Terminals	300.00

e. Water Refilling	1,000.00
f. Telecommunications	2,000.00
g. Services Offices	500.00
h. Funeral Services	2,000.00
i. Water District	3,000.00
j. Dwelling	
i. Apartments for Rent (per door) 50/day	50.00
ii. Boarding Houses/Dormitories (per bed)	50.00
iii. Hotels, Inns	1,000.00
k. Printing Establishments	500.00
l. Others	500.00
10. Agricultural	
a. Poultry Farms, Piggery, Cattle Raising	1,500.00
b. Fish Pen	1,000.00
c. Rice Mill	500.00
d. Others	500.00
11. Slaughter House	2,000.00
12. Private Offices	300.00
13. Junkshops	2,000.00
14. Gasoline Service & Filling Station including LPG	2,000.00
15. Memorial Chapels	2,000.00
16. Golf Courses	500.00
17. Golf Clubs, Tennis Club and Gun Clubs	
18. Other Recreational Facilities	
19. All other businesses not specifically mentioned outside each category	

II.4. GARBAGE FEES:

Administration Offices, Offices Professionals		540.00
	Amount per Annum	
Apartments		360.00/door

Bakeshops	10.00/day	3,600.00
Bakeries, Eateries, Canteen and Cafeterias	5.00/day	1,800.00
Mini-Bakeries	3.00/day	1,080.00
Beauty Parlors, Hair Salons and Barber Shops:		
with more than 6 personnel	3.00/day	1,080.00
with 4 to 6 personnel	2.00/day	720.00
with solo up to 3 personnel	1.00/day	360.00
Department Stores, Malls Warehouse (with Private Garbage Collector)		6,000.00
Dormitories, Lodging or Boarding House	1.00/day/boarder	
1 boarder		360.00
2 boarders		720.00
3 boarders		1,080.00
4 boarders		1,440.00
5 boarders		1,800.00
6 boarders		2,160.00
7 boarders		2,520.00
8 boarders		2,880.00
9 boarders		3,240.00
10 boarders		3,600.00
11 boarders		3,960.00
12 boarders		4,320.00
Fast Food Centers (with Private Garbage Collector)	10.00/day	3,600.00
Fast Food Centers (w/out Private Garbage Collector)		200,000.00
Financial (Bank) and Lending Institution and Pawnshops	1.00/day/personnel	1,200.00
Funeral Parlors		2,400.00
Memorial Chapels:		
with 10 chapels and above		30,000.00
with 6 to 10 chapels		20,000.00

with 5 chapels and below		10,000.00
Gasoline and Service Stations		3,600.00
Carwash and Auto Repair Shop		720.00
Hospitals/Lying -Inn (Should have Private Contractor for Infectious Wastes):		
Tertiary		115,200.00
Secondary		57,600.00
Primary		28,800.00
Internet Café:		
With Snack Counter		1,080.00
Without Snack Counter		540.00
Manufacturer (Should have Private Contractor)		6,000.00
Media Facilities		540.00
Medical and Dental Laboratories (Should have Private Contractor for Infectious)		1,800.00
Medical, Dental and Animal Clinics		720.00
Movie House		1,800.00
Restaurants and Bars		3,600.00
Resorts		3,600.00
Sari-Sari Store		No Garbage
Schools (with Ecological Solid Waste Management Program):		
1000 or more enrollees		12,000.00
500 to 999 enrollees		9,600.00
50 to 499 enrollees		4,800.00
49 and below enrollees		2,400.00
Slaughterhouses		12,000.00
Stall at Malls or Department Stores		1,200.00
For Kiosk		600.00
Stalls at Public Market		No Garbage
Private Markets/Talipapa	3.00/stall/day	1,080.00/stall
Supermarket		3,600.00
Telegraph, Teletype, Cable and Wireless Communication Companies		720.00

Telephone and Electric Companies		720.00
All Business, industry, commercial, and agricultural establishments not specifically mentioned aboved:		
500 or more but less than 1000 sq. mtr.		3,600.00
200 or more but less than 500 sq. mtr.		2,400.00
100 or more but less than 200 sq. mtr.		1,200.00
50 or more but less than 100 sq. mtr.		720.00
25 more but less than 50 sq. mtr.		540.00
less than 25 sq. mtr.		365.00

***DISCOUNTS**

- a) New business establishments that will operate or have their operation during or within the last quarter of the year and will secure for Mayor's Permit/Business Permit shall be given discount on garbage fee only, based on the duration of the period left on said calendar year.
- b) Additional discounts may be granted to establishments on such rates as may be prescribed for implementing program on wastes reduction, wastes segregation, composting, or recycling in support to the solid waste management program of the city as embodied in an ordinance or implementing rules.

2. RECORDING OF SETTLED FINES IN VIOLATION OF ENVIRONMENTAL ORDINANCE SERVICE

A citation ticket indicating violations and penalties are issued by CENRO to all violators of city environmental ordinances.

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C – Government to Citizens			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	Any Individual Person/Any Business establishment or Enterprise.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket		CENRO		
Official Receipt (from the Treasurer’s Office)		City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt (OR) to the staff in charge for recording	1.1 Record OR No. of fines being paid	None	5 minutes	Nerea Crisosstomo Esperanza De la Cruz
	1.2 Stamp OR as “Recorded”			
Fill out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

3. PROVISION OF FREE SOIL ENHANCER

To encourage Urban Organic Gardening , city produced soil enhancer are given free to all Imuseños

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C – Government to Citizens			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	All residents of Imus; Academic and Private Groups within the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request from individuals or group/agencies		Client		
Valid identification card with present address		Client		
Sack (for “Palit-sako”)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Evaluate submitted letter.	None	5 minutes	Esperanza De la Cruz
2. Receive and fill-out Soil Enhancer Distribution Form and instructions	2.1 Issue Soil Enhancer Distribution Form	None	10 minutes	Esperanza De la Cruz
	2.2 Give Instructions on “Palit-Sako” requirement on availing free soil enhancer.			
3. Present Soil Enhancer Distribution Form and Receive Soil enhancer at City Composting Facility located at the Eco- Village	3.1 City Composting Facility to receive Soil Enhancer Distribution Form and Issue Soil Enhancer.	None	20 minutes	Joselito Cabrera Maximiano Villanueva
	3.2 Record transaction			
Fill out Client Satisfaction Rating Form				
TOTAL		None	35 minutes	

4. ISSUANCE OF CERTIFICATE OF NO OBJECTION TO CUT TREE

A certificate of No Objection to Cut Tree is issued to all individuals , organizations and establishments that upon inspection are compliant with regards to tree cutting requirements

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C			
TYPE OF TRANSACTION	Complex			
WHO MAY AVAIL THE SERVICE	-All residents, firms or establishments wishing to cut down trees within the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent		Client		
Barangay Clearance / Certificates of No Objection from the Barangay.		Client		
ID and Photocopy of Tax Declaration (must be the landowner of the tree to be cut)		Client		
Homeowner's Certification (If subdivision)		HOA		
Pictures of trees to be cut		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and requirements	1.1 Evaluate submitted letter and required documents.	None	10 minutes	Arturo Capati Jerry Del Mundo
** for online transaction, email request and requirement to imuscavcenro@gmail.com	1.2 Schedule ocular inspection.	None	30 Minutes	
2. Wait for Ocular Inspection and notice of availability	2. Ocular inspection and Recommendation	None	20 minutes	Manolo Dominguez Jerry del Mundo, Arturo Capati
3. Receive Certificate of No Objection and endorsement to PENRO	3. Issuance of Certificate of No Objection and Endorsement to PENRO	None	10 minutes	Arturo Capati
Fill-out Client Satisfaction Rating Form				
TOTAL			40 MINUTES	

NOTE: Ocular Inspection for scheduling

5. REQUEST OF ENVIRONMENTAL INFORMATION, EDUCATION CAMPAIGN (IEC) AND TRAINING SERVICES

The City Environment and Natural Resources Office is committed in providing public information and education campaign on environmental management to ensure awareness and participation of every citizens and business establishments geared towards environmental protection and compliance which includes seminars, training services and distribution of flyers and other effective information strategies.

OFFICE OR DIVISION	City Environment and Natural Resources Office			
CLASSIFICATION	G2C – Government to Citizens			
TYPE OF TRANSACTION	Simple			
WHO MAY AVAIL THE SERVICE	All residents, academic and private groups in City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Evaluate submitted letter 1.2 Verify and interview client.	None	15 minutes	Nerea Crisostomo Jerry del Mundo,
2. Schedule the IEC/ Training	2. Schedule the IEC/ Training * For online IEC/training schedule IEC training and send link of the training	None	10 minutes	Nerea Crisostomo Jerry del Mundo,
3. Participate in the IEC/Training	3. Conduct IEC/Training	None	Depending on the IEC/Training to be conducted	Nerea Crisostomo Jerry Del Mundo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	25 minutes	



CITY BUDGET OFFICE

INTERNAL SERVICES

1. PREPARATION OF THE CITY ANNUAL BUDGET

Plan for the expenditures of the projected income of the city for the financial year.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procurement Project Management Plan (PPMP) (1 Original, 4 Photocopy)		Respective departments/offices		
DBM Local Budget Preparation (LBP) Form No. 2 (1 Original, 1 Photocopy)		Respective departments/offices		
Programmed Appropriation and Obligation by Object of Expenditure (1 Original, 1 Photocopy)		Respective departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit budget proposal.	1.1 Receive budget proposal of different departments/offices.	None	July 1 to July 15, annually	Loreta A. Maliksi
	1.2 Review and consolidate budget proposals.	None	July 16 to October 16, annually	Ms. Arlene DG Duminding City Budget Officer
	1.3 Finalize the budget for budget hearing.	None		
	1.4 Forward to the City Mayor for approval and indorse the same to Sangguniang Panlungsod for final review and appropriate action for the enactment of Sangguniang Panlungsod Ordinance.	None		
Fill-out Client Satisfaction Rating Form				
TOTAL		None	On Schedule	

2. ISSUANCE OF APPROVED OBLIGATION REQUEST (ObR) (SALARIES AND WAGES – REGULAR AND CASUAL AND JOB ORDER)

Ensuring that all salaries and wages of all employees are accounted for.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government; Department of Education – Division of Imus City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For General Procurement				
Purchase Request duly signed and approved by the requesting official and approving authority (City Mayor, City Administrator or School District Supervisor)	Respective departments/offices			
Obligation Request Form (1 original, 2 photocopies)	Respective departments/offices			
For Employees' Salaries and Wages/Job Order				
Payroll	Human Resource Management Unit			
For Travel Expenses				
Letter of Invitation	Training/Seminar Organizing Committee			
Approved Travel Order and Itinerary	Office of the City Administrator			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll of monthly salaries of regular, casual and job order employees	1.1 Receive payroll of employees.	None	2 minutes	Nancy J. Camia (for SEF) Loreta A. Maliksi (for General Fund) Anna Angelica C. De leon (P.S)
	1.2. Check availability of fund, prepares obligation requests and record	None	1 hour	Arlene DG Duminding (Job Order) Nancy J. Camia (for SEF)
	1.3 Check record and assign OBR Number	None	1 hour	
	1.4 Approve and sign the Obligation Request	None	30 minutes	Ms. Arlene DG Duminding City Budget Officer
2. Claim the Obligation Request Form.	2. Release of approved and signed Obligation Request Form.	None	1 minute	Loreta A. Maliksi

Fill-out Client Satisfaction Rating Form



TOTAL	None	2 hours and 33 minutes	
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3. ISSUANCE OF APPROVED OBLIGATION REQUEST (ObR) (PURCHASES AND OTHER EXPENSES)

Ensuring all expenditures are properly recorded and charged with its account codes.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government; Department of Education – Division of Imus City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
For General Procurement				
Purchase Request duly signed and approved by the requesting official and approving authority (City Mayor, City Administrator or School District Supervisor)	Respective departments/offices			
Obligation Request Form (1 original, 2 photocopies)	Respective departments/offices			
Purchases and other expenses				
Purchase Request, Purchase Order	Respective department heads/offices			
For Travel Expenses				
Letter of Invitation	Training/Seminar Organizing Committee			
Approved Travel Order and Itinerary	Office of the City Administrator			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Purchase Requests form with signature of dept. head and approved by Mayor / Administrator	1.1 Receive the Purchase Request and Obligation Request Form.	None	2 minutes	Nancy J. Camia (for SEF) Loreta A. Maliksi (for General Fund)
	1.2 Check availability of appropriation and attach slip as proof of funds	None	5 minutes	Arlene DG Duminding (General Fund) Nancy J. Camia (for SEF Fund)
	1.3 Record and assign Obligation Request Number	None	2 minutes	
	1.4 Approve and sign the Obligation Request	None	5 Minutes	Ms. Arlene DG Duminding OIC- City Budget Office

2. Claim the Obligation Request Form.	2. Release of approved and signed Obligation Request Form.	None	1 minute	Loreta A. Maliksi
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

4. PROCESSING OF DISBURSEMENT VOUCHERS OF UTILITY, COMMUNICATION AND SUBSCRIPTION EXPENSES

Ensuring that all utilities, communications, and subscription expenses are budgeted and processed on time.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/offices in the city government; Department of Education – Division of Imus City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/ Billing Statement		Maynilad, MERALCO, PLDT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Statement of Account of monthly utilities – Meralco, PLDT, Maynilad	1.1 Receive the requirement.	None	1 minute	Loreta A. Maliksi
	1.2 Prepare disbursement voucher and Obligation Request (ObR)	None	5 minutes	Nancy J. Camia (for SEF) Chona S. Dela Cruz Bernadette M. Balinas
	1.3 Record and assign Obligation Request Number	None	2 minutes	Arlene DG Duminding (for general Fund Nancy J. Camia (for SEF)
	1.4 Approve and sign the Obligation Request	None	2 minutes	Ms. Arlene DG Duminding OIC- City Budget Office
	1.5 Forward and process to Office of the City Administrator, City Accounting and Internal Audit Services Office and City Treasurer's Office.	None	3 days	Nancy J. Camia (for SEF) Bernadette M. Balinas (for General Fund)
2. Claim check.	2. Release check.	None	13 minutes	City Treasurer's Office

Fill-out Client Satisfaction Rating Form			
TOTAL	None	3 days and 10 minutes	

5. PREPARATION OF DISBURSEMENT VOUCHER FOR FIRE INSURANCE AND LOAN AMORTIZATION

Ensuring that fire insurance and loan ammortization are processed and paid before due date.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Financing/ Lending Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/ Billing Statement		City Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Statement of Account of Existing Loan	1.1 Receive the requirement.	None	1 minute	Bernadette M. Balinas
	1.2 Prepare disbursement voucher and Obligation Request (ObR)	None	5 minutes	Bernadette M. Balinas
	1.3 Record and assign Obligation Request Number	None	2 minutes	Ms. Arlene DG Duminding OIC- City Budget Office
	1.4 Approve and sign the Obligation Request	None	2 minutes	Ms. Arlene DG Duminding OIC- City Budget Office
	1.5 Forward and process to Office of the City Administrator, City Accounting and Internal Audit Services Office and City Treasurer's Office.	None	3 days	Bernadette M. Balinas
TOTAL		None	3 days and 10 minutes	

6. PRELIMINARY REVIEW OF BARANGAY ANNUAL AND SUPPLEMENTAL BUDGET

Review of the Annual and Supplemental Budget of Barangay and SK.

OFFICE OR DIVISION	City Budget Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Budget Preparation Forms (1 Original, 6 Photocopies)		Respective Barangays		
Annual Investment Plan (1 Original, 6 Photocopies)		Respective Barangays		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Barangay Budget Forms and Annual Investment Plan.	1.1 Receive submitted Barangay Annual and Supplemental Budget. OR Receive submitted SK Annual and Supplemental Budget.	None	1 minute	Neria Arguelles (for Barangay Budget) Nancy J. Camia (SK Budget)
	1.2 Conduct initial review of the barangay annual/supplemental budget OR Conduct initial review of the SK annual/supplemental budget	None	15 minutes	
	1.3. Sign review and transmittal letter of barangay or SK annual/supplemental budget	None	10 minutes	Ms. Arlene DG Duminding OIC- City Budget Office
2. Receive transmittal letter	2.1 Forward signed transmittal/indorsement letter to Sangguniang Panlungsod recommending the approval of budget in its regular session.	None	5 minutes	Neria Arguelles (for Barangay Budget) Nancy J. Camia (SK Budget)
3. Receive the copy of Barangay Annual and Supplemental Budget.	3. Furnish the concerned barangay the copies of approved Barangay Annual and Supplemental Budget, OR	None	5 minutes	Neria Arguelles (for Barangay Budget) Nancy J. Camia

	Furnish the concerned barangay the copies of approved SK Annual and Supplemental Budget.			(SK Budget)
Fill-out Client Satisfaction Rating Form				
TOTAL		None	31 minutes	



CITY ACCOUNTING OFFICE

EXTERNAL SERVICES

1. CERTIFICATE OF INCOME TAX WITHHELD

Process request of Certificate of Income Tax Withheld.

OFFICE OR DIVISION	City Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All supplier, contractor of the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo copy of voucher		City Treasurer’s Office		
Tax Identification Number (TIN)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit requirements	1. Process the request	None	5 minutes	Florie Arevalo
2. Claim Certificate	2. Release the BIR Forms (Forms 2306,2307)	None	5 minutes	Florie Arevalo
Fill-out Client Satisfaction Rating Form				
TOTAL		None	10 minutes	



CITY ACCOUNTING OFFICE

INTERNAL SERVICES

1. PROCESS/CERTIFY CLAIMS

Process Disbursement Vouchers.

OFFICE OR DIVISION	City Accounting Office			
CLASSIFICATION	Simple and Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All authorized department representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Vouchers with supporting documents (see attached checklist)		Authorized department Representatives		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Disbursement Vouchers and its supporting documents	1.1 Receives Disbursement Vouchers and its supporting documents.	None	5 minutes	Officer of the day
	1.2 Review the completeness of supporting documents and check the correctness of the mathematical computation.			
	For General Fund	None		Ma. Isabel Fajardo Ruzelia R. Aguilar Emelita Saringayat
	For Special Education Fund	None	15 minutes	
	For Trust Fund	None		Susana Bautista
	1.3 Complex/Technical Transactions	None	30 minutes	Same as above
2. Receives the Disbursement Vouchers and its supporting documents	1.4 Prepare Journal Entry Voucher	None	5 minutes	Same as above
	1.5 In case of any deficiency, the documents will be returned to the client for the compliance of required attachment.	None	5 minutes	Officer of the day
	1.6 Approve as to completeness of supporting documents.	None	5 minutes	Roselie A. Pangilinan
	2. Releases the disbursement vouchers and supporting documents	None	5 minutes	Officer of the day
Fill-out Client Satisfaction Rating Form				
TOTAL		None	55 minutes	

2. REQUEST CERTIFICATE OF AVAILABILITY OF FUND (C.A.F.)

Process request of Certificate of Availability of Fund

OFFICE OR DIVISION	City Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All authorized department representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Authorized department Representatives		
S.P. Resolution		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for C.A.F.	1. Check the availability of fund and do the certification. Trust Fund only	None	10 minutes	Susana Bautista
2. Receive the document.	2. Release the document.	None	5 minutes	Officer of the day
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

CITY LEGAL OFFICE

EXTERNAL SERVICES

1. LEGAL COUNSELLING

By providing free legal assistance to all Imus constituents that will be assisted by our lawyers and consultants.

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus; -All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in logbook	1. Inform the Legal Consultants or City Legal Officer	None	2 minutes	Digna Bautista; Mhae Ordoñez; Judith Ambrocio; Eloisa Camposano; Riza Nerona
2. Present other pertinent documents	2. Assess the submitted documents and interview the client	None	30 minutes	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante; City Legal Officer
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	32 minutes	



2. RENDERING OF WRITTEN LEGAL OPINION(S)

For request seeking legal opinion and drafting letters to the clients and must provide indorsement/ request letter with supporting documents relative to the concern.

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B- Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Office of the City Mayor/ Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in logbook	1. Inform the City Legal Officer	None	1 minute	Annielyn Genido; Rose Ann Gonzales; Shalum Damaso; Riza V. Nerona
2. Present the indorsement, request letter and other documents	2.1 Assess the submitted documents.	None	3 minutes	Legal Consultant; City Legal Officer
	2.2 Interview the client and prepare the written opinion.	None	25 minutes	
	2.3 File a copy of the written opinion.	None	2 minutes	Legal Staff and/or Clients
3. Receive the written opinion	3. Release the document	None	2 minutes	Kimberlyn Marco; Riza Nerona; Shalum Damaso; Gio Adriel Pallera
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	33 minutes	

NOTE: Release of written opinion may vary depending on the facts and circumstances of each case.

3. PREPARATION OF LEGAL DOCUMENTS OF THE CITY

By providing the draft and finalize of different legal documents that will be required for all Imus constituents

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identifications		Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a Government issued Identification and other pertinent documents	1.1 Inform the City Legal Officer	None	1 minute	Shalum Damaso; Riza V. Nerona; Annielyn Genido
	1.2 Prepare the legal documents that was requested by the client	None	5 minutes	Gio Adriel Pallera; Marcel Joy Galinza; Ernest Christopher Alarcon; Jaymart Samson
2. Receive the documents	2. Release the document	None	5 minutes	Eloisa Camposano; Mhae Ordoñez; Digna Bautista
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	11 minutes	

4. FRONTLINE OF PROTECTING HUMAN RIGHTS AND PROSECUTING ANY VIOLATIONS THEREOF

By giving legal assistance to all constituents having an issue regarding human rights violations

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B- Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Office of the City Mayor/ Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement, request letter and other documents	1.1 Inform the City Legal Officer	None	1 minute	Annielyn Genido; Shalum Damaso; Riza V. Nerona; Rose Ann Gonzales
	1.2 Assess the documents if needed for research	None	20 minutes	City Legal Officer
	1.3 Undertake legal research and draft the legal document (if needs research)	None	1 day	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante
	1.4 Assess and evaluate the draft document and finalize the same	None	1 day	City Legal Officer
2. Receive the documents	2. Release the document	None	5 minutes	Annielyn Genido; Gio Adriel Pallera; Shalum Damaso; Riza V. Nerona
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 days and 26 minutes	

CITY LEGAL OFFICE

INTERNAL SERVICES

1. PREPARATION OF LEGAL DOCUMENTS OF THE CITY (TO CITY MAYOR)

For preparation and finalize Executive Orders that will be implemented to the City Government of Imus and to be signed by the Local Chief Executive.

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Office of the City Mayor/ Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement, request letter and other documents	1.1 Inform the City Legal Officer	None	1 minute	Shalum Damaso; Kimberlyn Marco
	1.2 Assess the documents if needed for research	None	20 minutes	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante; City Legal Officer
	1.3 Undertake legal research and draft the document (if needs research)	None	1 day	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante; City Legal Officer
	1.4 Assess and evaluate the draft document, then, finalize it.	None	1 day	City Legal Officer
	1.4 Printing of the Executive Order	None	5 minutes	Marcel Joy Galinza
2. Receive the documents	2. Release the document	None	5 minutes	Kimberlyn Marco; Rose Ann Gonzales;
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 days and 31 minutes	

2. PREPARATION OF LEGAL DOCUMENTS OF THE CITY (OTHER OFFICES AND AGENCIES)

By providing the draft and finalize of different legal documents that will be required by different offices and agencies of the City Government of Imus

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Any departments/ units in the City Government of Imus		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement, request letter and other documents	1.1 Inform the City Legal Officer	None	1 minute	Shalum Damaso; Riza V. Nerona; Annielyn Genido
	1.2 Assess the documents if needed for research	None	20 minutes	City Legal Officer
	1.3 Undertake legal research and draft the document (if needs research)	None	1 day	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante; City Legal Officer
	1.4 Assess and evaluate the draft document, then, finalize it.	None	1 day	City Legal Officer
2. Receive the documents	2. Release the document	None	5 minutes	Rose Ann Gonzales; Kimberlyn Marco; Judith Ambrocio; Marcel Joy Galnza
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 days and 26 minutes	

3. CONDUCT INVESTIGATION

To investigate and prosecute administrative complaints filed against City Government of Imus Officials and its employees

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Office of the City Mayor/ Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement from council offices/ individuals	1. Inform the City Legal Officer	None	1 minute	Digna C. Bautista; Shalum Damaso Riza V. Nerona
2. Present to the Legal Officer	2.1 Conduct investigation and evaluate gathered data	None	3 days	Legal Consultants; Gio Adriel Pallera
	2.2 Make final report and recommend legal actions to be pursued	None	2 days	City Legal Officer
3. Receive the documents	3. Release the document	None	5 minutes	Annielyn Genido; Kimberlyn Marco; Riza V. Nerona
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	5 days and 6 minutes	

4. REPRESENT THE CASE OF THE CITY

Shall be the official counsel of the City Government in any cases, whether civil or criminal, filed against City Government of Imus and/ or its employees in the performance of their official duty

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Office of the City Mayor/ Client		
Other pertinent documents that can help in establishing facts		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement, request letter and other documents	1.1 Inform the City Legal Officer	None	1 minute	Shalum Damaso; Riza V. Nerona
	1.2 Assess the documents if needed for research	None	20 minutes	City Legal Officer
	1.3 Conduct legal research and draft needed pleadings (if needs research)	None	2 days	Legal Consultants; Atty. Marx Nicholai Delmo, Atty. Dulce Bustamante; Gio Adriel Pallera
	1.4 Review and comment on the draft pleadings and cause the finalization of the legal document/s	None	1 day (stop time)	City Legal Officer
	1.5 Appear before applicable court/ tribunal	None	Depends on court/ tribunal schedules	City Legal Officer
2. Receive update and report.	2. Report status of case and/ or outcome	None	1 day	City Legal Officer
Fill-out the Client Satisfaction Rating Form				
TOTAL			4 days and 21 minutes	



5. ORDINANCE REVIEW

Upon request of the Local Chief Executive

OFFICE OR DIVISION	City Legal Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All departments/ units in the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/ Request Letter		Sangguniang Panlungsod Office		
Other pertinent documents that can help in establishing facts		Any government offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the indorsement, request letter and other documents	1.1 Inform the City Legal Officer	None	1 minute	Shalum Damaso; Kimberlyn Marco; Riza V. Nerona
	1.2 Assess the documents if needed for research	None	20 minutes	City Legal Officer
	1.3 Undertake legal research and draft the document	None	1 day	Legal Consultants; Atty. Marx Nicholai Delmo; Atty. Dulce Bustamante
	1.4 Review and evaluate draft document for finalization to the Sangguniang Panlungsod	None	1 day	City Legal Officer
2. Receive the documents	2. Release the document to the Sangguniang Panlungsod	None	5 minutes	Digna Bautista; Marcel Joy Galinza; Judith Ambrocio; Riza V. Nerona
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 days and 26 minutes	

YOUTH AFFAIRS OFFICE

EXTERNAL SERVICES

1. YOUTH ORGANIZATION REGISTRATION PROGRAM

Registration and accreditation of local youth and youth serving organizations

OFFICE OR DIVISION	Youth Affairs Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C (Government to Citizen)			
WHO MAY AVAIL THE SERVICE	All youth and youth serving organizations of the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official registration form		Issued by the Youth Affairs Office/ Online thru Google Drive		
Directory of officers of the organization		Client		
Directory of advisers of the organization		Client		
List of members in good standing		Client		
Copy of organization's constitution and by-laws		Client		
Certificate and/or endorsement from competent authority		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements at the Youth Affairs Office	1.1 Assessment of the requirements needed	None	5 minutes	April Monique S. Manabat
	1.2 Issuance of receiving sheet	None	1 minute	
	1.3 Validation of the organization through its advisers, officers, and members through call, text, and/or e-mail	None	4 days	
	1.4 Signature of the City Mayor and Local Youth Development Officer	None	1 day	
2. Present the claiming slip issued by the Youth Affairs Office	2. Issuance of certificate of registration and accreditation	None	1 minute	April Monique S. Manabat
Fill-out the Client Satisfaction Rating Form				
TOTAL		0	5 days and 7 minutes	



YOUTH AFFAIRS OFFICE

INTERNAL SERVICES

1. ISSUANCE OF VENUE PERMIT FOR ACTIVITIES AND USE OF CHILDREN AND YOUTH CENTER FACILITIES

OFFICE OR DIVISION	Youth Affairs Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C (Government to Citizen), G2B (Government to Business), G2G (Government to Government)			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Youth Affairs Office		
Request letter addressed to the City Mayor or Local Youth Development Officer		Client		
Government issued I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements at the Youth Affairs Office	1.1 Assessment of requirements needed and checking of facility availability	None	3 minutes	Reiss Marc F. Dimdam
	1.2 Processing of permit	None	2 minutes	
	1.3 Signature of the Local Youth Development Officer	None	1 minute	Jericho Reyes
Claiming of permit	Releasing of permit	None	1 minute	
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	7 minutes	

OFFICE OF THE CONGRESSMAN – AKSYON CENTER EXTERNAL SERVICES

1. MEDICAL, BURIAL AND FINANCIAL ASSISTANCE

These are assistance given as an immediate response to cases of individuals and families in crisis situations through the provision of financial and material assistance, to support the recovery of individuals and families from unexpected crisis such as illness or death of family members, and other crisis situations.

OFFICE OR DIVISION	Office of the Congressman/Aksyon Center
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL THE SERVICE	Imus residents and organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR MEDICAL ASSISTANCE:	
General Requirements:	
Government Issued ID with Imus Address and not expired of the Claimant and Beneficiary (Photocopy back to back)	Client
Barangay Indigency of the claimant and beneficiary (Original Copy)	Barangay Hall
COMELEC Certification of the claimant and beneficiary (Original copy)	COMELEC
* Additional Requirements for Regular Medication/Maintenance:	
Updated Medical Certificate (Original or Certified True Copy with Attending Doctor's License No. and signature)	Doctor or Attending Physician
Medical Prescription (Photocopy / with Attending Doctor's License No. and signature)	Doctor or Attending Physician
* Additional Requirements for Chemotherapy and Dialysis:	
Clinical/Medical Abstract (Original or Certified True Copy with Attending Doctor's License No. and signature)	Doctor or Attending Physician
Treatment Protocol or Price Quotation (Original or Certified True Copy with Attending Doctor's License No. and signature)	Doctor or Attending Physician
* Additional Requirements for Hospitalization/ In-patient:	
Clinical Abstract (Original or Certified True Copy with Attending Doctor's License No. and signature)	Doctor or Attending Physician
Hospital bill (Original copy only with signature of the billing clerk/staff)	Hospital
Promissory Note if hospital bill is still unpaid (Original or Certified True Copy with signature of the billing clerk/staff)	Hospital
FOR BURIAL ASSISTANCE:	
Government Issued ID with Imus Address and not expired of the Claimant and Beneficiary	Client
Barangay Indigency of the claimant and beneficiary (Original Copy)	Barangay Hall

COMELEC Certification of the claimant and beneficiary (Original copy)		COMELEC		
Registered Death Certificate (Certified True Copy)		Imus City Hall		
Funeral Contract (Certified True Copy or Original)		Funeraria		
Certificate of Balance or Promissory Note- if unpaid		Funeraria		
FOR FINANCIAL ASSISTANCE:				
For Subsistence:				
Government Issued ID with Imus Address and not expired of the Claimant and Beneficiary		Client		
Assistance for fire victims:				
Government Issued ID with Imus Address and not expired of the Claimant and Beneficiary		Client		
Barangay Indigency of the claimant (Original Copy)		Barangay Hall		
Fire Incident Report (Original Copy)		BFP		
Picture of the burnt house		Client		
For Balik-Probinsya				
Government Issued ID with Imus Address and not expired of the Claimant and Beneficiary		Client		
Price Quotation of the Transportation/Fare		Transportation terminal (ex. bus terminals, travel agency, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents at the information desk of the Aksyon Center	1.1 Assess the correctness and completeness of the requirements.	None	3 minutes	Concierge/ Receptionist
	1.2 Provide Queueing Number (if qualified), if not, explain the deficiencies in requirements	None	1 minute	
2. Wait for the queuing number to be called then proceed to the E-Registration.	2.1 Registration of the client information in the system and proceed for biometrics. And check if the client has existing record or qualified to avail the assistance.	None	5 minutes	Encoders
	2.2 Give the transaction slip	None	1 minute	
3. Proceed to Verifier for Verification of the application and requirements	3.1 Verify the client's application and requirements.	None	2 minutes	Verifier
	3.2 Give the verification slip	None	1 minute	



4. Proceed to the Social Worker for Intake sheet	4.1 Verify the completeness of documents then conduct interview for the intake sheet.	None	8 minutes	Social Worker
	4.2 Assess and Approve the application.	None		
	4.3 Print intake sheet	None		
	4.4 Document for signature	None		
5. Wait for the schedule of the payout	5. Inform and notify the client that they will receive a message or call if there's a schedule already.	None	1 minute	Social Worker/Staff
6. Receive a call or text for the schedule	6. Text or Call the Client regarding the schedule	None	(stop time)	Staff
7. Receive assistance on the said schedule	7. Releasing of assistance.	None	3 minutes	DSWD Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	25 minutes	

* NOTE: The financial assistance will be given in a specific schedule (within three (3) weeks).

2. SCHEDULING OF APPOINTMENT FOR AN AUDIENCE/ MEETING WITH THE CONGRESSMAN

OFFICE OR DIVISION	Office of the Congressman/Aksyon Center			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL OF THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the Congressman with attached photocopy of valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter address to Cong. Adrian Jay C. Advincula and wait for the scheduled meeting.	1.1 Assess the request letter.	None	4-5 minutes	Catherine G. Ico Angeline C. Latac.
	1.2 Inform and approve the Chief of Staff regarding the request.	None	1 day (stop time)	Angeline C. Latac
	1.3 Finalize the schedule.			
	1.4 Inform the client			
2. Attend the scheduled meeting.	2. Assist the client.	None	5 minutes	
Fill-put Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 day, 10 minutes	

*Schedule of the meeting depends on the availability of the Congressman

3. ISSUANCE OF CONGRESSMAN’S ENDORSEMENT/REFERRAL

Congressman’s Endorsement/Referral is a correspondence provided to individuals or organizations seeking employment, sponsorship, or any form of assistance.

OFFICE OR DIVISION	Office of the Congressman/Aksyon Center			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Endorsement for School:				
School credentials / Records		Issuing School		
Request letter address to Cong. Adrian Jay C. Advincula		Client		
Photocopy of Valid ID (with Imus address and 3 specimen signature)		Client		
Barangay Clearance		Respective barangay		
For Endorsement for Job Application (First time Job seeker)				
Curriculum Vitae (for first time job seeker)		Client		
Request letter address to Cong. Adrian Jay C. Advincula		Client		
Barangay clearance		Respective barangay		
Photocopy of valid Id (with Imus address and 3 specimen signature)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the submitted requirements	None	5 minutes	Catherine G. Ico Klaeford Crispin
	1.2 Process the document	None	5 minutes	Klaeford Crispin
	1.3 Review the document	None	3 minutes	Allen Bryan R. Atienza
	1.4 Present the document to the Congressman for the signature	None	1 day	Allen Bryan R. Atienza Klaeford Crispin
2. Get the document.	2. Release the documents	None	2 minutes	Klaeford Crispin
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day, 15 minutes	

Note: Turn Around Time depends on the availability of Congressman Adrian Jay C. Advincula.



GENERAL SERVICES OFFICE

EXTERNAL SERVICES

1. EVENTS

To give free of charge services for borrowing of Sounds System, Led Wall, Chairs, Tent, Cooler Fan (Iwata) based on availability of the said items.

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Check the Schedule and Approve the Request	None	10 minutes	Tolentino Macalalad Kristine Bautista (Tents) Mark Angelo Rodriguez Aldrin Miranda Wilson Miranda Marius Enkeel Magbanua John Carlo Rodriguez (Sounds) Ernesto Menancio Jr. John Michael Orozco Geofferson Mantilla Marjun Tunog Marvic Rodriguez (Tables and Chairs) Maximiano Villanueva Zaldy Terregoza Feliciano Virata Jr.
TOTAL		None	10 minutes	

2. TRANSPORTATION (REQUEST OF BUS, COASTER OTHER VEHICLE)

To give Transportation Services to all Imusenos.

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Highly - Technical			
TYPE OF TRANSACTION	G2C - Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Bus – All residents of Imus; Coaster – Government Elected Official , Department Head and Foreign Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		General Services Office		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill-out Request Form	1.1 Checking the Schedule and Approved the Request.	None	10 minutes	Marie Charitess Landicho Administrative Officer IV
1.2 Submit Request Form and Letter Request with approval of the City Mayor	1.2 Give to the requesting party the Guidelines on the use of City Government Bus/Coaster	None	5 minutes	(Driver and Crew) Wilner Dela Cruz Jorge Perez John Reagan Jancon Alexander Reyes Romulo Cambalisa Clark Calitis Winston Binas Nelson Ongtan
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

NOTE: The borrower should provide the following; Fuel, Toll Gate and Other Expenses such as Hotel Accommodation and Food for the Driver and Assistant

3. CEMETERY CARETAKER

To give assistance to all relative for Public Cemetery

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		City Civil Registrar's Office		
Burial Permit		Business Permits and Licensing Office		
Clearance of Excavation		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. Assist the relative and secure the Permit or Clearance of Excavation.	None	10 minutes	Nelson Vasquez Roque Enrique Guinto Rockie Vasquez
TOTAL		None	10 minutes	

GENERAL SERVICES OFFICE

INTERNAL SERVICES

1. RECORDING OF PURCHASE REQUEST

To give assistance to all Official Representative of City Government for processing of vouchers.

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (PR)		Respective offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Purchase Request	1. Posting to oversight Committee	None	10 minutes	Marie Charitess Landicho Mary Grace Ordon Rubi Rose Orcullo
2. Submission of Purchase Request and Pre-Inspection for repair of vehicle	2. Initialing, checking and recording of Purchase Request and preparing of Pre - inspection	None	10 minutes	Dennis Parcero Asst. Dept. Head Marie Charitess Landicho Administrative Officer IV Michael Santiaguel Rose Divine Booc (motorpool Pre-Inspection)
TOTAL		None	20 minutes	



2. RECORDING OF PURCHASE ORDER, VOUCHER, INSPECTION

To give assistance to all Official Representative of City Government for processing of vouchers.

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO)		Respective Offices		
Request for Quotation (RFQ)		Respective Offices		
Inspection Reports		Respective Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Purchase Order and Post Inspection	1. Recording of Purchase Order	None	7 minutes	Marie Charitess Landicho Administrative Officer IV Noel Sapinoso Raquel Dumlao Michael Santiaguel Rose Divine Booc (motorpool Post- Inspection
2. Signing of RFQ (Request for Quotation) and Abstract of Canvass	2. Initialing or signing of RFQ	None	10 minutes	Lauro D. Monzon OIC-General Services Office
3. Submit duly accomplished inspection report form and request for Inspection – GSO Team	3. Inspect all the item purchase by the City Government of Imus	None	2 hours	Dennis I. Parcero Asst. Department Head Marie Charitess Landicho Administrative Officer IV Joselito Cabrera Olivia Ramos Delfin Sanes Jr Manolito Sahol Rogelio Camet Allan Encabo Ronaldo Del Rosario

				Sherwin Saria Roland Reiner Lacson Jeramel Salamat Jerome Saria Joehel Alcantara Alexander Reyes
4. Submit Duly accomplished Inspection Report and signing – City Government of Imus Inspection	4. Recording of Purchase Order	None	2 hours	Joselito Cabrera Olivia Ramos
5. Signing of Inspection and Acceptance	5. Await Inspection result (Approved Report) from the GSO Head or the Authorized Signatory	None	1 day	Lauro D. Monzon OIC-General Services Office
TOTAL		None	2 days	

3. PURCHASING AND ISSUANCE OF EQUIPMENT OFFICE SUPPLIES AND MEDICINE

To prepare and release of all Equipment, Office Supplies, Medicine and other materials or supplies.

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Highly-technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Respective		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Equipment, Office Supplies, Medicine and other materials or supplies	1.1 Canvassing of Prices for Regular Monitoring	None	4 hours	Marie Charitess Landicho Administrative Officer IV Erlinda Sanez Rose Orcullo Jennifer Sapanghila Maricris Antique Raquel Dumlao (Vehicle) Nelson James Fajardo Jam Israel Marasigan (Motorpool) Michael Santiagucl Richie Topacio Keith Anin Elmer Bautista
	1.2 Preparation of Office Supplies per department	None	15 days	Marie Charitess Landicho Administrative Officer IV Erlinda Sanez Rubi Rose Orcullo Raquel Dumlao Maricris Antique Jennifer Sapanghila Jennifer Cuenca

	1.3 Preparation of list of Equipment	None	3 hours	Marie Charitess Landicho Administrative Officer IV Jeramel Salamat Delfin Sanez Jr. Jerome Saria Rogelio Camet Roland Reiner Lacson Joehel Alcantara Sherwin Saria Manolito Sahol
2. Prepare the Requisitioning Issue Slip (RIS) or Supply Ledger Card	2. Issuance/releasing of Office Supplies, and other supplies	None	2 hours	Marie Charitess Landicho Administrative Officer IV Erlinda Sanez Rubi Rose Orcullo Raquel Dumlao Maricris Antique Jennifer Sapanghila Alan Salazar Romy Lee Ancheta Alan Encabo Ronaldo Del Rosario Roland Reiner Lacson Jennifer Cuenca
TOTAL		None	16 days	

4. PROVISION FOR CUSTODIAL OF PROPERTIES, LABELING, TAGGING/INDEXING OF PURCHASE EQUIPMENT , FURNITURE AND FIXTURE, VEHICLES & OTHER PROPERTY (LAND, TITLE AND BUILDING)

- The PRS Shall be issued upon return of all unserviceable properties
- The ARE/PAR shall be used to acknowledge the receipt of property and equipment for official used form the property office
- The ICS shall be used to acknowledge the receipt of items with serviceable life of more than one year but small enough to be considered as PPE

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Custodial Forms		General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up all forms needed	1.1 Issuance of letter for scheduled of inventory per department	None	5 minutes	Marie Charitess Landicho Administrative Officer IV
	1.2 Inventory of equipment per department, School , Barangay & other Government Agency	None	7 minutes/item	Delfin Sanez Jr Joehel Alcantara Jeramel Salamat Roland Reiner Lacson Manolito Sahol Rogelio Camet Jerome Saria Sherwin Saria
2. Submit accomplished PRS, PIS, ARE, Waste Materials, Clearance	2.1 Issuance of Property Return Slip, Property Issue Slip, Acknowledgement Receipt, Inventory Custodian Slip, Waste Materials Clearance	None	15 minutes	Marie Charitess Landicho Administrative Officer IV Jeramel Salamat; Delfin Sanez Jr.; Jerome Saria
	2.2 Secure control number of property (Labeling/tagging & indexing)	None	7 minutes/item	Delfin Sanez Jr Joehel Alcantara Jeramel Salamat Roland Reiner Lacson Manolito Sahol Rogelio Camet Jerome Saria

	2.3 Submit the PRS, PIS, AIR, ICS, Waste Materials for signature by the GSO Head or the Authorized Signatory	None	5 minutes	Sherwin Saria Lauro D. Monzon OIC-General Services Office
	2.4 Recording & Inventory of Infrastructure; or Recording & Inventory of All property (Land); or Recording & Inventory of All property (Equipment)	None	15 minutes	Marie Charitess Landicho Emmanuel Gernale (Infrastructure) Marie Charitess Landicho (Land) Marie Charitess Landicho Delfin Sanez Jr. Jerome Saria Jeramel Salamat Manolito Sahol Rogelio Camet Roland Reiner Lacson Joehel Alcantara Sherwin Saria (Equipment)
	2.5 Disposal of Property	None	*1 month (If for disposal)	Dennis Parcero Asst. Department Head Marie Charitess Landicho Supervising Administrative Officer Rogelio Camet Delfin Sanez Jerome Saria Michael Santiagucl

5. INSPECTION OF ALL EQUIPMENTS, OFFICE SUPPLIES, FURNITURE & FIXTURE, VEHICLES, & OTHER PROPERTIES PURCHASED BY THE CITY GOVERNMENT

To inspect all the property purchase by the City Government

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection Forms		Respective offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Inspection of delivered item – GSO Inspection Team	1. Inspect all items purchase by the City Government of Imus	None	2 hours	Dennis Parcero Asst. Department Head Marie Charitess Landicho Administrative Officer V Olivia Ramos Ronaldo Del Rosario Delfin Sanes Jr. Jeramel Salamat Joeel Alcantara Sherwin Saria Manolito Sahol Rogelio Camet Alan Encabo Jerome Saria Roland Reiner Lacson
TOTAL		None	2 hours	



6. MAINTENANCE OF CLEANLINESS OF BUILDING

To serve and maintained the cleanliness of Building and other facility owned by the City Government

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter or Report		Respective Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of request or report	1.1 Monitoring of Cleanliness- Building, Nueno Avenue, around Park & Plaza	None	2 hours	Fe Manipol Administrative Officer IV Leniza Sapin
	1.2 Coordinates with the Engineering office for the repair and maintenance of different offices	None	30 minutes	
TOTAL		None	2 hours, 30 minutes	



7. MOTORPOOL SERVICES

To serve and maintained the owned vehicle of the City Government

OFFICE OR DIVISION	General Services Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Respective Office		
Purchase Order		Respective Office		
Return of Waste		Respective Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Issuance of Pre-Inspection, Post Inspection of repair of vehicle and waste materials	None	1 hour	John Cris Joson Michael Santiaguel Rose Divine Booc
2. Bring vehicle	2. Minor and Major repair of vehicle	None	5 days	John Cris Joson Michael Santiaguel Elmer Bautista Herman Quinto Keith Anin Richie Topacio Neil Marie Sapinoso
TOTAL		None	5 days and 1 hour	



8. REGISTRATION OF MOTOR VEHICLE, INSURANCE OF VEHICLES AND OTHER PROPERTIES

To monitor the Registration of Vehicle and insurance of vehicle and other properties of City Government.

OFFICE OR DIVISION	General services office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Monthly registration / insured of vehicle	None	1 week	Marie Charitess Landicho Administrative Officer V Nelson James Fajardo; Jam Israel Marasigan
	2. Secure the Insurance of all properties of City Government	None	Once a year	Marie Charitess Landicho Administrative Officer V Nelson James Fajardo; Jam Israel Marasigan
TOTAL		None	Annual	

CITY ENGINEERING OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF EXCAVATION PERMIT

Processing and issuance of Excavation Permit for all the excavation done on roads and sidewalks.

OFFICE OR DIVISION	City Engineering Office	
CLASSIFICATION	Highly Technical	
TYPE OF TRANSACTION	G2G – Government to Citizens	
WHO MAY AVAIL THE SERVICE	Imus City residents and utility/ telecommunication company contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>* For residents/ establishments beside City/ Barangay roads</i>		
Assessment Letter or Job Order from the utility company contractor concerned		Maynilad Cavite Business Area – Bacoor City
<i>* For residents/ establishments beside National Roads</i>		
Clearance or Certification and Official Receipt of paid bond from the Department of Public Works and Highways		DPWH Cavite District 1 Office – Trece Martirez City
<i>* For Utility Company/ Contractors</i>		
Assessment Letter or Inspection Report from the utility company concerned		Requesting Company Contractor
Request Letter from the main office of the utility company		Requesting Company Contractor
Company Profile		Requesting Company Contractor
Memorandum of Agreement/ Contract from Utility Company		Requesting Company Contractor
Scope of Work		Requesting Company Contractor
Bill of Materials		Requesting Company Contractor
Working Schedules		Requesting Company Contractor
Specification		Requesting Company Contractor
Safety Guidelines		Requesting Company Contractor
Certification of Utility Company's assigned engineer with contact number		Requesting Company Contractor
Plans and drawings		Requesting Company Contractor
Barangay Clearance		Barangay Hall/s of the Area to be Excavated
CITMO Clearance		City of Imus Traffic Management Office (2 nd Floor Old Municipal Building)
Developer's Clearance (for subdivisions that are not yet turned over to the city government)		Developer of the Subdivision where the excavation will take place
Homeowner's Association Clearance (for subdivisions that are already turned over to the city government)		HOA Office of the Subdivision where the excavation will take place

1. FOR RESIDENTS/ LEAK REPAIR CONTRACTORS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess the requirements and issue order of payment		5 minutes	Erson John Villamer, Ramir Posadas Paul John Pallera, Rose Ann Legaspi, Charlyn Lu Cuenca, Glicerio Camama,
2. Payment of assessed fees	2. Issue Official Receipt (O.R.)	See table of fees below	2 minutes	Treasurer's Office
3. Present O.R. and claim Excavation Permit	3. Issue Excavation Permit		3 minutes	Engr. Edward dela Cruz, Paul John Pallera, Rose Ann Legaspi, Charlyn Lu Cuenca, Glicerio Camama, Erson John Villamer, Ramir Posadas
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

2. FOR UTILITY COMPANY CONTRACTORS

2.1 MAYNILAD CONTRACTORS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess the requirements and issue order of payment	None	5 minutes	Erson John Villamer, Ramir Posadas, Paul John Pallera, Rose Ann Legaspi, Charlyn Lu Cuenca, Glicerio Camama
2. Payment of assessed fees	2. Issue Official Receipt (O.R.)	See table of fees below	2 minutes	Treasurer's Office

3. Present O.R. and claim Excavation Permit	3. Issue Permit For Unpaid Cash Bond: Issue Temporary Excavation Permit For Paid Cash Bond: Issue Excavation Permit	None	3 minutes	Engr. Edward dela Cruz, Paul John Pallera, Rose Ann Legaspi, Charlyn Lu Cuenca, Glicerio Camama, Erson John Villamer, Ramir Posadas
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	10 minutes	

2.2 MERALCO & OTHER TELECOMMUNICATION COMPANIES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess the accomplished requirements. Schedule the proposed request for site inspection	None	5 minutes	Engr. Jane Ruzel Nacpil, Glicerio Camama, Erson John Villamer, Ramir Posadas, Paul John Pallera
2. Assist the assigned engineer during site inspection	2. Conduct Inspection and issue order of payment after inspection	None	1 day	Engr. Edward dela Cruz, Glicerio Camama, Erson John Villamer, Ramir Posadas, Paul John Pallera
3. Pay the assessment	3. Issue Official Receipt (O.R.)	See table of fees below	2 minutes	Treasurer's Office
4. Claim Excavation Permit	4. Issue Excavation Permit	None	3 minutes	Engr. Jane Ruzel Nacpil, Glicerio Camama, Erson John Villamer, Ramir Posadas, Paul John Pallera
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 day and 8 minutes	

FEE(S)/CHARGE(S):

CLIENTS	GP & EP* Fee	Inspection/ Verification Fee	Metering	Bond
RESIDENTS	P 50.00 Per sq. m.	P 200.00	P 8.00 / water meter	Total Project Cost x 125%
LEAK REPAIR CONTRACTORS	P 50.00 Per sq. m.	P 200.00		
RESIDENTS NEAR NATIONAL ROADS	P 50.00 Per sq. m.	P 200.00	P 8.00 / water meter	(DPWH will assess the Bond to be paid)

*Ground Preparation and Excavation Permit

UTILITY COMPANY CONTRACTOR	Excavation	Inspection/ Verification Fee	Structure Fee	Cash bond
MAYNILAD	Volume x P 3.00 per cu. m.	Restoration Cost x 3%		Total Project Cost x 125%
MERALCO	Volume x P 3.00 per cu. m.	P 200.00/ pole	P 30.00/ pole	
TELECOMMUNICATION COMPANIES	Volume x P 3.00 per cu. m.	P 200.00/ pole	P 25.00/ pole	

2. MAINTENANCE OF DRAINAGE WITHIN THE CITY

Cleaning and de-clogging of all drainage systems within the city.

OFFICE OR DIVISION	Engineering			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Barangays, subdivisions, and concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (addressed to the City Mayor and endorsed to the City Engineer)		The requesting party needs to file the request letter to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1. Assess the request.	None	3 minutes	Marissa Talastas, Annalyn Ramos, Kathleen Hernandez, Angelieca Habana
2. Assist the engineering staff during inspection/ actual cleaning	2. Inspection and actual cleaning of the requested area	None	5 days	Pablito Clerigo, all maintenance staff
TOTAL		None	5 days , 3 minutes	

CITY ENGINEERING OFFICE

INTERNAL SERVICES

1. DRAFTING PROGRAM OF WORKS FOR ALL VARIOUS CITY PROJECTS

Creation of program of works and cost estimate for various city projects.

OFFICE OR DIVISION	City Engineering Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Barangays, subdivisions, and concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay/ HOA Resolution		Barangay hall / HOA Office		
Request letter (addressed to the City Mayor and endorsed to the City Engineer)		The requesting party needs to file the request letter to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess requested program of works.	None	3 minutes	Marissa Talastas, Annalyn Ramos, Kathleen Hernandez, Angelieca Habana
2. Accompany the engineering staff during inspection	2.1 Inspect proposed projects.	None	1 day	Mario Bare, Rowel Dela Cruz, Mario Galvez, Michael Molina, Engr. Jane Ruzel Nacpil, Engr. Edward Dela Cruz
	2.2 Planning and drawing of proposed projects.	None	3 days	Erson John Villamer Michael Molina, Ramir Posadas, Marvin Catacutan, Paul John Pallera
	2.3 Drafting the program of works for the inspected project.	None	1 day	Mario Bare, Rowel Dela Cruz, Mario Galvez, Michael Molina, Engr. Jane Ruzel Nacpil, Engr. Edward Dela Cruz Engr. Enrico Luis Escobar Engr. Rommel John Gandia Engr. Jezreel Dan Gonzales

	2.4 Transmittal of program of works to the admin office	None	3 minutes	Annalyn Ramos, Kathleen Hernandez, Angelieca Habana
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5days and 6 minutes	

NOTE: Processing time depends on the approval of plans and programs drafted by the City Engineering Office.

2. PREPARATION OF VOUCHERS AND WORK ACCOMPLISHMENTS FOR COMPLETED GOVERNMENT PROJECTS

Preparation and processing of vouchers and work accomplishments for completed government projects.

OFFICE OR DIVISION	City Engineering Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B– Government to Business, G2G- Government to Government			
WHO MAY AVAIL THE SERVICE	Contractor of the project			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photos of the projects done (before, on-going, after)		Contractor		
Bidding Documents or BAC Resolution from BAC Office		BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	Processing time	PERSON RESPONSIBLE
1. Submit complete requirements	1. Preparation of required documents for billing	None	10 minutes	Marissa Talastas
2. Signing of Documents	2. Processing of billing for complied documents	None	2 days	Annalyn Ramos, Kathleen Hernandez, Angelieca Habana
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 days and 10 minutes	

3. PROCESSING OF VOUCHER FOR REFUND OF BOND

Preparation and processing of vouchers for restored excavation projects.

OFFICE OR DIVISION	City Engineering Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Residents/ leak repair contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issued Official Receipt of Performance Bond		The Official Receipt is kept by the owner upon application		
Photo of restored road area		The inspection team/ applicant can submit the photo		
Request letter for Certificate of Completion or Certificate of acceptance from the Main Office		Main Office of the Contractor Company/ Utility Company		
Certificate of Acceptance/ Receipt of Contractor's Tax/ Photos of Project Done * This requirement is for the Contractor of large scale excavation done within the city		City Engineering Office		
Valid I.D. (for claiming)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess the requirements and issue Certification and Voucher	None	3 minutes	Paul John Pallera Rose Ann Legaspi Charlyn Lu Cuenca Glicerio Camama Erson John Villamer Ramir Posadas
2. Receive the Certification and proceed to the City Accounting Office	2. Issue the certification.	None	5 minutes	Office of the City Accountant
TOTAL		None	8 minutes	

4. PROCESSING OF VOUCHER FOR REFUND OF BOND (PRE-REQUISITE: CERTIFICATE OF COMPLETION)

Preparation and processing of vouchers for restored excavation projects.

OFFICE OR DIVISION	City Engineering Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Maynilad Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for Certificate of Completion		Maynilad Main Office		
AS Built Plan (A3 & E-File)		Maynilad Main Office		
Pictures (Before & After)		Taken before, during, and after the excavation/restoration procedure		
Company's Contact Number		Maynilad Main Office		
Barangay Clearance		Barangay Hall/s from where the excavation took place		
Field Density Test Result		Done during actual restoration of the project		
Concrete Testing Result		Done after concrete pouring of the project		
Plastic Envelope		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	Assess the request. Schedule the client for site inspection	None	5 minutes	Erson John Villamer, Ramir Posadas, Paul John Pallera, Rose Ann Legaspi, Glicerio Camama, Charlyn Lu Cuenca
2. Assist the assigned engineer during site inspection	2. Site inspection	None	1 day	Erson John Villamer, Ramir Posadas, Glicerio Camama, Paul John Pallera
3. Claim Certificate	3. Issue Certificate of Completion	None	5 minutes	Erson John Villamer, Ramir Posadas, Paul John Pallera, Rose Ann Legaspi, Glicerio Camama, Charlyn Lu Cuenca
4. Proceed to the Sangguniang Panglungsod Building for signature of	4. Secure the signature of the City Councilor for Infra/ Special Projects	None	3 minutes	Sangguniang Panlungsod Office

City Councilor for Infrastructure/ Special Projects	Received the copy of the certificate			
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day and 16 minutes	



5. PROCESSING OF VOUCHER FOR REFUND OF BOND (PRE-REQUISITE: CERTIFICATE OF ACCEPTANCE)

Preparation and processing of vouchers for restored excavation projects.

OFFICE OR DIVISION	City Engineering Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens, , G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Maynilad Contractors			
CHECKLIST OF REQUIREMENTS		Where to secure		
Certificate of completion		Client (Acquired from the office last year)		
Request letter for re-inspection of restored areas		Maynilad main office/ contractor company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Assess the request. Schedule the client for site inspection	None	5 minutes	Erson John Villamer, Ramir Posadas. Paul John Pallera, Rose Ann Legaspi, Glicerio Camama, Charlyn Lu Cuenca
2. Assist the assigned engineer during site inspection	2. Site inspection	None	1 day	Erson John Villamer, Ramir Posadas, Paul John Pallera, Glicerio Camama
3. Claim Certificate	3. Issue Certificate of Acceptance	None	5 minutes	Erson John Villamer, Ramir Posadas, Paul John Pallera, Rose Ann Legaspi, Glicerio Camama, Charlyn Lu Cuenca
4. Proceed to the Sangguniang Panglungsod Building for signature of City Councilor for Infrastructure/ Special Projects	4. Secure the signature of the City Councilor for Infra/ Special Projects	None	3 minutes	Sangguniang Panlungsod Office
5. Return a copy of the certificate	5. Receive the copy of the Certificate	None	3 minutes	City Engineering Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day and 16 minutes	

ARCHITECTURAL PLANNING AND DESIGN OFFICE

INTERNAL SERVICES

1. PLANNING AND DESIGN OF PROPOSED GOVERNMENT PROJECTS

Making of plans and design space requirements for government offices and entities.

OFFICE OR DIVISION	City Architectural Planning and Design Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City officials/ other government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (addressed to the mayor and endorsed to the City Architect		The requesting party needs to file the request letter to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Assess request for proposed architectural project or plan.	None	3 minutes	Daniel Seno Clerk IV; Christine Joy Casido Bookbinder III;
	1.2 Inspect proposed project site.	None	1 day	Aris Amador Cuenca Draftsman I; Bon Edeeson Vidal Draftsman I
	1.3 Plan and draw the proposed government project	None	Depending on the technicality of the project	Aris Amador Cuenca Draftsman I; Bon Edeeson Vidal Draftsman I
2. Acquire requested plan	2. Provide plan	None	3 minutes	Daniel Seno Clerk IV; Christine Joy Casido Bookbinder III;
TOTAL		None	Depending on the technicality of the project	

2. FIELD SURVEYS, INSPECTIONS, AND TECHNICAL INVESTIGATIONS

Field inspection/ technical investigation for the creation of plans for Government Buildings.

OFFICE OR DIVISION	City Architectural Planning and Design Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City officials/ other government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (addressed to the mayor and endorsed to the City Architect		The requesting party needs to file the request letter to the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1 Assess request for proposed architectural project or plan	None	3 minutes	Daniel Seno Clerk IV
	1.2 Conduct filed surveys, inspections, and/or investigations	None	1 day	CAPD Office Staff; Arch. Roel Saquilayan City Architect
	1.3 Plan and print out the approved/ revised plan of the project	None	5 days	Aris Amador Cuenca Draftsman I; Bon Edeeson Vidal Draftsman I
2. Acquire requested plan	2. Provide the approved plan and finding on the inspected plan	None	3 minutes	Daniel Seno Clerk IV; Christine Joy Casido Bookbinder III;
TOTAL		None	6 days, 6 minutes	

CITY INFORMATION TECHNOLOGY AND RECORDS MANAGEMENT UNIT EXTERNAL SERVICES

1. CCTV FOOTAGE REVIEW

Viewing of CCTV Footage/s within City Government premises for security reasons and other legal purposes.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government, G2B -Government to Business, G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved CCTV Request Form		Office of the City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved CCTV Request Form	1.1 Receive the approved CCTV Request Form	None	2 minutes	Technical Staff
	1.2 Assessment of Request	None		
2. Wait for the CCTV footage viewing schedule	2. Viewing of CCTV footage	None	2 hours	Technical Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	2 hours and 2 minutes	

NOTE: Processing time varies depending on the scope of investigation.

CITY INFORMATION TECHNOLOGY AND RECORDS MANAGEMENT UNIT INTERNAL SERVICES

1. IT EQUIPMENT REPAIR AND MAINTENANCE

Troubleshooting and repair or maintenance for all types of IT equipment (desktop, laptop, monitor, other peripherals, access points, switches, etc.)				
OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign Technical Staff	None		
2. Wait for the release of IT Equipment	2.1 Repair or maintenance of IT equipment	None	3 hours	Technical Staff
	2.2 Release the repaired IT equipment	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	3 hours and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of Technical Staff.



2. INSTALLATION OF VARIOUS SOFTWARE

Provide necessary technical assistance and support: installation and updating of various software such as Operating System, MS Office, and all needed software/applications.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form OR Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign Technical Staff	None		
2. Receive technical assistance and support	2.1 Installation	None	1 hour	Technical Staff
	2.2 Endorse installed software	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the type of software to be installed.

3. TECHNICAL SUPPORT FOR VIRTUAL PROJECTS AND PROGRAMS

Provide necessary technical assistance and support: setup for livestreams, online meetings and conferences.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form and Request Letter	1.1 Receive the Request Letter and Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Check schedule availability	None		
2. Receive technical assistance and support	2. Setup necessary IT equipment	None	1 hour	Karl Foz IT Officer I
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made.

4. COMMISSIONING OF INTERNET ACCESS

Provide internet access levels.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Device Registration Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online Device Registration Form	1.1 Receive the Online Device Registration Form	None	4 minutes	Krissell Andal Info. Systems Analyst I
	1.2 Assessment of Registered Device	None		Vanessa Mendoza Computer Operator I
	1.3 Verification	None		
2. Wait for Internet access	2. Provide internet access level	None	10 minutes	Karl Foz IT Officer I
TOTAL		None	14 minutes	

NOTE: Processing time varies depending on the volume of requests for Internet access.

5. OCULAR ASSESSMENT FOR NETWORK CABLING

Provide network access: installation of network cabling and necessary network equipment.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form and Request Letter	1.1 Receive the Request Letter and Online IT Request Form	None	1 minute	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None	2 minutes	Karl Foz IT Officer I
	1.3 Set schedule and assign Technical Staff	None	2 minutes	Ronabelle Silla Administrative Asst. IV
2. Settle schedule for Ocular Assessment and installation	2.1 Ocular Assessment	None	3 hours	Karl Foz IT Officer I
	2.2 Installation	None		and Technical Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	3 hours and 5 minutes	

NOTE Processing time varies depending on the technicality of IT procedures to be made.

6. REQUEST FOR NEW CUSTOM-BUILT SYSTEM

Development or creation of custom-built system.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for a new system	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None	5 minutes	Grace Catolico OIC-CITRMU
	1.3 Approval of Request	None	25 minutes	Grace Catolico OIC-CITRMU
2. Receive system	2.1 Development of a new system	None	6 months	Krissell Andal Info. Systems Analyst I
	2.2 Endorse system	None	1 hour and 30 minutes	Vanessa Mendoza Computer Operator I
TOTAL		None	6 months and 2 hours	

NOTE: Processing time varies depending on the technicality of IT procedures to be made.

7. INSTALLATION OF IN-HOUSE AND OUTSOURCE SYSTEM

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for a new system	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None	2 minutes	Grace Catolico OIC-CITRMU
	1.3 Approval of Request	None	2 minutes	Grace Catolico OIC-CITRMU
2. Wait for system installation	2.1 Installation of System Applications	None	1 hour	Krissell Andal Info. Systems Analyst I
	2.2 Endorse System Applications	None	30 minutes	Vanessa Mendoza Computer Operator I
TOTAL		None	1 hour and 30 minutes	

NOTE: Processing time varies depending on the type of System Application to be installed.



8. REVISION OF IN-HOUSE AND OUTSOURCE SYSTEM

Revision of system for new features based on end users' request.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receive the Request Letter for a new system	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment and Approval of Request	None	13 minutes	Grace Catolico OIC-CITRMU
2. Receive revised system	2.1 Revision or updating of System Application	None	3 months	Krissell Andal Info. Systems Analyst I
	2.2 Endorse revised System Application	None	30 minutes	Vanessa Mendoza Computer Operator I
TOTAL		None	3 months and 45 minutes	

NOTE: Processing time varies depending on the scope of System Application revision/s.

9. INSPECTION OF IT EQUIPMENT

Inspection and verification of delivered IT equipment based on Purchase Order (PO).

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form		CITRMU (via QR Code)		
Purchase Order (PO)		GSO		
Photocopy of Sales Invoice		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign Technical Staff	None		
2. Present Purchase Order and Photocopy of Sales Invoice	2.1 Inspect IT equipment	None	30 minutes	Technical Staff
	2.2 Prepare IT Equipment Inspection Report Form	None		
	2.3 Release IT Equipment Inspection Report Form	None		
TOTAL		None	32 minutes	

NOTE: Processing time varies depending on the volume of requests and number of IT equipment.



10. IT EQUIPMENT AND SOFTWARE RECOMMENDATION

Recommend the necessary specifications of IT hardware and software based on the requesting Department's needs and nature of work.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form		CITRMU (via QR Code)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Assign Technical Staff	None		
2. Receive IT Recommendation Report Form	2.1 Prepare IT Recommendation Form	None	15 minutes	Philip Paul Gamis Computer Operator II
	2.2 Release the IT Recommendation Report Form	None		
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	17 minutes	

NOTE: Processing time varies depending on the volume of requests and number of IT equipment types.



11. REVIEW OF IT-RELATED PROPOSALS

Review, comment and recommend IT-related proposals submitted by suppliers/vendors to top management and respective offices. Evaluate proposed IT projects for its feasibility, functionality, usability, reliability and efficiency.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Letter		Client		
Presentation and Quotation		Client		
Proponent Profile		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Proposal Letter, Presentation, Quotation and Proponent Profile	1.1 Receive Proposal Letter, Presentation, Quotation and Proponent Profile	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Initial review of IT Proposal	None		
	1.3 Complete evaluation and review of IT Proposal including consultation with concerned Departments.	None	2 months	Mary Grace Catolico OIC-CITRMU
	1.4 Prepare IT Review and Evaluation Form	None		
2. Receive IT Review and Evaluation Form	2. Release the IT Review and Evaluation Form	None	3 minutes	Mary Grace Catolico OIC-CITRMU
TOTAL		None	2 months and 5 minutes	

12. PROVISION OF IT PROJECT PROPOSAL

Provide necessary IT Project Proposals for City offices/departments.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Approved by the Department Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter for IT Project Proposal	1.1 Receive Request Letter	None	3 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		
	1.3 Set scheduled meeting for discussion	None		
2. Attend to scheduled meeting and discuss Project's objectives	2 IT Project discussion	None	1 hour	Mary Grace Catolico OIC-CITRMU
3. Receive IT Project Proposal	3.1 Formulate IT Project Proposal based on gathered data and previous discussions	None	1 month	Mary Grace Catolico OIC-CITRMU
	3.2 Release IT Project Proposal	None		
TOTAL		None	1 month 1 hour and 3 minutes	

NOTE: City offices/departments might receive IT Project Proposal even without their request.

13. NETWORK SUPPORT

Evaluation and troubleshooting of computer network problems.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Wait for the release of IT Equipment	2. Evaluate and troubleshoot computer network problem/s	None	1 hours	IT Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of IT Staff.



14. APPLICATION SUPPORT AND MAINTENANCE

Provision of technical assistance/support on application, software and other technological systems.

OFFICE OR DIVISION	City Information Technology and Records Management Unit			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online IT Request Form or Request Letter		CITRMU (via QR Code) Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Online IT Request Form	1.1 Receive the Online IT Request Form or Request Letter	None	2 minutes	Ronabelle Silla Administrative Asst. IV
	1.2 Assessment of Request	None		Katrina Garcia Bookbinder I
	1.3 Assign IT Staff	None		Ronabelle Silla Administrative Asst. IV
2. Wait for the release of IT Equipment	2. Provide technical assistance/support on application, software and other technological systems	None	1 hours	IT Staff
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	1 hour and 2 minutes	

NOTE: Processing time varies depending on the technicality of IT procedures to be made and availability of IT Staff.



CIVIL SOCIETY ORGANIZATION AND HOA LINGKOD DESK OFFICE EXTERNAL SERVICES

1. ACCREDITATION OF CIVIL SOCIETY ORGANIZATION

Processed to all civil society organizations who wants to be accredited by City Government of Imus.

OFFICE OR DIVISION	Civil Society Organization Desk Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All registered civil society organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (Annex C)		Civil Society Organization Desk Office		
Letter of Application (Annex D)		Civil Society Organization Desk Office		
Board Resolution (Annex E)		Civil Society Organization Desk Office		
List of Current Officers (Annex F)		Civil Society Organization Desk Office		
Minutes of Annual Meetings (Annex G)		Civil Society Organization Desk Office		
Annual Accomplishment Report (Annex H)		Civil Society Organization Desk Office		
Annual Financial Statement (Annex I)		Civil Society Organization Desk Office		
Certificate of Registration		Respective National Government Agencies or Barangays		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in duplicate copies.	1.1 Access and evaluate all submitted requirements.	None	15 minutes	Ms. Leng S. Timtiman CSO Desk Officer
	1.2 Issue evaluation/assessment form	None		
	1.3 Transmit the evaluated requirements to Committee on People’s Organization and Non-Government Organization for accreditation	None	5 minutes	CSO Personnel
	1.4 Accreditation Process	None	(stop time)	Office of City Councilor Hon. Jogie Lyn Maliksi
	1.5 Notify the Client of the approval of accreditation	None	1 minute	CSO Personnel
2. Claim/pick up the certificate of accreditation	2. Release/ Issue the Certificate of Accreditation	None	2 minutes	CSO Desk Office/Office of City Councilor Jogie Lyn Maliksi
Fill-out Client Satisfaction Rating Form				
TOTAL		None	23 minutes	

NOTE: Accreditation process depends on the Office of the City Councilor – Hon. Jogie Lyn Maliksi

2. RECEIVING OF REQUEST AND SOLICITATION LETTERS

All request and solicitation letters are required to be evaluated by CSO Office prior to transmittal to the respective offices/departments.

OFFICE OR DIVISION	Civil Society Organization Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C- Government to Citizen			
WHO MAY AVAIL THE SERVICE	All Residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/solicitation with noted of respective barangay captains or Barangay Certificate		Respective barangays		
Photocopy of signatory's ID with three specimen signature		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter in duplicate copies attached with photocopy of signatory's ID with 3 specimen signature	1.1 Evaluate and access the letter	None	2 minutes	CSO Personnel
	1.2 Transmit the letters to the respective departments/ offices	None	2 minutes	CSO Personnel
	1.3 Processing of request	None	(stop time)	Respective Departments and Offices
	1.4 Notify the clients of the approval of the request	None	2 minutes	Respective Departments and Offices
Fill-out Client Satisfaction Rating Form				
TOTAL		None	6 minutes	

NOTE: Request processing depends on respective departments and offices.

3. REQUEST FOR MAYOR’S OATHTAKING SERVICES

OFFICE OR DIVISION	Civil Society Organization Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C- Government to Citizen			
WHO MAY AVAIL THE SERVICE	All accredited and registered organizations and associations in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with noted of respective barangay captain		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with list of current officers, updated GIS received by DHSUD for HOA in duplicate copies	1.1 Receive and assess the request letter	None	2 minutes	Ms. Leng S. Tintiman CSO Desk Officer
	1.2 For HOA, Indorse to AIMHAI-F for verification	None	2 minutes	CSO Personnel
	1.3 Transmit to Office of the City Mayor	None	2 minutes (stop time)	CSO Personnel
	1.4 Notify the clients of the approval and schedule of oathtaking	None	2 minutes	CSO Personnel
2. Attend scheduled oathtaking ceremony	2.1 Conduct Oath Taking Ceremony	None	30 minutes	Hon. Alex L. Advincula City Mayor
	2.2 Issue/release certificate of oath	None		Nikko De Quiroz Ms. Leng S. Tintiman
Fill-out Client Satisfaction Rating Form				
TOTAL		None	38 minutes	

NOTE: Schedule/time varies depending on the availability of the City Mayor.



4. REGISTRATION OF HOMEOWNERS' ASSOCIATION INC. TO DHSUD

OFFICE OR DIVISION	HOA Lingkod Desk Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All HOA in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Information Sheet (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Bylaws (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Articles of Incorporation (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Authorization (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Certification (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Code of Ethics (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Undertaking (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Cover Letter (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in triplicate copies.	1.1 Access and evaluate all submitted requirements.	None	15 minutes	Ms. Leng S. Timtiman CSO Desk Officer
	1.2 Issue evaluation/assessment form	None		
	1.3 Transmit the complete evaluated requirements to AIMHAI- Federation	None	5 minutes	CSO Personnel
	1.4 Registration process	1,880.00	(stop time)	DHSUD Personnel
	1.5 Notify the client of the status of registration	None	2 minutes	CSO Personnel
2. Claim/pick up the certificate of registration/affiliation	2.1 Release/ issue the certificate of affiliation/registration	None	5 minutes	DHSUD Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		1, 880.00	27 minutes	

NOTE: Registration process depends on DHSUD.

5. AMENDMENTS

OFFICE OR DIVISION	HOA Lingkod Desk Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All HOA in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Petition (1 original copy, 2 photocopies)		Respective HOA, duly signed by 30% of the members in good standing		
Amended Bylaws or Articles of Incorporation (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Notarized Certificate of the election Committee (1 original copy, 2 photocopies)		Respective HOA		
Minutes of the special General Assembly Meeting (1 original copy, 2 photocopies)		Respective HOA		
Attendance Sheet (1 original copy, 2 photocopies)		Respective HOA		
Undertaking (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
Cover Letter (1 original copy, 2 photocopies)		HOA LINGKOD Desk Office / Downloadable at Google		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in triplicate copies.	1.1 Access and evaluate all submitted requirements.	None	15 minutes	Ms. Leng S. Timtiman CSO Desk Officer
	1.2 Issue evaluation/assessment form	None		
	1.3 Transmit the complete evaluated requirements to AIMHAI- Federation	None	5 minutes	CSO Personnel
	1.4 Amendment process Bylaws Articles of Incorporation Stamping of Books	720.00 720.00 50.00	(stop time)	DHSUD personnel
	1.5 Notify the client of the status of registration	None	2 minutes	CSO Personnel
2. Claim/pick up the certificate of registration/affiliation	2.1 Release/ issue the certificate of Amendment and copy of Amended Bylaws/ Articles of Incorporation	None	5 minutes	DHSUD Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		1,490.00	27 minutes	

NOTE: Amendment process depends on DHSUD.

6. HOA CONCILIATION AND MEDIATION CONFERENCE

OFFICE OR DIVISION	HOA Lingkod Desk Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All HOMEOWNERS' ASSOCIATION in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with agenda		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter in duplicate copies	1.1 Received and assess the request letter	None	10 minutes	Ms. Leng S. Tintiman CSO Desk Officer
	1.2. Notify the requestor of the confirmed Schedule	None	5 minutes	CSO Personnel
2. Conduct of mediation/ conciliation conference	2.1. Mediation/ conciliation process	None	(stop time)	Respective Departments and Offices
Fill-out Client Satisfaction Rating Form				
TOTAL		None	15 minutes	

NOTE: Mediation turnaround time depends on the severity of cases.

CITY OF IMUS TASK FORCE FOR ROAD CLEARING EXTERNAL SERVICES

1. RELEASING OF CLAMPED VEHICLES AND ROAD OBSTRUCTIONS

Issuance of road obstruction citation ticket and releasing of clamped vehicle and road obstructions

OFFICE OR DIVISION	City of Imus Task Force for Road Clearing			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Violation Form		Received by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the violation form to the secretariat on duty.	1.1 Check and validate the violation form. 1.2 Release Order of Payment.	None	(insert time)	Releasing Team
2. Pay the necessary charges.	2. Receive payment and release Official Receipt	Motor Cycles, E-Bicycles, Tricycles & E – tricycles (2-3 Wheels) PhP 500.00 fine. Light Motor Vehicles (4 wheels) – PhP 2,000.00 fine. Medium Motor Vehicles (6 wheels) – PhP 3,000.00 fine. Heavy Motor Vehicles (8- 10 wheels) – PhP 4,000.00 fine. Super Heavy Motor Vehicles (12- 20 wheels) – PhP 5,000.00 fine	10 minutes	City Treasurer's Office
3. Present the Official Reciept of Payment to the CITF secretariat on duty for release the clamp on vehicle.	3. Release vehicle.	None	(insert time)	Releasing Team
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	(insert total time)	

NOTE: Releasing of clamped vehicle is until 5:00 PM only at (insert location)



OFFICE OF THE CITY VICE MAYOR

EXTERNAL SERVICES

1. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE SP SESSION

The following is issued to constituents, other businesses and other government entities who may request for certified true copy of ordinance, resolution, and minutes of the SP Session passed by the SP. Provided are the list of requirements and the course of action needed.

OFFICE OR DIVISION	Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the Vice Mayor	None	2 minutes	Alan Dexter C. Jamir
	1.2 Approve and sign the Request Form	None	3 minutes	SP Secretary Mary Jemeny V. Yulo Vice Mayor Homer T. Saquilayan
	1.3 Issue the Order of Payment	None	3 minutes	Alayne Dominic R. Papa; Shirley R. Velasco
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page	5 minutes	City Treasurer's Office Windows 11, 12 and 13
3. Present the O.R. and claim the requested documents.	3. Release the documents	None	2 minutes	Alayne Dominic R. Papa; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

2. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

On the instances that the citizens may require copies for legal purposes, the Vice Mayor, being the Chairman of the Ad-hoc Committee on Personal Affairs and Appointments, issues the certification of no pending administrative case.

OFFICE OR DIVISION	Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	2 minutes	Alayne Dominic R. Papa; Shirley R. Velasco
	1.2 Approve the request	None	3 minutes	Vice Mayor Homer T. Saquilayan
	1.3 Issue the Order of Payment	None	3 minutes	Alayne Dominic R. Papa; Shirley R. Velasco
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page	2 minutes	City Treasurer's Office Staff (Windows 11, 12 and 13)
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	5 minutes	Alayne Dominic R. Papa; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



3. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE VIA EMAIL

On the instances that the citizens may require copies for legal purposes, the Vice Mayor, being the Chairman of the Ad-hoc Committee on Personal Affairs and Appointments, issues the certification of no pending administrative case via email.

OFFICE OR DIVISION	Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SPO/CVMO Lobby		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	5 minutes	Shirley R. Velasco
	1.2 Approve the request	None	3 minutes	Vice Mayor Homer T. Saquilayan
	1.3 Issue the Order of Payment	None	3 minutes	Shirley R. Velasco
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page	2 minutes	City Treasurer's Office Staff (Windows 11, 12 and 13)
3. Present the O.R. and claim the requested document(s)	3. Release the document(s)	None	2 minutes	Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



4. PEOPLE’S DAY CONSULTATION

Provides services to the visitors/constituents who wish to see the Vice Mayor to present their requests and/or grievances.

OFFICE OR DIVISION	Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/Concern		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Visitor’s Logbook	1. Issue the Visitor’s Slip	None	3 minutes	Mirasol L. Capule; Roselle S. Ramos; Kimberly A. Topacio
2. Submit the Letter of Request/ Concern	2. Receive and forward the Letter of Request/ Concern to the concerned Official	None	10 minutes	Elizabeth E. Paredes; Josephine S. Ariola
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	13 minutes	



OFFICE OF THE CITY VICE MAYOR

INTERNAL SERVICES

1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SP SESSION

Accepts and reviews documents from different committees/ offices/ departments for the inclusion in the SP agenda.

OFFICE OR DIVISION	Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; All residents and non-residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal letter from the Office of the City Mayor		Office of the City Mayor		
One (1) Original copy and twenty-one (21) photocopies of documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the transmittal letter	1.1 Accept and verify the document	None	5 minutes	Alan Dexter C. Jamir
	1.2 Forward the request to the Vice Mayor	None	2 minutes	Alan Dexter C. Jamir
	1.3 Review the document	None	10 minutes	Alan Dexter C. Jamir Vice Mayor Homer T. Saquilayan
	1.4 Forward the documents to the SP Secretary	None	2 minutes	Alan Dexter C. Jamir
	1.5 Prepare the Agenda for the SP Session	None	5 minutes	SP Secretary Mary Jemeny V. Yulo Alan Dexter C. Jamir Raquel Dimdam; Shirley R. Velasco
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	24 minutes	

NOTE: The cut off time for the receiving of documents is every Thursday, 2:00 P.M.

SANGGUNIANG PANLUNGSOD OFFICE EXTERNAL SERVICES

1. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING

A certified true copy is a duplicate of an original document that is certified as a true copy by the Sangguniang Panlungsod having custody of the original documents (ordinances, resolutions, minutes of the session and/or meeting)

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the SP Secretary	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer T. Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	



2. ISSUANCE OF CERTIFIED TRUE COPY OF ORDINANCE, RESOLUTION & MINUTES OF THE MEETING VIA EMAIL

A certified true copy is a duplicate of an original document that is certified as a true copy via email by the Sangguniang Panlungsod having custody of the original documents (ordinances, resolutions, minutes of the session and/or meeting).

OFFICE OR DIVISION	Sangguniang Panlungsod and Office of the City Vice Mayor			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form to the SP Secretary	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	3 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	5 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
2. Pay the required fee.	2. Receive the payment and release Official Receipt (OR).	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested documents.	3. Release the documents via email	None	2 minutes	Glenn Patrick D. Urgino; Christian R. Sapida
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	15 minutes	

3. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

The Certificate of No Pending Administrative Case is issued to requestors (barangay officials) to certify that they have pending/ no pending administrative case based on the record of the Sangguniang Panlungsod.

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	Release the document(s)	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

4. ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE VIA EMAIL

The Certificate of No Pending Administrative Case is issued to requestors via email (barangay officials) to certify that they have pending/ no pending administrative case based on the record of the Sangguniang Panlungsod.

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen; G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the Sangguniang Panlungsod Office- Records Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form	1.1 Process the request	None	3 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
	1.2 Sign the Request Form	None	2 minutes	Mary Jemeny V. Yulo SP Secretary
	1.3 Approve the signed Request Form	None	3 minutes	Vice Mayor Homer Saquilayan
	1.4 Issue the Order of Payment	None	2 minutes	Soledad A. Dela Cruz; Ealaiza Florence P. Ilano; Melvin R. Tabuyan
2. Pay the required fee	2. Receive the payment and release Official Receipt (OR)	P50.00 per document plus P5.00 per photocopy of page		City Treasurer's Office Windows 8 and 9
3. Present the O.R. and claim the requested document(s)	3. Release the document(s)	None	2 minutes	Glenn Patrick D. Urgino; Christian R. Sapida
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	12 minutes	

5. ACCOMODATING INVITEES TO SCHEDULED COMMITTEE MEETINGS/HEARING/PUBLIC HEARING

Committee Meeting/Hearing/Public Hearings are being conducted by Sangguniang Panlungsod Members wherein these particular individuals namely Barangay Officials/Workers, representatives from different Government agencies, representatives from different concerned offices in the City Government of Imus and private sectors are invited.

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter/Notice of Meeting		Information Desk of the Sangguniang Panlungsod Office- Sangguniang Panlungsod Session Hall area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Desk of Sangguniang Panlungsod Office	1. Welcome and receive the client	None	1 minute	Elena A. Matro; Cathalina A. Olaes; Aldrin A. Tapawan; Eduard B. Castro; Agapito S. Dasalla Jr.
2. Present the Invitation Letter/Notice of Meeting	2. Received the required documents/invitation letter	None	1 minute	Aldrin A. Tapawan; Elena A. Matro; Cathalina A. Olaes
3. Temperature Screening	3. Provide the temperature scanner upon entering	None	1 minute	Elena A. Matro; Cathalina A. Olaes
4. Must fill-out the Visitors Log Book and Health Declaration Form	4. Provide the Health Declaration Form	None	3 minutes	Aldrin A. Tapawan; Elena A. Matro; Cathalina A. Olaes
5. Must fill-out the Customer Satisfaction Rating Form	5. Provide the Customer Satisfaction Rating Form	None	2 minutes	Elena A. Matro; Cathalina A. Olaes
6. Proceed to the Committee Meeting/Hearing/Public Hearing	6. Give instructions to Client as to where is the meeting area	None	1 minute	Elena A. Matro; Cathalina A. Olaes
Fill-out the Client Satisfaction Rating Form				
TOTAL		Based on assessment	9 minutes	

SANGGUNIANG PANLUNGSOD OFFICE INTERNAL SERVICES

1. ACCEPTANCE OF DOCUMENTS FOR INCLUSION IN THE SESSION

Communication letters from or forwarded by the Office of the Mayor that needs legislative action, are approved by the City Vice Mayor for inclusion in the Calendar of Business of the Regular or Special Session to support policies and programs of the City Government.

OFFICE OR DIVISION	Sangguniang Panlungsod			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen; G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; All residents and non-residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transmittal letter from the Office of the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the transmittal letter	1.1 Receive, review and evaluate the document	None	5 minutes	Vice Mayor Homer T. Saquilayan; Alan Dexter C. Jamir
	1.2 Receive the reviewed document from the City Vice Mayor	None	2 minutes	Raquel F. Dimdam; Marilou E. Brin
	1.3 Prepare the Agenda, Proceedings, Committee Reports, and Draft Ordinances/Resolutions for the SP Session	None	30 minutes	Raquel Dimdam; Marilou E. Brin; Shirley R. Velasco; Bianca Marielle E. Sarno
	1.4. Printing the Final Agenda, Proceedings, Committee Reports, and Ordinances/Resolutions for the SP Session	None	30 minutes	Shirley R. Velasco; Bianca Marielle E. Sarno; Abigail Cecilia C. Alberto
Fill-out Client Satisfaction Rating Form				
TOTAL		None	67 minutes	

SANGGUNIANG KABATAAN FEDERATION OFFICE EXTERNAL SERVICES

1. ISSUANCE OF CERTIFIED TRUE COPY OF BARANGAY OFFICIAL INFORMATION SHEET (BOIS), COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT FUND (CBYDP), ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP), MINUTES OF THE MEETING, SK ANNUAL BUDGET, AND OATH OF OFFICE OF ELECTED SK OFFICIALS

All documents needed or relevant to SK officials can be provided by the Sangguniang Kabataan Office by issuing them certified true copy with the approval of the Sangguniang Kabataan Federation President.

OFFICE OR DIVISION	Sangguniang Kabataan Federation office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All SK chairman and SK officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Information Desk of the SK Federation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form.	1.1 Receive and forward the Request Form and attached checklist of SK chairpersons w/ submitted report of BOIS, ABYIP & SK Annual Budget to DILG, Budget Office, Youth Affairs Office, and SK Federation President	None	7 minutes	SK Federation Staff
	1.2 Approve and sign the Request Form	None	3 minutes	HON. Joshua Sherlhanbert Y. Guinto SK Federation President
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	10 minutes	

SANGGUNIANG KABATAAN FEDERATION OFFICE INTERNAL SERVICES

1. ACCEPTANCE OF DOCUMENTS AND MEMORANDA

All incoming memorandums and documents is properly received, reviewed, and documented by the Sangguniang Kabataan staff. Applying corresponding action for the received documents and memorandums.

OFFICE OR DIVISION	Sangguniang Kabataan Federation Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government; G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	City Government Officials; All departments and offices in the City Government of Imus; Non-Government Organization; all SK chairman and SK officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to visitor logbook and wait for the document or memorandum to be received by SK Federation Staff.	1.1 Accept and verify the document	None	5 minutes	SK Federation Staff
	1.2 Forward the Received document to the Sangguniang Kabataan President	None	2 minutes	SK Federation Staff
	1.3 Review the document	None	10 minutes	Hon. Joshua Sherlhanbert Y. Guinto
	1.4 Prepare appropriate action for the document/ memorandum received	None	5 minutes	Hon. Joshua Sherlhanbert Y. Guinto
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	19 minutes	



CITY OF IMUS POLYTECHNIC INSTITUTE EXTERNAL SERVICES

1. ONLINE REGISTRATION

Direct online application through Google form or edukasyon.ph

OFFICE OR DIVISION	City of Imus Polytechnic Institute			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Any interested enrollee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Electronic Registration Form		Google Form via Official CIPI FB Page https://forms.gle/hxCprVadHb22mgdD7		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online Registration Form	1.1 Verify completeness of form	None	1 day	Angel Gabrielle Paller <i>Administrative Assistant I</i>
	1.2 Forward consolidated detailed report to Office of Registrar	None		Angel Gabrielle Paller <i>Administrative Assistant I</i>
	1.3 Contact the enrollee for the submission of admission requirements and schedule.	None	1 day	Maria Shirley Danao <i>Registrar III</i>
Fill out Client Satisfaction Feedback Form				
TOTAL		None	2 days	

2. REGULAR ENROLLMENT

The enrollment of qualified to regular or short course programs for the following qualifications:

- Electrical Installation and Maintenance NC II (EIM)
- Technical Drafting NC II
- Mechatronics Servicing NC II

OFFICE OR DIVISION		City of Imus Polytechnic Institute – Registrar's Office and Cashier's Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizens		
WHO MAY AVAIL THE SERVICE		Any interested enrollee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. Regular Course				
Copy of PSA Birth Certificate		Original copy: Philippine Statistics Authority		
Copy of 2 valid identification cards (government/company/school-issued)		Any government institution and/or current company/school of client		
Academic Records		Previous JHS or SHS enrolled in		
Transcript of Records		Previous Tertiary School enrolled in		
PWD ID (if applicable)		Local Government Unit		
ID picture package 3 pcs 1x1 ID pictures in white background with name tag 3 pcs passport ID pictures in white background with name tag Note: ID pictures must be in chemical print		Any photo studio offering chemical printing		
Registration Form		CIPI Registrar's Office (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements.	1. Check, verify, and evaluate completeness of Form and requirements	None	15 minutes	Maria Shirley Danao Registrar III
2. Pay tuition at the Cashier's Office (Window 3)	2.1 Receive payment. 2.2 Issue Official Receipt (O.R.)	Kindly refer to assessed fee/s	10 minutes	Dianne P. Garcia Administrative Officer I
3. Receive the Official Receipt (O.R.)	3.1 Enlist enrollee's name in the Enrollment Roster	None	10 minutes	Maria Shirley Danao Registrar III
Fill out Client Satisfaction Feedback Form				
TOTAL		Based on assessment	35 minutes	



Regular Programs Courses

	EIM NCII	Mechatronics NCII	Technical Drafting NCII
Schedule	Monday to Friday 8 am to 5 pm	Monday to Friday 8 am to 5 pm	Monday to Friday 8 am to 5 pm
Training Hours	196 hours	158 hours	206 hours

MATRICULATION AND OTHER FEES

REGULAR RATES

Regular Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics	PHP 8,000.00	PHP 1,500.00	PHP 2,500.00	PHP 12,000.00
Electrical Installation and Maintenance	PHP 5,000.00			PHP 9,000.00
Technical Drafting	PHP 5,000.00			PHP 9,000.00

Short Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics Servicing (3 modules)	PHP 4,000.00	0	0	PHP 12,000.00
Electrical Installation and Maintenance (4 modules)	PHP2,500.00 per module			PHP 10,000.00
Technical Drafting (4 modules)	PHP 2,500.00 per module			PHP 10,000.00

CASH BASIS RATES (10% discounts on training fees)

Regular Course	Training Fee	Laboratory Fee	Miscellaneous Fee	Total Fee
Mechatronics Servicing NC II	PHP 7,200.00	PHP 1,500.00	PHP 2,500.00	PHP 11,200.00
Electrical Installation and Maintenance NC II	PHP 4,500.00			PHP 8,500.00
Technical Drafting NC II	PHP 4,500.00			PHP 8,500.00

INSTALLMENT RATES

A. TECHNICAL DRAFTING/ ELECTRICAL INSTALLATION AND MAINTENANCE

Fees/ Charges	Payment			
	Upon Registration	Per Assessment	Per Assessment	Per Assessment
Training Fee	PHP 1,000.00	PHP 1,334.00	PHP 1,333.00	PHP 1,333.00
Laboratory Fee	PHP 1,500.00			
Miscellaneous Fee	PHP 2,500.00			
Subtotal	PHP 5,000.00	PHP 1,334.00	PHP 1,333.00	PHP 1,333.00
TOTAL	PHP 9,000.00			

B. MECHATRONICS

Fees/ Charges	Payment			
	Upon Registration	Per Assessment	Per Assessment	Per Assessment
Training Fee	PHP 1,600.00	PHP 2,134.00	PHP 2,133.00	PHP 2,133.00
Laboratory Fee	PHP 1,500.00			
Miscellaneous Fee	PHP 2,500.00			
Subtotal	PHP 5,600.00	PHP 2,134.00	PHP 2,133.00	PHP 2,133.00
TOTAL	PHP 12,000.00			



3. SCHOLARSHIP ENROLLMENT

The enrollment of qualified to scholarship programs for the following qualifications:

- Electrical Installation and Maintenance NC II (EIM)
- Technical Drafting NC II
- Mechatronics Servicing NC II

In consonance with its mandate, CIPI offers scholarship programs, in partnership with TESDA, that provide quality education to qualified underprivileged individuals. TESDA Scholarship Programs as follows:

- **Training for Work Scholarship Program (TWSP)**
- **Special Training for Employment Program (STEP)**
- **Tulong Trabaho Scholarship Program (TTSP)**

Inclusions: Training and NC II Assessment Fee, Training Support Fund, Connectivity, and PPE Allowance

Duration: Technical Drafting –206 hours
Mechatronics – 158 hours
EIM –196 hours

Schedule: Monday to Friday (8 am to 5 pm)

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Registrar's Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Citizens		
WHO MAY AVAIL THE SERVICE	Qualified applicants 18 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
I. Scholarship Programs			
Copy of PSA Birth Certificate		Original copy: Philippine Statistics Authority	
Copy of 2 valid identification cards (government/company/school-issued)		Any government institution and/or current company/school of client	
Academic Records		Previous JHS or SHS enrolled in	
Transcript of Records		Previous Tertiary School enrolled in	
PWD ID (if applicable)		Local Government Unit	
Set of ID pictures		Any photo studio offering chemical printing	
3 pcs 1x1 ID pictures in white background with name tag			
3 pcs passport ID pictures in white background with name tag			
Note: ID pictures must be in chemical print			
ALS Completion Certificate (if ALS graduate)		Previous School	
Barangay Certificate (Endorsement) of Residency		Local Barangay	



Registration Form		CIPI Registrar's Office (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete admission requirements	1. Check and evaluate requirements	None	10 minutes	Maria Shirley Danao <i>Registrar III</i>
2. Accomplish Registration Form	2.1. Verify completeness of form 2.2 Enlist enrollee's name in the Enrollment Roster	None	5 minutes	Maria Shirley Danao <i>Registrar III</i>
Fill out Client Satisfaction Feedback Form				
TOTAL		None	20 minutes	

4. COLLECTION OF TUITION AND OTHER FEES

Request for the generation of assessment

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Cashier's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Enrollee or guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form of Enrollee		Registrar (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish registration form	1. Check registration form and endorse to Cashier's Office	None	10 minutes	Maria Shirley Danao <i>Registrar III</i>
2. Pay amount due	2. Assess the amount to be collected and issue Official Receipt (O.R.) and return registration form to registrar's office	Kindly refer to assessed fee/s	10 minutes	Dianne P. Garcia <i>Cashier</i>
Fill out Client Satisfaction Feedback Form				
TOTAL		Based on assessment	20 minutes	

5. TESDA NC II ASSESSMENT PROCEDURE

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Assessment Center	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C	
WHO MAY AVAIL THE SERVICE	(CIPI Trainees) Trainees who completed training from any TESDA-accredited Technical-Vocational Institute (TVI)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. In-house Trainee		
A. Pre-assessment		
Application Form		CIPI Processing Officer
Self-Assessment Guide		CIPI Processing Officer
2 pcs passport ID pictures in white background (must be in collared shirt with nametag)		CIPI Processing Officer
Note: ID pictures must be in chemical print		
B. During Assessment		
Attendance Sheet Rating Sheet Competency Assessment Result Summary (CARS) Performance Evaluation Instrument (PEI)		TESDA-Assigned Assessor
C. Post-assessment		
Letter of Authority		CIPI Processing Officer
Photocopy of Valid ID (2 copies)		CIPI Processing Officer
National Certification Payment		Cashier's Office (Window 3)
I. Walk-in Applicant		
A. Pre-assessment		
Application Form		CIPI Processing Officer
Self-Assessment Guide		CIPI Processing Officer
2 pcs passport ID pictures in white background (must be in collared shirt with nametag)		Any photo studio offering chemical printing
Note: ID pictures must be in chemical print		
B. During Assessment		
Attendance Sheet Rating Sheet		TESDA-Assigned Assessor

Competency Assessment Result Summary (CARS) Performance Evaluation Instrument (PEI)				
C. Post-assessment				
Letter of Authority		CIPI Processing Officer		
Photocopy of Valid ID (2 copies)		Client		
National Certification Payment		Cashier's Office (Window 3)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Check and evaluate requirements	None	5 minutes	Maria Shirley Danao <i>Processing Officer</i>
Accomplish Registration Form	Verify completeness of form	None	2 minutes	Maria Shirley Danao <i>Processing Officer</i>
Proceed to TESDA Provincial Office for scheduling	Endorse client to TESDA Provincial Office for scheduling and venue of his/her assessment	None	1 day	Maria Shirley Danao <i>Processing Officer</i>
TOTAL			1 day and 7 mins	
After obtaining schedule from TESDA Provincial Office				
Pay Assessment Fee	Accept payment and issue Official Receipt (O.R.)	TESDA-prescribed Assessment Fee (PHP 500)	10 minutes	Dianne Garcia <i>Administrative Officer I</i>
Post-assessment				
	Collect reports and documents for submission to TESDA Provincial Office	NONE	1 day	Maria Shirley Danao <i>Processing Officer</i>
For assessment examination passers				
Claim National Certification	Issuance of National Certification to the qualified candidate	TESDA-prescribed Assessment Fee (PHP 60)	10 minutes	TESDA
Fill out Client Satisfaction Feedback Form				

6. ISSUANCE OF VARIOUS CERTIFICATIONS

Issuance of the following requested documents:

- Certificate of Completion/Enrollment
- Institutional Certificate
- Certificate of Good Moral Character
- TOR (Transcript of Record)

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Registrar's Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	CIPI Trainees and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Registrar (Window 1)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1.1 Check student's records	None	5 minutes	Maria Shirley Danao <i>Registrar III</i>
	1.2 Prepare the requested document	None	1 day	
2. Receive the requested document	2.1 Issue the document	None	5 minutes	Maria Shirley Danao <i>Registrar III</i>
	2.2 Log the requester's name at the designated Logbook	None	2 minutes	
Fill out Client Satisfaction Feedback Form				
TOTAL		None	1 day and 12 minutes	



CITY OF IMUS POLYTECHNIC INSTITUTE INTERNAL SERVICES

1. REQUEST FOR THE USE OF FACILITIES

Application for the use of available rooms and/or facilities for government functions/activities.

OFFICE OR DIVISION	City of Imus Polytechnic Institute – General Administration Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	All offices under the City Government of Imus Any public agency or organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Client		
Endorsement Letter (if applicable)		Local Government Unit – Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Assess the submitted requirements and check the availability of venue	None	3 minutes	Curley Mae Rafael <i>Administrative Officer II</i>
	1.2 Advise the client on the availability of venue	None	2 minutes	
Fill out Client Satisfaction Feedback Form				
TOTAL		None	5 minutes	



2. SUBMISSION OF REPORT ON COLLECTIONS AND DEPOSITS

Submission of financial reports after the issuance of official receipts to external clients and the deposit of collections.

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Cashier’s Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	Treasurer’s Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Three (4) copies of Report on Collections and Deposits (RCD)		1 - Local Government Unit – City Treasurer’s Office 1 – CIPI		
b. Three (5) copies of validated deposit slip/s		1 copy – UCPB 3 Copies - City Treasurer’s Office 1 Copy – CIPI		
c. Duplicate and triplicate copy of issued Official Receipt/s (O.R.) to external clients		Local Government Unit – City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive requirements	1. Submit report of collections and deposits for any Official Receipt generated	None	1 day	Dianne Garcia Administrative Officer I
Fill out Client Satisfaction Feedback Form				
TOTAL		None	1 day	

3. REQUEST FOR SUPPLIES

Request of CIPI personnel or section for replenishment of supplies and/or provision of materials and equipment available in the storage area.

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Cashier’s Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Any CIPI Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monitoring Sheet		Cashier’s Office (Window 3)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for supply/ies and present monitoring sheet	1. Check the availability of supply/ies and encode entries in the logbook and in the monitoring sheet	None	8 minutes	Dianne Garcia <i>Administrative Officer I</i>
2. Sign in the logbook	2. Release requested supply/ies	None	2 minutes	Dianne Garcia <i>Administrative Officer I</i>
Fill out Client Satisfaction Feedback Form				
TOTAL		None	10 minutes	

4. REQUEST FOR REIMBURSEMENT

Request of CIPI officials or sections for reimbursement of expenses incurred during official business activities.

OFFICE OR DIVISION	City of Imus Polytechnic Institute – Cashier’s Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G, G2C, G2B			
WHO MAY AVAIL THE SERVICE	Board of Trustees, School Administrator and concerned sections of CIPI			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Refer to the list of requirements from Accounting Office		Local Government Unit – City Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Prepare reimbursement request and Check completeness of attachments	None	30 minutes	Dianne Garcia <i>Administrative Officer I</i>
	1.2 Submit final request with attachments to Accounting Office for processing	None	10 minutes	
TOTAL		None	40 minutes	

ECONOMIC ENTERPRISE MANAGEMENT OFFICE

EXTERNAL SERVICES

1. RENEWAL OF CONTRACT OF LEASE

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Imus Public Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Present Business Permit		Business Permits and Licensing Office		
Previous Contract of Lease		Imus Public Market – Admin Office		
Community Tax Certificate (Cedula)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1. Verify and evaluate the requirements	None	3 minutes	Romel F. Lazo (Imus Public Market) Nestor Dr. Camantigue Herbert L. Sapida (Bahayang Pag-asa Public Market)
2. Receive Order of Payment	2. Issue Order of Payment	None	1 minute	Romel F. Lazo Loralie Lizel S. Garde (Imus Public Market) Nestor Dr. Camantigue Herbert L. Sapida (Bahayang Pag-asa Public Market)
3. Pay the required fees and get the Official Receipt (OR)	3.1 Receive the payment and issue Official Receipt	Php 200.00	2 minutes	City Treasurer's Office (Imus Public Market) Richard R. Velasco (Bahayang Pag-asa Public Market)
	3.2 Process the Request	None	5 minutes	EEMO Staff (Imus Public Market) Herbert L. Sapida (Bahayang Pag-asa Public Market)



	3.3. Sign the document			Romel F. Lazo (Imus Public Market)
	3.4 Deliver the document to the city hall for signature of the BPLO head and City Mayor			Evelyn R. Lara
	3.5 Notarize the Document	None	5 days	City Legal Office
4. Get the Document	4. Release the document signed and notarized.	None	1 minute	EEMO Staff (Imus Public Market) (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 days and 11 minutes	

2. MARKET CLEARANCE AND CERTIFICATION

Review and evaluation of stallholders based on accounts.

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Imus Public Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance of Stallholders (for Certification)		Client		
Official Receipt (OR) of Stall Fee Electricity Fee and Sublease Fee		Client		
Previous Business Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the request.	1. Verify the status of payment of the stallholder and issue order of payment	None	3 minutes	Loralie Lizel S. Garde (Imus Public Market) Herbert Sapida (Bahayang Pag-asa Public Market)
1.2 Receive Order of Payment				City Treasurer's Office
2. Pay the required fees and get the Official Receipt (OR)	2. Receive the payment and issue Official Receipt	Php 100.00	2 minutes	Rhodora U. Papa Jefferson M. Sayas Annelgica C. Pascual (Imus Public Market) Richard R. Velasco (Bahayang Pag-asa Public Market)
3. Get the Document	3.1. Sign the document.	None	2 minutes	Romel F. Lazo (Imus Public Market) Nestor Dr. Camantigue (Bahayang Pag-asa Public Market)
	3.2 Release the document	None	2 minutes	EEMO Staff



				(Imus Public Market) Herbert L. Sapida (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
TOTAL		None	9 minutes	

NOTE: Inform the client to proceed to barangay hall for Market Clearance/Barangay Endorsement for the Renewal of Business.

3. MARKET STALL RENOVATION PERMIT

This covers the minor repair of electrical and plumbing.

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Imus Public Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
Accomplished Renovation Form (3 copies)		Imus Public Market – Admin Office		
Sketch plan (if applicable)		Client		
Authorization from Stallholder (if sublessee)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1.1 Record the request and the date of renovation	Php 50.00	3 minutes	Rizzalyn M.Valenzuela Evelyn R. Lara (Imus Public Market) Herbert L. Sapida (Bahayang Pag-asa Public Market)
	1.2 Inspect the stall for renovation (electrical and plumbing for repair)	None	15 minutes	Reymon B. Pasao Market Inspector Raul Q. Abella Noel Salumbides Maintenance Staff (Imus Public Market)

	1.3 Approve the request	None	2 minutes	Herbert L. Sapida Market Inspector (Bahayang Pag-asa Public Market) Romel F. Lazo (Imus Public Market) Nestor Dr. Camantigue (Bahayang Pag-asa Public Market)
2. Claim the Document	2. Process and release the document	None	3 minutes	Loralie Lizel S. Garde (Imus Public Market) Herbert L. Sapida Judilyn N. Olavario (Bahayang Pag-asa Public Market)
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 50.00	23 minutes	

4. TRANSFER OF RIGHTS

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus Public Market and Bahayang Pag-asa Public Market			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Imus Public Market Stallholders and qualified Residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance of Previous and New Stallholder		Client		
Updated Contract of Lease of Previous Stallholder		Client/Imus Public Market – Admin Office		
Latest Business Permit of Previous Stallholder		Business Permits and Licensing Office		
Community Tax Certificate (CTC) of Previous and New Stallholder		City Treasurer's Office		
Valid ID of Previous and New Stallholder (1 Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1. Verify and evaluate the requirements	None	2 minutes	Romel F. Lazo
2. Receive Order of Payment	2. Issue Order of Payment	None	1 minute	Romel F. Lazo
3. Pay the required fees and get the Official Receipt (OR)	3.1 Receive the payment and issue Official Receipt	Good Will Fee Wet Section – Php 100,000.00; Dry Section – Php 120,000.00; Miscellaneous fee (Renewal Fee) Php 200.00	2 minutes	City Treasurer's Office
	3.2 Process the Request	None	5 minutes	EEMO Staff
	3.3. Sign the document	None	1 minute	Romel F. Lazo EEMO
	3.4 Deliver the document to the city hall for signature of the BPLO head and City Mayor	None		EEMO Staff
	3.5 Notarize the Document	None	3 days	City Legal Office
4. Get the Document	4. Released the signed documents to the Stallholders	None	3 minutes	EEMO Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 days and 14 min.	

5. PAYMENT OF SLAUGHTERHOUSE FEES

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus City Slaughterhouse			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B, Government to Business; G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All hog, cattle, and goat dealers and vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit		Client		
Hog, cattle and goat		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present the shipping permit.	1.1 Check permit and count the hogs, cattle, and goats	None	10 minutes	Melvin Romilla; Magfelio Lopez Jr.;
	1.2 Ante-mortem inspection and animal observation	None	10 minutes	Melvin Romilla; Magfelio Lopez Jr.;
	1.3 Slaughter the animals	None	30 minutes (per animal)	Butcher
	1.4 Post-mortem inspection and branding	None	5 minutes	Melvin Romilla; Magfelio Lopez Jr.;
	1.5 Weigh the animal and record the weight	None	5 minutes	Miralfez Santos; Alrex Legion
1.2. Receive Order of Payment	1.6 Assess the amount to be paid and issue Order of Payment	None	2 minutes	Jerry Jarin; Danielyn Barbon
2. Pay the slaughter fees and get the Official Receipt (O.R.)	2. Receive payment and release the Official Receipt (O.R.)	See below	2 minutes	Jerry Jarin; Danielyn Barbon
3. Receive the slaughtered animals.	3. Deliver the slaughtered animals	None	15 minutes	Adonis Ireneas; Roger Desamparado
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	1 hour, 19 minutes	

Slaughter Fees

Fees	Hog	Cattle	Goat
Slaughter Fees	Php 100.00 / head	Php 200.00/ head	Php 20.00 / head
Permit to Slaughter	Php 20.00 / head	Php 30.00 / head	Php 20.00 / head
Corral Fee	Php 5.00 / head	Php 7.00 / head	Php 5.00 / head
Ante Mortem Fee	Php 5.00 / head	Php 7.00 / head	Php 3.00 / head
Post Mortem Fee	Weight X 0.35 / kilo	Weight X 0.35 / kilo	Weight X 5.95 / kilo
Waste Disposal	Php 1.00	Php 1.50	Php 0.50
Delivery Charge			
From Imus	Php 15.00	Php 20.00	Php 10.00
From another City/Municipality	Php 40.00	Php 50.00	Php 35.00
Scalding Fee	Php 15.00	Php 20.00	Php 10.00
Boarding Fee	Php 150 / head	Php 200.00 / head	Php 50.00 / head

Note: Butcher's Fee will be paid by the dealers/vendors to the butcher
Receiving Time: 10:00 PM
Schedule of Slaughtering:

DAYS	HOG	CATTLE	GOAT
Sunday – Thursday	11:00 PM – 3:00 AM	7:00 PM – 11:00 PM	6:00 PM – 7:00 PM
	7:00 AM – 9:00 AM		
Friday - Saturday	9:00 PM – 3:00 AM	5:00 PM – 11:00 PM	
	7:00 AM – 9:00 AM		

6. COMPLAINT/MEDIATION

OFFICE OR DIVISION	Economic Enterprise Management Office – Imus Public Market, Bahayang Pag-Asa Public Market and Imus City Slaughterhouse			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	Imus public market stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appearance of Complainants		Imus City Public Market-Security Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report of Complaints	1.1 Record and verify the complaint report	None	3 minutes	Security Staff
2. Go to scheduled date	2.1 Invite the appearance of concern parties	None	3 minutes	Security Staff
	2.2 Mediate the report complaints	None	5 minutes	Christian Chester Sauler Imus Public Market
	2.3 Record/blotter of report	None	1 minute	Ryan Limpot Bahayang Pag-asa Public Market
				Leopoldo Del Rosario Jr. Imus Slaughterhouse
				Security Staff
3. Get the copy of report	3. Release the copy of blotter for both parties	None	1 minute	Security Staff
TOTAL		None	13 minutes	

CITY EXTENSION OFFICE

EXTERNAL SERVICES

1. ISSUANCE OF RESIDENCE CERTIFICATE (CEDULA)

Any individual shall be issued Resident Certificate to every person or corporation upon payment of the residence tax.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information Slip		City Extension Office		
Valid Government ID		From Taxpayer		
Certificate of Compensation Payment - BIR Form 2316 (for BIR Filing)		From Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk for inquiry and information slip	1. Assist and assess the requirements.	None	1 minute	Dave Jordan Almonte
2. Present the information slip and valid government ID.	2. Notify the amount of fees to be paid.	None	1 minute	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
3. Pay the required fees.	3.1. Receive the payment, and 3.2. Issue the Official Receipt (O.R)	Depends on the residence tax computation	5 minutes	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
4. Receive the document	4. Release the CEDULA	None	1 minute	Marivic Ruiz Ana May Sañez Marisel Mangundayao City Treasurer's Office Staff
TOTAL		Depends on the residence tax computation	8 minutes	

2. PAYMENT OF REAL PROPERTY TAX (RPT)

Real Property Tax payments are made at the Land Tax Division of the City Treasurer's Office and at the various Satellite Offices located at the City Extension Office in Bahayang Pag-asa Subdivision, Robinsons Place Imus, The District Mall-Ayala, and the old City Hall. Taxpayers might choose to pay either annually or quarterly. Those who pay in advance receive discounts.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (if applicable)		From Taxpayer		
Latest Real Property Tax (RPT) Office Receipt/Tax Declaration		From Taxpayer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk for inquiry and checking of valid requirements	1. Assess the requirements.	None	1 minute	Dave Jordan Almonte
2. Present / Submit the requirements at the Cashier Window	2. Issue the Statement of Account.	None	1 minute	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff
3. Pay the required fee	3.1. Receive the payment, and 3.2. Prepare the Official Receipt (O.R)	Computation of RPT: Basic RPT: Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (if Applicable) Special Education Fun (SEF):	5 minutes	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff

		Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (if Applicable)		
4. Receive the Official Receipt	4. Release the Official Receipt	None	1 minute	Marivic Ruiz Ana May Sañez City Treasurer's Office Staff
TOTAL		Based on assessment	8 mins	

3. ISSUANCE OF PSA-BATCH REQUEST ENTRY QUERY SYSTEM (BREQS)

The BREQS is a scheme where PSA authorizes the LGU to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele. The following requests can be file through BREQS:

- Copies of birth, death, marriage documents,
- Copies of annotated or endorsed documents provided copies of said documents have already been issued by PSA previously, and
- Certificates of No Record of Marriage (CENOMAR or "Singleness").
- Online Forms available via PSA website.

OFFICE OR DIVISION	City Extension Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	Any individual may avail the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplish Application Form with the required details. Birth Certificate – White Marriage Certificate – Pink Death Certificate – Yellow Certificate of No Marriage – Green		City Extension Office		
If the requester is the document owner, present original valid ID/s If the requester is a representative: Original valid IDs or photocopy of valid IDs of the document owner and original and photocopy of the valid IDs of the representative Authorization letter/SPA duly signed by document owner and indicating the following: b.1 Type of document/s; b.2. Number of copies per requested document/s; b.3. Name of document owner/s; b.4. Complete details of requested document/s		Applicant/Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Help Assistance Desk Officer for inquiry	1.1 Assess the requirements and issue appropriate form.	None	1 minute	Dave Jordan Almonte
2. Accomplish application form and present it to the screening officer.	2.1 Check the applicant's requirements; 2.2. Check the details of the document,	None	5 minutes	Ric Jason Limbo



	2.3. If approved, issue order of payment			
3. Prepare the required fee	3.1. Receive the payment, 3.2. Issue the applicant an acknowledgement slip and notify the applicant of the release date. 3.3. Process payment at the City Government Center on the next working day. 3.4. Submit the documents to CCRO for processing.	Fees: LGU to collect P100.00 service charge PSA to collect the following: Birth Certificate P155.00 Marriage Certificate P155.00 Death Certificate P155.00 CENOMAR P210.00	1 day	Ric Jason Limbo
4. Received the document/s and sign in the logbook	4.1. Immediately notify the requestor for document availability 4.2. Release the document with 2 Official Receipts (from LGU and PSA)	None	3 minutes (stop time) 10 days	Ric Jason Limbo
TOTAL		Based on assessment	11 days, 9 minutes	

SATELLITE OFFICE

EXTERNAL SERVICES

1. ASSESSMENT AND PAYMENT OF REAL PROPERTY TAX

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card (if applicable)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI Clearance, Police Clearance		
Latest Real Property Tax (RPT) Official Receipt		City Treasurer's Office/Extension/ Satellite Offices		
Tax Declaration Certificate		City Assessor's Office		
Notice of Delinquency (for delinquent accounts)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement	1.1 Verify the Record/ Real Property Tax Assessment	None	3 minutes	City Treasurer's Office assigned Personnel for Collection
	1.2 Issue Statement of Account (SOA) per transaction	None		
2. Pay the Assessed Tax and get the Official Receipt (OR)	2. Receive payments and issue official receipt	Computation of Real Property Tax <u>Basic Real Property Tax</u> Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (If applicable) <u>Special Education Fund</u> Assessed Value X 1% Add: Penalty (if Applicable) Less: Discount (If applicable)	2 minutes	City Treasurer's Office assigned Personnel for Collection
TOTAL		Based on assessment	5 minutes	

2. ISSUANCE OF MAYOR'S PERMIT TO WORK

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All workers in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out application form		Satellite Office		
Health card		City Health Office		
NBI Clearance/Police Clearance		NBI/PNP		
Community Tax Certificate (CTC)		City Treasurer's Office/ Extension Office/ Satellite Offices		
Referral Letter (non-resident of Imus)		Municipality or City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Verify the requirements	None	5 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee and get the OR	2. Receive the payment and issue the official receipt	Php 80.00 Documentary stamp included	2 minutes	City Treasurer's Office assigned Personnel for Collection
3. Present the O.R. and receive the documents	3. Prepare Mayor's permit to work and release the document	None	7 minutes	Satellite Office assigned Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 80.00	14 minutes	

3. ISSUANCE OF COMMUNITY TAX CERTIFICATE

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information slip		Satellite Office		
Valid ID Applicant		BIR /Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
BIR form No. 2316 Certificate of compensation/ Certificate of Income earned last year/ latest pay slip		Human Resource Office/ Accounting Office		
Photocopy of Notarized Special Power of Attorney		Notary Public by person being represented		
Medical Certification specifying health condition of applicant		Hospital		
Certification of BJMP Officer specifying detainment of applicant with photocopy of applicants valid ID		BJMP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished information slip	1. Verify information slip assess tax and process request	None	2 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee get the CTC	2. Receive payment and issue Official Receipt then issue the Community Tax Certificate.	a. Basic Community Tax (P34.00 voluntary) b. Additional Community Tax (not to exceed P5,000.00) Gross receipts or earnings derived from business during the preceding year (P1.00 for every P1,000.00) Salaries or gross receipts or earnings derived from exercised of profession or pursuit of any occupation (P1.00 for every P1,000.00)	3 minutes	City Treasurer's Office assigned Personnel for Collection /Satellite Office assigned Personnel
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	5 minutes	

4. ISSUANCE OF OFFICIAL RECEIPT FOR POLICE CLEARANCE APPLICATION

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
Community Tax Certificate		City Treasurer's Office/ Extension Office and Satellite Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the requirements	None	3 minutes	Satellite Office assigned Personnel
2. Pay the assessed fee and get the O.R.	Receive the payments and issue the official receipt	For employment (new) scholarship, study grant and other purposes not herein specified - Php 50.00; For employment (renewal) - Php100.00; For change name – Php 100.00; For Application of Filipino Citizenship – Php 500.00; For passport or visa application – Php 100.00; For work or travel abroad – Php 150.00; For firearms permit application – Php 500.00 For PLEB Clearance – Php 100.00; For Certification of Police Clearance – Php 50.00	2 minutes	City Treasurer's Office assigned Personnel for Collection
TOTAL		Based on assessment	5 minutes	

5. ISSUANCE AND/OR RELEASE OF PHILIPPINE STATISTICS AUTHORITY (Formerly NSO) AUTHENTICATED BIRTH CERTIFICATE, MARRIAGE CERTIFICATE, DEATH CERTIFICATE, AND CERTIFICATE OF NO MARRIAGE (CENOMAR)

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form of Birth, Marriage, Death or CENOMAR		PSA		
For Personal Application				
Valid ID of Document owner (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
For Representative				
Valid ID of representative (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
Authorization letter or Notarized Special Power of Attorney		Document owner		
Valid ID of representative (1 Original for validation and 1 photocopy (both sides))		BIR / Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, NBI, Police Clearance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Philippines Statistics Authority (PSA) Application Form	1. Check if information is complete and readable	None	5 minutes	Satellite Office assigned Personnel
2. Pay the required fee and get claim stub	2. Receives payment, issues Official receipt, release the Claim Stub and prepare endorsement of PSA applications to the City registrar's Office for submission to PSA.	Service fee - Php 100.00; PSA Fee for BC, MC, DC – Php 155.00 + SF; PSA fee for CENOMAR - Php 210.00 + SF	3 minutes	City Treasurer's Office assigned Personnel for Collection /Satellite Office assigned Personnel
3. Wait for and receive notification from Satellite Office thru text or call for claiming the PSA document/s.	3. Notify applicant on the availability and claiming of PSA documents from City registrar's Office	None	2 minutes	Satellite Office assigned Personnel
4. Present claim stub and claim the PSA document/s with City and PSA Official Receipt	4. Release the PSA document/s	None	2 minutes	Satellite Office assigned Personnel
TOTAL		Based on assessment	12 minutes	

6. PUBLIC INFORMATION ASSISTANCE

OFFICE OR DIVISION	Imus Satellite Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Satellite Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ask queries about other services of the City Government and other relevant details.	1. Attends to inquiry/ies about other services of the City Government.	None	2 minutes or more depending on the queries.	Satellite Office assigned Personnel
TOTAL		Based on assessment	2 minutes	

CITY HEALTH OFFICE

EXTERNAL SERVICES

1. PROVIDE IMMUNIZATION SERVICES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pregnant residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Existing Growth Chart Form (For first time clients, the midwife on duty will provide the Growth Chart Form)		City Health Office		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the data being asked	1. Check the existing record of the client 1. For first time client, new form will be given and fill up	None	3 minutes	Barangay Health Center: Midwife on duty
2. Undergo the physical examination	2. Record the vital signs and conduct physical examination	None	15 minutes	Barangay Health Center: Midwife on duty
3. Receive immunization	3.1 Provide immunization 3.2 Provide post-immunization instructions	None None	5 minutes 3 minutes	Barangay Health Center: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		None	26 minutes	

2. PROVIDE PRE-NATAL EXAMINATION

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All pregnant residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Existing Home-Based Mother Record (For first time clients, the Midwife on duty will provide the Home-Based Mother Record)		City Health Office		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the data being asked	1. Accomplish the Home-Based Mother Record	None	3 minutes	Barangay Health Center: Midwife on duty
2. Undergo the physical examination	2. Record the vital signs and conduct physical examination	None	15 minutes	Barangay Health Center: Midwife on duty
3. Undergo the Pre-Natal Examination Health Education	3. Provide Pre-Natal Examination Health Education and available medicines	None	10 minutes	Barangay Health Center: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		None	28 minutes	

3. PROVIDE FAMILY PLANNING SERVICES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All Women of Reproductive Age 15-49 years old residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Existing Family Planning Form1 (For Family Planning New Acceptor, Current User Changing clinic, Current user Changing method, the midwife on duty will provide the Family Planning Form 1)		City Health Office		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Interview the client, accomplish Family Planning Form1	None	3 minutes	Barangay Health Center: Midwife on duty
2. Undergo the physical examination	2. Assess and conduct physical examination. Record the vital signs and remarks finding.	None	15 minutes	Barangay Health Center: Midwife on duty
3. Undergo Family Planning Counseling.	3.1 Provide Family Planning Counseling	None	10 minutes	Barangay Health Center: Midwife on duty
	3.2 Provide the available Family Planning methods/commodities in the clinic.	None	3 minutes	
4. Schedule of next follow up visit.	4. Provide the date of next visit.	None	3 minutes	Barangay Health Center: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		None	34 minutes	

4. PROVIDE MEDICAL CONSULTATION

The health care provider evaluates the patient's condition, provides medical advice and recommends treatment.

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Existing Individual Treatment Record (For first time clients, the Midwife on duty will provide the Individual Treatment Record)		City Health Office		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide medical history	1. Interview the patient	None	5 minutes	Barangay Health Center: Midwife on duty
2. Undergo the examination	2.1 Record the vital signs and conduct physical examination	None	15 minutes	Barangay Health Center: Midwife on duty
	2.2 Prescribe the appropriate medicine(s) and medical advice	None	5 minutes	
3. Receive the medicine	3. Provide the medicine (if available)	None	2 minutes	Barangay Health Center: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		None	27 minutes	

NOTE: If hospitalization is required, fill-out the referral form to the hospital-of-choice.

5. PROVIDE NON-COMMUNICABLE MEDICINES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay Health Stations		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Health Worker on duty (nurse, midwife).	1.1 Assess patient (20 years old and above), takes and records vital signs using PhilPEN risk assessment form	None	5 minutes	Nurse / Midwife on duty
	1.2. Extract blood sample (for blood sugar)	None	2 minutes	
	1.3. Records the results at PhilPEN risk assessment form.	None	1 minute	
	1.4. Refer patient to medical officer on duty	None	1 minute	
2. Proceed to the medical officer on duty and present the referral form	2.1 Perform physical examination and management	None	4 minutes	Medical officer on duty
	2.2. Prescribes medicines	None	1 minute	
	2.3 Proceeds to the nurse / midwife on duty	None	1 minute	
3. Proceed to the nurse / midwife on duty	3.1. Checks the PhilPEN Risk assessment form / prescription from medical officer	None	1 minute	Nurse /Midwife on duty
	3.2 Issues prescribed medicines	None	1 minute	
	3.3 Conducts health teaching	None	2 minute	
	3.4 Schedules next follow up visit	None	1 minute	
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	

6. PROVIDE DENTAL CARE SERVICES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the name in the logbook and receive a call number	1.1 Assist the client and provide a call number	None	3 minutes	Dental Aide
	1.2 Record the patient's blood pressure and vital signs	None	5 minutes	
2. Undergo teeth examination	2. Examine the teeth of the patient	None	5 minutes	Dentist on duty
3. Receive dental care service (tooth extraction, prophylaxis and gum treatment)	3.1 Provide dental care service (tooth extraction, prophylaxis and gum treatment)	None	45 minutes	Dentist on duty
	3.2 Prescribe the appropriate medicine (if available)	None	2 minutes	
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour	

NOTE: Clients can avail the following services: Tooth Extraction, Prophylaxis (For Pre-schools and Pregnant Women), Gum Treatment. For critical cases, the patient is being referred to other public/private clinics/hospitals that can accommodate his/her needs.

7. ISSUANCE OF ANTI-TUBERCULOSIS RESULTS AND MEDICINES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked and undergo the examination	1.1 Interview the patient and conduct physical examination	None	5 minutes	Barangay Health Center: Midwife on duty
	1.2 Refer to TB DOTS Clinic	None		
2. Submit the specimen	2.1 Collect the specimen	None	5 minutes	Armand Lasquete; AmielynMangalubnan; Marites Chua
	2.2 Provide the releasing date of the result	None	2 minutes	NTP Nurse
	2.3 Assess the result of the specimen	None	2 days	Dra. Maria Rossini de Ausen; Dra. Ma. Rhodora Coronado; Dra. Noralyn del Mundo; Dra. Gelyn Golamco; Dra. Cherie Lyn Tumilba- Boque; Dra Jennifer Roamar Doctors
	2.4 If positive, enroll the patient to NTP Nurse	None	20 minutes	Romina Bautista; Wilson Uy; Rhina Rea Padura; Mary Laine Martinez

3. Receive the medicine	3. Issue the TB medicine supply band and provide instructions of intake	None	5 minutes	Romina Bautista; Wilson Uy; Rhina Rea Padura; Mary Laine Martinez
TOTAL		None	2 days, 37 minutes	

NOTE: All TB patients enrolled will undergo the HIV testing for free at Imus Reproductive and Wellness Center (Velarde Health Center)

8. ISSUANCE OF ANTI-LEPROSY MEDICINES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Gather the background information and medical history of the patient	None	3 minutes	Romina Bautista; Wilson Uy; Rhina Rea Padura; Mary Laine Martinez
2. Undergo the examination	2.1 Examine the patient for signs and symptoms of leprosy and conduct laboratory examination	None	30 minutes	Romina Bautista; Wilson Uy; Rhina Rea Padura; Mary Laine Martinez
	2.2 Enroll the patient for multi-drug therapy and provide lecture to the patient	None	10 minutes	Romina Bautista; Wilson Uy; Rhina Rea Padura; Mary Laine Martinez
Fill-out Client Satisfaction Rating Form				
TOTAL		None	43 minutes	

9. ISSUANCE OF HEALTH-RELATED CERTIFICATIONS (BURIAL TRANSFER AND EXHUMATION PERMIT, CERTIFICATE OF POTABILITY AND MEDICAL CERTIFICATE FOR VARIOUS PURPOSES)

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	For death occurred in Imus (Burial Transfer and Exhumation Permit); All business establishments in Imus (Certificate of Potability); All residents of Imus (Medical Certificate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Death Certificate (for Burial Transfer and Exhumation Permit)		City Civil Registrar's Office		
Latest Physical and Chemical Test and Microbiological Test Result (for Certificate of Potability)		Respective Laboratory		
Accomplished Medical Certificate Form from Tricycle Regulatory Unit (for Certificate of Tricycle Franchise) – For Sanitary Inspectors		Tricycle Regulatory Unit		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Assess the requirements	None	3 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Sanitary Inspectors Dra. Maria Rossini de Ausen; Dra. Ma. Rhodora Coronado; Dra. Noralyn del Mundo; Dra. Gelyn Golamco; Dra. Cherie Lyn Tumilba-Boque; Dra. Jennifer Roamar Doctors
2. Undergo medical examination	2.1 Conduct medical examination (for Medical Certificate)	None	10 minutes	Dra. Maria Rossini de Ausen;

	2.2 Process the request	None	5 minutes	<p>Dra. Ma. Rhodora Coronado; Dra. Noralyn del Mundo; Dra. Gelyn Golamco; Dra. Cherie Lyn Tumilba-Boque; Dra Jennifer Roamar Doctors</p> <p>Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Sanitary Inspectors</p>
3. Receive the document	3. Release the document	None	2 minutes	<p>Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Sanitary Inspectors</p> <p>Dra. Maria Rossini de Ausen; Dra. Ma. Rhodora Coronado; Dra. Noralyn del Mundo; Dra. Gelyn Golamco; Dra. Cherie Lyn Tumilba-Boque; Dra Jennifer Roamar Doctors</p>
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	

10. ISSUANCE AND RENEWAL OF SANITARY PERMIT

OFFICE OR DIVISION	City Health Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B – Government to Business	
WHO MAY AVAIL THE SERVICE	All business establishments in Imus	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Applications		
Accomplished Business Assessment Form	Business Permits and Licensing Office	
Latest result of Water Microbiological Examination (for food establishment and water station) -original	Water testing laboratory	
Latest result of Physico- Chemical Analysis Examination for food establishment and water station -original	Water testing laboratory	
Health Certificate of staff for food establishment and water station, salon and spa -original	City Health Office	
Urinalysis (1 month validity)- original	Department of Health(DOH) Accredited Laboratory	
Fecalysis (1 month validity)- original	Department of Health(DOH) Accredited Laboratory	
Chest Xray (6 months validity)- original	Department of Health(DOH) Accredited Laboratory	
Drug Test (1 year validity)- original	Department of Health(DOH) Accredited Laboratory	
Pest Control Certification	Any pest control services	
Sanitary Clearance for the last three (3) months (proof that the establishment is already inspected)	City Health Office	
For Renewal Applications		
Accomplished Business Assessment Form	Business Permits and Licensing Office	
Latest result of Microbiological Examination (for food establishment and water station) Monthly test from January to December of the previous year	Respective Laboratory	
Latest result of Laboratory Examination of employees - two (2) results within the year with a six months interval	Respective Clinics	
Health Certificate of staff for food establishment and water station, salon and spa -original	City Health Office	
Urinalysis (1 month validity)- original	Department of Health(DOH) Accredited Laboratory	
Fecalysis (1 month validity)- original	Department of Health(DOH) Accredited Laboratory	

Chest Xray (6 months validity)- original		Department of Health(DOH) Accredited Laboratory		
Drug Test (1 year validity)- original		Department of Health(DOH) Accredited Laboratory		
Previous Sanitary Clearance		City Health Office		
Pest Control Certification		Any pest control services		
Certificate of Disposal from Private Contractor (for health care facility-Disposal of infectious waste)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1.1 Assess the requirements	None	3 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez
	1.2 Process the request	None	3 minutes	Sanitary Inspectors
2. Receive the document	2. Release the document	None	2 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez
Fill-out Client Satisfaction Rating Form				
TOTAL		None	43 minutes	

NOTE: All business establishments undergo the site inspection beforehand and receive the Sanitary Clearance to be presented during the application and renewal of Sanitary Permit.

11. ISSUANCE OF HEALTH CERTIFICATE FOR NON- FOOD HANDLER– EMPLOYMENT PURPOSES ONLY

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All employed individuals in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate from Department of Health (DOH) Accredited Laboratories <ul style="list-style-type: none">Results of FecalalysisResults of Chest X-rayResults of UrinalysisResults of Drug Test		From DOH Accredited Laboratories		
Vaccination Card		Client		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	2. Verify the submitted requirements and refer to the City Treasurer's Office for the payment	None	5 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Sanitary Inspectors
2. Claim the Order of Payment	2. Issue Order of Payment	None	2 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Sanitary Inspectors
3. Pay the required fee	3. Accept the payment and issue an Official Receipt (O.R.)	Php 130.00	15 minutes	City Treasurer's Office (Windows 8 and 9)
4. Receive the document	4. Release the document	None	1 minute	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao



				Rica Rivera Ricardo Santarin Sanitary Inspectors
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 130.00	23 minutes	



12. ISSUANCE OF HEALTH CERTIFICATE FOR FOOD HANDLERS- EMPLOYMENT PURPOSES ONLY

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All employed individuals in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate from Department of Health (DOH) Accredited Laboratories <ul style="list-style-type: none">Results of FecalysisResults of Chest X-rayResults of UrinalysisResults of Drug Test		From DOH Accredited Laboratories		
Vaccination Card		Client		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the submitted requirements	None	5 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao Rica Rivera Ricardo Santarin
2. Attend the lecture	2. Handing out leaflet and discuss Food Safety	None	10 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao Rica Rivera Ricardo Santarin



3. Undergo examination	3. Conduct Food safety examination	None	10 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao Rica Rivera Ricardo Santarin
4. Claim the Order of Payment	4. Issue Order of Payment	None	2 minutes	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao Rica Rivera Ricardo Santarin
5. Pay the required fee	5. Accept the payment and issue an Official Receipt (O.R.)	Php 130.00	15 minutes	City Treasurer's Office (Windows 8 and 9)
6. Receive the document	6. Release the document	None	1 minute	Felisa delos Santos; Ruben Añonuevo Jr; Liana Erica Baloy; Bernie Reyes; Arnold Sanchez Alghem Bryan Madriaga Edward Zeus Apao Marlo Ibabao Rica Rivera Ricardo Santarin Sanitary Inspectors
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 130.00	43 minutes	

13. PROVIDE HIV TESTING AND SATELLITE TREATMENT HUB

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Interview the patient and conduct pre-test counseling	None	30 minutes	Dr. Ferdinand Mina; Romina Bautista; Rhina Rea Padura; Wilson Uy;; Mary Laine Martinez Nheafe Reden Redruco HIV Counselors
2. Undergo HIV Testing	2.1 Conduct HIV Testing	None	40 minutes	Armand Lasquete
	2.2 Conduct post-test counseling (if positive)	None	15 minutes	Dr. Ferdinand Mina; Romina Bautista; Rhina Rea Padura; Wilson Uy; Mary Laine Martinez Nheafe Reden Redruco HIV Counselors
3. Receive treatment	4. Provide treatment	None	15 minutes	Dr. Ferdinand Mina
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour, 40 minutes	

NOTE: You can avail the service at Imus Reproductive and Wellness Center located at Velarde Health Center



14. PROVIDE ANTI-RABIES VACCINATION

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Interview and record the vital signs of the patient	None	5 minutes	Romina Bautista Arlene Angeles Aprilyn Villas Cecil Balingit-Lacbayen Nheafe Reden Redruco
2. Undergo the physical examination	2. Assess the patient and conduct physical examination and categorization	None	15 minutes	Dr. Ferdinand Mina; Dra. Gelyn Golamco Dra. Ma. Rhodora Coronado; Dra. Maria Rossini M. De Ausen Dra. Noralyn Del Mundo Dra. Jennifer Roamar Dra. Cherie Lyn Tumilba-Boque
3. Receive anti-rabies vaccination	3. Provide anti-rabies vaccination	None	5 minutes	Romina Bautista Arlene Angeles Aprilyn Villas Cecil Balingit-Lacbayen Nheafe Reden Redruco
4 Get the details of next schedule	4. Give the date of next follow-up visit	None	1 minute	Romina Bautista Arlene Angeles Aprilyn Villas Cecil Balingit-Lacbayen Nheafe Reden Redruco

Fill-out Client Satisfaction Rating Form



TOTAL	None	26 minutes	
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NOTE: In cases where there is no available anti rabies vaccine, the patient will be referred to other public or private clinics that can accommodate their needs.

15. PROVIDE MATERNAL CARE SERVICES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Respective Barangay		
One (1) Government Issued or any valid I.D.		Client		
Existing Home-based Mother Record		Barangay Health Centers		
Attended at least three (3) sessions of Pre-natal Examination (held at Barangay Health Centers)		Barangay Health Centers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Interview and assess the patient	None	5 minutes	Birthing home 1: Midwife on duty
2. Undergo the physical examination	2. Record the vital signs of the patient and conduct physical examination	None	15 minutes	Birthing home 1: Midwife on duty
3. Deliver the baby	3.1 Monitor the progress (for true labor) and deliver the baby	None	6 hours	Birthing home 1: Midwife on duty
	3.2 Observe the patient and the baby (after delivery)	None	2 hours	
4. Pay the required fees	4. Receive the payment.	Refer to 2008 Revenue Code	5 minutes	Birthing home 1: Midwife on duty
5. Discharge at the birthing home and receive medicines and post-discharge instruction	5. Discharge the patient with take home medicines and post-discharge instructions	None	1 day	Birthing home 1: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL	None	2 days		

NOTE: For emergency, the Birthing Home will cater to the needs of the patient regardless of its residency

16. PROVIDE NEWBORN SCREENING

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All newborn delivered after 24 hours			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance of mother/guardian		Respective Barangay		
One (1) Government Issued or any valid I.D. of mother/guardian		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1.1 Interview and assess the patient	None	2 minutes	Birthing Home 1: Midwife on duty
	1.2 Record the vital signs of the patient and conduct physical examination	None	2 minutes	
		None	2 minutes	
	1.3 Fill out newborn screening filter card			
2. Undergo newborn screening test.	2. A small blood sample is taken on baby's heel and placed on newborn screening filter card.	None	5 minutes	Birthing Home 1: Midwife on duty
3. Pay the required fees	3. Receive the payment.	Philhealth Dependent who is born in Imus Birthing home 1 - None Born in other birthing home facility- Php 1,800.00	2 minutes	Birthing Home 1: Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		Php 1,800.00	13 minutes	



17. PROVIDE NUTRITIONAL SERVICES

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus with age 0-59 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the information being asked	1. Fill up the OPT Form	None	5 minutes	Barangay Nutrition Scholar (BNS)
2. Undergo the weighing and height/length measurement	2.1 Record the actual weight and height/length measurement and submit to the City Nutrition Program Council	None	5 minutes	Barangay Nutrition Scholar (BNS)
	2.2 Assess the nutritional status	None	15 minutes	Cristina Balana; Andrilita Santiago City Nutrition Program Council
3. Receive nutritional supplies (Micro-nutrients and GP Program) and instructions	3. Provide nutritional supplies (Micro-nutrients and GP Program) and instructions (for malnourished children)	None	5 minutes	Cristina Balana; Andrilita Santiago City Nutrition Program Council
Fill-out Client Satisfaction Rating Form				
TOTAL		None	30 minutes	

18. PROVIDE COVID-19 VACCINATION

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus (AGES5-85)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate and valid ID (for 5-17 years old)		Client		
One (1) Government Issued or any valid I.D. of Parent/Guardian of 5-17 years old		Client		
Vaccination Card for 2 nd dose / booster dose		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the data being asked	1. Check the documents of the client	None	5 minutes	BHW/BNS on duty
2. Undergo the counseling and signing of consent form	2. Provide counseling and watch videos about COVID-19 vaccine	None	5 minutes	Nurse/Midwife on duty
3. Present the Bayanihan Form	3.1 Check Bayanihan Form	None	2 minutes	Nurse/Midwife on duty
	3.2 Administer Covid-19 Vaccine	None	3minutes	
4.Post Vaccination Instructions	Monitoring and assess for any adverse reaction	None	15 minutes	Nurse/Midwife on duty
Fill-out Client Satisfaction Rating Form				
TOTAL		None	30 minutes	



19. ISSUANCE OF QUARANTINE MEDICAL CERTIFICATE

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus that are Clinically Recovered COVID patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate		Barangay Hall		
Monitoring Logsheet		Barangay Hall/Contact tracer		
Hard copy of RT-PCR or Antigen Result		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the submitted documents	None	5 minutes	CESU Staff
2. Received the documents	2. Release of documents	None	1 minutes	CESU Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	6 minutes	



20. PROVIDE SWAB TESTING (RT-PCR AND ANTIGEN)

OFFICE OR DIVISION		City Health Office		
CLASSIFICATION		Highly-Technical		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL THE SERVICE		All residents of Imus that are suspect for COVID; patient for admission or surgery or for medical procedure		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For RT-PCR				
Manifested with COVID signs and symptoms		Client		
Doctor's request form		Any physician		
Active Philhealth number		Client		
For Antigen				
Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the submitted documents	None	3 minutes	CESU Staff
2. Filling-up of forms	2.Checking of filled-up forms	None	5 minutes	CESU Staff
3. Preparing for swabbing	3.Swabbing and preparing the specimen	None	5 minutes	CESU Staff
4.Waiting for result (for antigen test only)	4.Waiting for test result and releasing of official result	None	15 minutes	CESU Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	28 minutes	

21. ISSUANCE OF VACCINE CERTIFICATE

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents of Imus and other client who were vaccinated in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination Card		Client		
Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Verify the submitted documents	None	3 minutes	Vaccination Hub Staff
2. Received the documents	2. Release of documents	None	1 minute	Vaccination Hub Staff
3. Present documents to CESU	3. Signing and for Dry Seal	None	1 minute	CESU Staff
Fill-out Client Satisfaction Rating Form				
TOTAL		None	5 minutes	

22. ADOLESCENT HEALTH AND DEVELOPMENT PROGRAM

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All adolescents and teenage pregnant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral letter from Midwife / Schools		City Health Office		
Any Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queueing number	1. Give number	None	1 minutes	AFHF Coordinator (CHO 1, 2 & 3)
2. Filling – up forms	2. Initial interview/assessment data gathering and physical diagnosis	None	5 minutes	AFHF Coordinator (CHO 1, 2 & 3)/ Dr. Gelyn G. Golanco Dr. Rhodora Coronado Dr. Cherrie Lyn S. Tumilba-Boque
3. Adolescent undergoes assessment and counselling	3. Do HEEEEADSSS (home, education, employment, eating, activity, drugs, sexuality, safety, suicide)	None	15 minutes	AFHF Coordinator (CHO 1, 2 & 3)
4. Provision of Medical Assessment and management	4. Patient interview, physical exam, request laboratory if needed and managed the case seen	None	20 minutes	Dr. Gelyn G. Golanco Dr. Rhodora Coronado Dr. Cherrie Lyn S. Tumilba-Boque
5. Secure family planning counselling and service	5. Counselling on safe motherhood and responsible parenthood	None	10 minutes	BHS Midwives / AFHF Coordinator (CHO 1, 2 & 3)
6. Secure referral form for further evaluation and management to teenaged pregnant	6. Refer client to teen parent clinic or accredited level 3 hospital	None	2 minutes	AFHF Coordinator (CHO 1, 2 & 3)
7. Get the details of next schedule	7. Give the date of next follow-up visit	None	1 minute	AFHF Coordinator (CHO 1, 2 & 3)
Fill-out Client Satisfaction Rating Form				
TOTAL		None	54 inutes	

23. CONDUCT ALCOHOL, SMOKING AND SUBSTANCE INVOLVEMENT SCREENING TEST (ASSIST)

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Persons who use drugs (PWUDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter		Respective Barangay		
Drug Test Result		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the requirements being asked	1. Check the documents of the client	None	2 minutes	Trained Screeners: Aprilyn Villas,RN Wilson Uy, RN
2. Undergo Screening	2. Conduct screening using SRQ and (ASSIST) Tool	None	15 minutes	Trained Screeners: Aprilyn Villas,RN Wilson Uy, RN
3. Received the documents	3. Issuance of the result and referral to treatment	None	3 minutes	Trained Screeners: Aprilyn Villas,RN Wilson Uy, RN
Fill-out Client Satisfaction Rating Form				
TOTAL		None	20 minutes	



24. CONDUCT DRUG DEPENDENCY EXAMINATION (DDE)

OFFICE OR DIVISION	City Health Office			
CLASSIFICATION	Highly-Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Persons who use drugs (PWUDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ASSIST Tool Result (Severe)		Trained Screeners		
If from Court Order: Recommendation Letter from RTC		Regional Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the requirements being asked	1. Check the documents of the client	None	2 minutes	Accredited Physician: Maria Rossini M. De Ausen, M.D.
2. Undergo signing of consent form	2. Provide Consent Form	None	5 minutes	Accredited Physician: Maria Rossini M. De Ausen, M.D.
3. Undergo Drug Dependency Examination	3. Conduct Drug Dependency Examination	None	1 hour	Accredited Physician: Maria Rossini M. De Ausen, M.D.
4. Received the documents	4. Issuance of Drug Dependency Examination Result	None	5 minutes	Accredited Physician: Maria Rossini M. De Ausen, M.D.
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour and 12 minutes	

CITY OF IMUS MOLECULAR LABORATORY EXTERNAL SERVICES

1. COVID-19 TESTING BY RT-PCR METHOD FOR OUTPATIENTS

COVID-19 RT-PCR is a reverse transcription polymerase chain reaction (RT-PCR) for the detection of RNA from SARS-CoV-2 in respiratory samples (oropharyngeal and/or nasopharyngeal) collected from individuals with symptoms or other reasons to suspect COVID-19.

OFFICE OR DIVISION	City of Imus Molecular Laboratory			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>* for Examination</i>				
Sample Linelist		Requesting Physician or Referring facility		
Laboratory Request Form		Imus Molecular Laboratory		
Case Investigation Form (CIF)		Imus Molecular Laboratory		
Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID		Imus Molecular Laboratory		
<i>* for Releasing of Results</i>				
Official receipt (if any)		Cashier		
Authorization letter and valid ID from the patient and Valid ID of authorized representative		Patient or authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the required documents and present other relevant documents (ex, doctor's request) with complete patient's data to the reception area of City of Imus Molecular Laboratory.	1.1 Receive the required documents and inspect based on the completeness of data.	None	30 minutes	Medical technologists Administrative Officer/ Administrative Assistant
	1.2 Assess if the patient is eligible to avail the Philhealth COVID-19 benefits.	None	Refer to the citizen charter of Philhealth (stop time)	Philhealth
2.1 Present the forms to the cashier booth for checking of Philhealth documents.	2.1 Verify patients and request information and instruct the patient to proceed to the swabbing area.	None	10 minutes	Administrative Officer/ Administrative Assistant Cashier
2.2 If not eligible for Philhealth, pay the amount indicated.	2.2 Receive the payment and issue an official receipt.	None for eligible Philhealth members	5 minutes	



		<p>PHP 2,000 if not a eligible for Philhealth and for non Philhealth members</p> <p>PHP 800 if group of five and wanted to avail pooled testing</p>		
3. Proceed to the swab booth for the collection of samples.	3.1 Receive all the documents, verify, and instruct the patient on the process of sample collection.	None	10 minutes	<p>Medical Technologist</p> <p>Pathologist</p> <p>Laboratory Clerk</p> <p>Laboratory Aide</p>
	3.2 Perform a swab collection and label all the samples with patient's information, date and time of specimen collection and other relevant details.	None	15 minutes	
	3.3 Instruct the patient on the process of releasing results.	None	5 minutes	
	3.4 Bring samples to the reception area of City of Imus Molecular Laboratory for testing (this is done after all the patients on queue are done with the procedure).	None	30 minutes	
	3.5 Receive the samples and endorse it to the processing area for COVID-19 testing by RT-PCR method.	None	30 minutes	
	3.6 Perform COVID-19 testing by rt-pcr.	None	12 hours	
	3.7 Verify the test result.	None	4 hours	

	3.8 Encode the official result and submit a report to the Department of Health.	None	2 hours	
4.1 Claim the result at the reception area of City of Imus Molecular Laboratory; or 4.2 Inquire and claim the result via electronic mail	4.1 Print the official result, ask for proof of payment (if any), proof of identification/authorization letter and release the copy of the result to the patient. 4.2 Reply to patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter and release the e-copy of the result to the patient.	None None	10 minutes	Medical Technologist
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	24 hours	

2. COVID-19 TESTING BY RT-PCR METHOD FOR OTHER REFERRING FACILITIES

COVID-19 RT-PCR is a reverse transcription polymerase chain reaction (RT-PCR) for the detection of RNA from SARS-CoV-2 in respiratory samples (oropharyngeal and/or nasopharyngeal) submitted and collected by the referring facilities from individuals with symptoms or other reasons to suspect COVID-19.

OFFICE OR DIVISION	City of Imus Molecular Laboratory			
CLASSIFICATION	Simple transaction			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>* For Examination</i>				
Sample linelist		Requesting Physician or Referring facility		
Laboratory Request Form		Imus Molecular Laboratory		
Case Investigation Form (CIF)		Imus Molecular Laboratory		
Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID		Imus Molecular Laboratory		
<i>* For Releasing of Results</i>				
Official receipt (if any)		Cashier		
Authorization letter and valid ID from the patient and Valid ID of authorized representative		Patient or authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the required documents with complete patient's data to the reception area of City of Imus Molecular Laboratory.	1. Receive the required documents and inspect based on the completeness of data. 1.1 Assess if the patient is eligible to avail the Philhealth COVID-19 benefits.	None None	60 minutes Refer to the citizen charter of Philhealth (stop time)	Medical technologists Administrative Officer/ Administrative Assistant
2.1 Present the forms to the cashier booth for checking of Philhealth documents. 2.2 If not eligible for Philhealth, pay the amount indicated.	2.1 Verify patients and request information and instruct the courier to proceed to the reception area. 2.2 Receive the payment and issue an official receipt.	None None for eligible Philhealth members PHP 2,000 if not a eligible for Philhealth and for non Philhealth members	10 minutes 5 minutes	Administrative Officer/ Administrative Assistant Cashier

		PHP 800 if group of five and wanted to avail pooled testing		
3. Proceed to the reception area of City of Imus Molecular Laboratory and present the proof of payment (if any).	3.1 Receive the samples and endorse it to the processing area for COVID-19 testing by RT-PCR method.	None	30 minutes	Medical Technologist Pathologist Laboratory Clerk Laboratory Aide
	3.2 Perform COVID-19 testing by rt-pcr.	None	12 hours	
	3.3 Verify the test result.	None	4 hours	
	3.4 Encode the official result and submit a report to the Department of Health.	None	2 hours	
	3.5 Send the official result to the email address of the referring facility.	None	30 minutes	
4.1 Claim the result at the reception area of City of Imus Molecular Laboratory; or 4.2 Inquire and claim the result via electronic mail	4.1 Print the official result, ask for proof of payment (if any), proof of identification/authorization letter and release the copy of the result to the patient.	None	10 minutes	Medical Technologist Laboratory Clerk
	4.2 Reply to patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter and release the e-copy of the result to the patient.	None		
TOTAL		Based on assessment	24 hours	

OSPITAL NG IMUS

EXTERNAL SERVICES

1. PAGPROSESO NG ADMISYON NG PASYENTE

Ang Admitting Department ay ang nagproproseso ng admisyon ng pasyente mula sa Emergency Department, maging ang Direct Admission hanggang sa Nursing Ward. Ito ay inaasahang makapaghatid ng kalidad na serbisyo mula sa admisyon ng pasyente hanggang ito ay makalabas ng Ospital ng Imus. Maipaalam at maipaintindi ng maayos sa mga pasyente at kamag-anak nito ang kanilang mga karapatan at responsibilidad habang sila ay nasa ospital.

OPISINA o DIBISYON		Ospital ng Imus - Admitting Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens; G2G – Government to Government		
SINO ANG NANGANGAILANGAN NG		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Data Sheet		Admitting Department		
Patient Informed Consent		Admitting Department		
Patient's Companion Consent Form		Admitting Department		
COVID Ward Waiver Form		Admitting Department		
Admission Slip		Emergency Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Resulta ng Rapid Antigen Test		Laboratory Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Admitting Department para asikasuhin ang admisyon ng pasyente dala ang Admission Slip nang may kumpletong detalye na manggagaling sa Emergency Department.	1.1 Ipaalam sa pasyente o kamag-anak nito ukol sa kwartong kanilang maaaring paglagyan at ang rate nito.	Wala	2 minuto	Henry S. Barbon Minnie Grace R. Villena Danica C. Medina Ruth Joie S. Samson Marina Medel R. Cuevas Admitting Department
	1.2 Itawag sa Ward Nurse on duty upang ipaalam na may ia-admit na pasyente at kumpirmahin ang tamang kwarto ng pasyente.	Wala	1 minuto	
	1.3 Tawagan ang Nurse sa Emergency Department upang ipaalam ang kwartong pag-aadmitan ng pasyente.	Wala	1 minuto	
	1.4 Alamin ang mga pangunahing impormasyon ng pasyente at i-encode sa system o Bizbox para sa Patient Data Sheet (PDS).	Wala	15 minuto	
	1.5 Kuhanan ng litrato ang magbabantay para sa Companion's ID kasabay ng pagkuha ng Valid ID ng companion para sa pag-iingat na	Wala	1 minuto	



	maibalik ang Companion's ID sa Admitting Department sa oras ng pag-discharge ng pasyente o pagpapalit ng magbabantay.			
2. Magbigay ng isang (1) Government Issued o valid ID.	2. Tiyakin ang mga kailangang impormasyon base sa ID na ibinigay.	Wala	1 minuto	Henry S. Barbon Minnie Grace R. Villena Danica C. Medina Ruth Joie S. Samson Marina Medel R. Cuevas Admitting Department
3. Punan ang mga detalyeng hinihingi sa Admitting Form. Basahin, intindihin at pirmahan ang Patient Informed Consent, Patient's Companion Consent Form at COVID Ward Waiver Form para sa admisyon ng pasyente (maaaring ang magbabantay o alinmang kamag-anak na nasa tamang edad ang pumirma kung hindi kaya ng mismong pasyente.	3. Ipaliwanag ng maayos at malinaw ang mga Consent Forms ng pasyente at ng magbabantay para sa admisyon nito.	Wala	15 minuto	Henry S. Barbon Minnie Grace R. Villena Danica C. Medina Ruth Joie S. Samson Marina Medel R. Cuevas Admitting Department
4. Ipagbigay alam sa Admitting Personnel kung may Philhealth o wala ang pasyente.	4. Tanungin kung may Philhealth o wala ang pasyente. Papuntahin ang pasyente o kamag-anak sa Benefits Section para maberipika at malaman ang proseso ng Philhealth at ang mga dapat gawin.	Wala	1 minuto	Henry S. Barbon Minnie Grace R. Villena Danica C. Medina Ruth Joie S. Samson Marina Medel R. Cuevas Admitting Department
5. Bumalik sa Admitting Department at tanggapin ang Patient Data Sheet, Admission Kit at Patient ID Band at ang mga napirmahang Patient Informed Consent, Patient's Companion Consent Form at COVID Ward Waiver. Ito ay	5. Ibigay ang Patient Data Sheet, Admission Kit at Patient ID Band, at ang mga napirmahang Patient Informed Consent, Patient's Companion Consent at COVID Ward Waiver sa pasyente o kamag-anak ng pasyente at magbilinna bumalik sa Emergency Department.	Wala	1 minuto	Henry S. Barbon Minnie Grace R. Villena Danica C. Medina Ruth Joie S. Samson Marina Medel R. Cuevas Admitting Department

ibibigay sa Nurse on duty sa Emergency Department.				
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	38 minuto	

2. BEREPIKASYON NG ESTADO O KALAGAYAN NG PHILHEALTH MEMBERSHIP

Pag-alam sa estado o kalagayan ng Philhealth Membership sa pamamagitan ng Philhealth Portal upang malaman kung maaaring mabigyan ng benepisyo ang pasyente ng nasabing ahensya.

OPISINA o DIBISYON		Ospital ng Imus – Benefits Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Mga kasapi o miyembro ng PhilHealth o kumakatawan sa kanila		
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Philhealth ID			PhilHealth - Local Health Insurance Office	
Member's Data Record (MDR) ng miyembro			PhilHealth - Local Health Insurance Office	
Government Issued ID ng miyembro o Valid ID			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipasa ang PhilHealth ID, Member's Data Record (MDR) o Government Issued ID (alin man sa tatlo) ng miyembro.	1.1 Tanggapin ang pagkakakilanlan upang beripikahin sa PhilHealth Portal.	Wala	1 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
	1.2 Buksan ang Philhealth Portal at hanapin ang pangalan o Philhealth number ng miyembro.	Wala	7 minuto	
2. Tanggapin ang resulta ng berepikasyon at makinig sa paliwanag ng Philhealth Personnel.	2. Iprint ang resulta ng berepikasyon at ipaliwanag sa kliyente ang nilalaman nito. Kapag ang resulta ay nagsasaad na hindi maaaring gamitin ang benepisyo, ipaalam ang mga kailangang gawin ayon sa Philhealth.	Wala	5 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	13 minuto	

3. PAGPROSESO NG PHILHEALTH INSURANCE BENEFIT

Pagproseso ng mga dokumento at kailangang impormasyon ng pasyente upang magamit ang inilaan na benepisyo ng Philhealth base sa pagsusuri na isinagawa ng doktor.

OPISINA o DIBISYON	Ospital ng Imus – Benefits Section			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Mga kasapi o miyembro ng PhilHealth o kumakatawan sa kanila			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Claim Signature Form (CSF)		Ospital ng Imus - Benefits Section		
Claim Form 2 (CF2)		Ospital ng Imus - Benefits Section		
Philhealth Benefit Eligibility		Ospital ng Imus - Benefits Section		
Certification of Non-Admission to Other Hospitals and Waiver of Liability		Ospital ng Imus - Benefits Section		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Magtungo sa Benefits Section Window upang punan ang mga kinakailangang dokumento (CSF, CF1, CF2, PBEF at Certification of Non-Admission to Other Hospitals and Waiver of Liability.	1. Magprint ng CSF, CF2 at PBEF mula sa Philhealth Information System at ibigay sa kinatawan ng pasyente upang kumpletuhin ang mga kailangang impormasyon.	Wala	7 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
2. Kumpletuhin ang mga kailangang impormasyon sa ibinigay na mga dokumento at ibalik sa Benefits Section Personnel.	2. Tingnan kung kumpleto ang mga impormasyon na kailangan at tanggapin ang mga dokumento.	Wala	5 minuto	Clerk I Administrative Assistant II Administrative Officer Benefit Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	12 minuto	



4. PAGTATANONG TUNGKOL SA BILL NG PASYENTE

Ito ay upang malaman kung magkano na ang humigit o kumulang na babayaran ng pasyente.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Information Slip		Outpatient Department; Emergency Department; Admitting Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Billing Section ng Ospital upang magtanong tungkol sa kanilang babayaran. Ipakita ang Patient Information Slip o anumang Government Issued o Valid ID ng pasyente.	1.1 Hanapin ang Patient Information Slip ng pasyente. Kung wala ito, maaaring pasulatin ang pasyente/kamag-anak ng buong pangalan ng pasyente sa log sheet.	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	1.2 Hanapin ang pangalan ng pasyente sa Hospital Information System (HIS) at iberipika ang kwarto ng pasyente. Iprint ang Statement of Account (SOA) at/o Itemized Bill (depende sa kahilingan ng pasyente).	Wala	3 minuto	
2. Kuhanin at dalhin ang SOA at suriin ang mga babayaran.	2. Ibigay ang SOA sa pasyente/kamag-anak ng pasyente.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	6 minuto	

5. PAGPROSESO NG BILL NG PASYENTE (PASYTE SA EMERGENCY DEPARTMENT)

Ito ay upang makuha ang pinal na babayaran ng pasyente sa Emergency Department at mabayaran sa Cashier.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Ospital ng Imus – Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Information Slip		Out Patient Department; Emergency Department; Admitting Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
Person with Disability (PWD) ID		Local Government Unit - Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I Emergency Department
	1.2 Suriin ang profile ng pasyente. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department
	1.3 Iprint ang Statement of Account (SOA) at Itemized Bill.	Wala	1 minuto	
	1.4 Tawagan ang Emergency Department Staff at ipasabi sa pasyente/kamag-anak na maaari na nilang kunin ang SOA sa Billing Section.	Wala	1 minuto	
2. Pumunta sa Billing Section at ipakita ang Patient Information Slip o Government Issued ID o Valid ID, at ang Senior Citizen ID o PWD ID, anuman ang naaangkop.	2. Iencode ang Senior Citizen o PWD ID number kung hindi pa ito nakalagay sa Hospital Information System (HIS).	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department

3. Kunin ang SOA.	3. Ibigay ang printed SOA sa pasyente/kamag-anak ng pasyente, papirmahin at papuntahin sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form at pabalikin sa Emergency Department.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department
KABUUAN		Wala	8 minuto	

6. PAGPROSESO NG BILL NG NAKAADMIT NA PASYENTE

Ito ay upang makuha ang pinal na bill ng nakaadmit na pasyente at mabayaran sa Cashier.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Professional Fee Form		Ospital ng Imus – Nursing Ward		
Patient Discharge Slip		Ospital ng Imus – Nursing Ward		
Person with Disability (PWD) ID		Local Government Unit - Office of the Senior Citizen's Affair		
Senior Citizen ID		Local Government Unit		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I Nursing Ward
	1.2 Suriin ang profile ng pasyente at bilangin kung tama ang bilang ng araw ng kwarto. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
2. Pumunta sa Billing Section upang isumite ang mga kailangang dokumento.	2.1 Tanggapin ang Professional Fee Form, Patient Discharge Slip at ang Senior Citizen ID/PWD ID (kung naaangkop).	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	2.2 Berepikahin kung ang nakasulat sa Professional Fee Form at ang nasa Hospital Information System (HIS) na pangalan ng mga doktor ay magkatulad.	Wala	2 minuto	
3. Pumunta sa Benefits Section upang magpasa ng mga kailangang dokumento.	3.1 Kung ang pasyente ay may Philhealth, papuntahin sa Benefits Section upang isumite ang mga kailangang dokumento.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	3.2 Ibawas ang mga angkop na diskwento ng Philhealth.	Wala	2 minuto	

4. Tanggapin ang Statement of Account (SOA) at pumunta sa Medical Social Service Department.	4. Isaayos at kumpletuhin ang bill ng pasyente, iprint ang SOA at papuntahin ang pasyente sa Medical Social Service Department.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
5. Bumalik sa Billing Section upang malaman ang diskwento na binigay ng Medical Social Service Personnel base sa klasipikasyon ng pasyente.	5.1 Ibigay ang mga karagdagang diskwento base sa pagsang-ayon ng Medical Social Service Personnel at iprint ang final SOA at itemized bill.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	5.2 Ipaliwanag ang lahat ng babayaran. Papirmahin ang pasyente/kamag-anak ng pasyente sa SOA para sa Benefits Section, Cashier at Billing Section.	Wala	4 minuto	
	5.3 Papuntahin ang pasyente/kamag-anak ng pasyente sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form at pabalikin sa Nursing Ward.	Wala	1 minuto	
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	19 minuto	

7. PAGPROSESO NG BILL SA OUTPATIENT DEPARTMENT NG OPERATING ROOM (OR)/ DELIVERY ROOM (DR)/ HEMODIALYSIS

Ito ay upang makuha ang pinal na bill sa Outpatient Department ng Operating Room/ Delivery Room o Hemodialysis Section na pasyente at mabayaran sa Cashier.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Professional Fee Form		Ospital ng Imus - Operating Room; Ospital ng Imus - Delivery Room; Ospital ng Imus – Hemodialysis		
Person with Disability (PWD) ID		Local Government Unit - Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag na nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I OR/DR/Hemodialysis
	1.2 Suriin ang profile ng pasyente. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
2. Pumunta sa Billing Section upang isumite ang mga kailangang dokumento.	2.1 Tanggapin ang Professional Fee Form at ang Senior Citizen ID/PWD ID (kung naaangkop).	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	2.2 Berepikahin kung ang nakasulat sa Professional Fee Form at ang nasa Hospital Information System (HIS) na pangalan ng mga doktor ay magkatulad.	Wala	2 minuto	
3. Pumunta sa Benefits Section upang magpasa ng mga kailangang dokumento.	3.1 Kung ang pasyente ay may Philhealth, papuntahin sa Benefits Section upang isumite ang mga kailangang dokumento.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section



	3.2 Ibawas ang mga angkop na diskwento ng Philhealth. Iprint ang final Statement of Account (SOA) at itemized bill.	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
4. Bumalik sa Billing Section upang kunin ang pinal na bill.	4.1 Ipaliwanag ang lahat ng babayaran. Papirmahin ang pasyente/kamag-anak ng pasyente sa SOA para sa Benefits Section, Cashier at Billing Section.	Wala	4 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	4.2 Papuntahin ang pasyente/kamag-anak ng pasyente sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form at pabalikin sa OR/ DR o Hemodialysis.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	15 minuto	

8. PAGTANGGAP NG BAYAD SA OUTPATIENT NA MGA TRANSAKSYON (PASYENTE SA OUTPATIENT DEPARTMENT)

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratoryo, dayagnostikong proseso, at iba pa sa Outpatient na mga transaksyon.				
OPISINA o DIBISYON	Ospital ng Imus - Cash Operations Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente o Kamag-anak ng Pasyente sa Outpatient Department			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Alinman sa mga sumusunod: Order of Payment Slip Pharmacy Charge Slip Laboratory Charge Slip Dental Charge Slip X-ray Charge Slip Ultrasound Charge Slip Request		Outpatient Department Pharmacy Department Laboratory Department Radiology Department Radiology Department Radiology Department Attending Physician		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
Persons with Disability (PWD) ID		Local Government Unit - Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang babayaran sa ospital na nakasaad sa alinman sa sumusunod: -Request -Order of Payment Slip -Pharmacy Charge Slip -Laboratory Charge Slip -Dental Charge Slip -X-ray Charge Slip -Ultrasound Charge Slip	1.1 Tanggapin ang mga babayaran sa ospital na nakasaad sa alinman sa sumusunod: -Request -Order of Payment Slip -Pharmacy Charge Slip -Laboratory Charge Slip -Dental Charge Slip -X-ray Charge Slip -Ultrasound Charge Slip	Wala	2 minuto	Cashier I Cash Operations Department
	1.2 Tingnan at ikumpara ang nakasulat na halaga sa charge slip at sa presyo na nakalagay sa Hospital Information System (HIS).	Wala	2 minuto	

	1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala	2 minuto	
	1.4 Alamin ang rates sa bawat kategorya ng pasyente na maaaring makakuha ng diskwento.	Wala	1 minuto	
2. Para sa diskwento (kung meron), ipakita ang Senior Citizen o PWD ID.	2. Tanggapin ang mga kaugnay na dokumento para patunayan na ang pasyente ay Senior Citizen o PWD.	Wala	2 minuto	Cashier I Cash Operations Department
3. Magbayad ng kaukulang babayaran.	3. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng "Paid" ang request form o charge slip.	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	3 minuto	Cashier I Cash Operations Department
4. Tanggapin ang opisyal na resibo kasama ang request form o charge slip.	4. Sabihan ang pasyente na pumunta kung saan gagawin ang eksaminasyon o kuhanin ang gamot.	Wala	1 minuto	Cashier I Cash operations Department
KABUUAN		Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	13 minuto	

9. PAGTANGGAP NG BAYAD SA EMERGENCY NA MGA TRANSAKSYON (PASYENTE SA EMERGENCY DEPARTMENT)

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratoryo at dayagnostikong proseso na nagamit o nakonsumo ng pasyente mula sa Emergency Department.

OPISINA o DIBISYON		Ospital ng Imus - Cash Operations Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Kamag-anak ng Pasyente sa Emergency Department		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Final Statement of Account		Billing Section; Cash Operations Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Persons with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit – Office of the Senior Citizen’s Affair		
Promissory Note		Cash Operations Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang babayaran sa ospital: Final Statement of Account mula sa Billing Section para sa 8:00am-5:00pm na transaksyon; o Final Statement of Account mula Cash Operations Department para sa lagpas ng 5:00pm na transaksyon	1.1 Tanggapin ang Final Statement of Account mula sa pasyente.	Wala	1 minuto	Cashier I Cash Operations Department
	1.2 Tingnan ang klasepikasyon ng pasyente sa Statement of Account.	Wala	2 minuto	
	1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala	5 minuto	
2A. Para sa may pambayad: Bayaran ang kabuuang halaga ng babayaran. 2B. Para sa walang pambayad: Para sa 8:00am hanggang 5:00pm na transaksyon, pumunta sa Medical Social Services Department upang humingi ng tulong. Para sa lagpas 5:00pm na transaksyon, sagutan ang mga hinihinging impormasyon sa Promissory Note.	2A. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng “PAID” ang request form.	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	2 minuto	Cashier I Cash Operations Department
	2B. Para sa transaksyon mula 8:00am hanggang 5:00pm, pumunta sa Medical Social Services. Para sa lagpas ng 5:00pm na transaksyon, tanggapin ang Promissory Note at isyuhan ng tatlong (3) kopya ng Patient’s Clearance Form at sabihan na bumalik kinabukasan para sa makausap at masuri ng Medical Social Service Department.	Wala	5 minuto	

3. Tanggapin ang ospiyal na resibo kasama ang kopya ng Final Statement of Account at tatlong (3) kopya ng Patient's Clearance Form. Ibigay ito sa Nurse on Duty sa Emergency Department at Security Guard.	3. Sabihan ang pasyente na pumunta sa Emergency Department at ibigay ang Patient's Clearance Form sa nakaduty na Nurse at Security Guard.	Wala	1 minuto	Cashier I Cash Operations Department
KABUUAN		Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	16 minuto	

10. PAGTANGGAP NG BAYAD SA INPATIENT NA MGA TRANSAKSYON

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratory at diyagnostikong proseso, at iba pa mula sa Inpatient na mga transaksyon.

OPISINA o DIBISYON		Ospital ng Imus - Cash Operations Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Kamag-anak ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Final Statement of Account		Billing Section		
Patient Discharge Slip		Nursing Ward		
Persons with Disability (PWD) ID		Local Government Unit - Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang Final Statement of Account.	1.1 Tanggapin ang Final Statement of Account.	Wala	1 minuto	Cashier I Cash Operations Department
	1.2 Tingnan ang klasepikasyon ng pasyente sa Final Statement of Account.	Wala	3 minuto	
	1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala	5 minuto	
2. Bayaran ang kaukulang halaga ng babayaran.	2. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng "PAID" ang final statement of account. Magbigay ng tatlong (3) kopya ng Patient's Clearance Form.	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	5 minuto	Cashier I Cash Operations Department
3. Tanggapin ang opisyal na resibo kasama ang tatlong (3) kopya ng Patient's Clearance Form at ibigay sa Nurse sa Nursing Ward.	3. Sabihan ang pasyente na pumunta sa Nursing Ward at ibigay ang Patient's Clearance Form.	Wala	1 minuto	Cashier I Cash Operations Department
KABUUAN		Base sa halaga ng nakonsumo	15 minuto	

11. PROSESO NG PAGPAPATALA NG PASYENTE SA DIALYSIS CENTER

Ito ay proseso kung saan ang pasyente ay ipinatatala upang mabigyan ng regular na iskedyul para sa dialysis treatment.

OPISINA o DIBISYON	Ospital ng Imus – Dialysis Center
KLASIPIKASYON	Simple
URI NG TRANSAKSYON	G2C – Government to Citizens
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat
TSEKLIST NG KAILANGANG DOKUMENTO PARA SA DIALYSIS CENTER	SAAN MAKUKUHA
Pinakabagong tatlong (3) kopya ng Monitoring Sheet mula sa pinanggalingang Dialysis Center (para sa mga bagong pasyente)	Pinanggalingang Dialysis Center
Medical Abstract	
Listahan ng iniinom na gamot ng Pasyente	
Rekord ng bakuna	
Pinakabagong resulta ng laboratoryo (hindi lalapas ng isang (1) buwan) o depende sa rekomendasyon ng doktor	Laboratoryo kung saan ginawa ang eksaminasyon
Complete Blood Count, Blood Chemistry (Creatinine, BUN, Na, K, P, Albumin, at iba pa)	
Pinakabagong Hepatitis Profile na ginawa sa Ospital ng Imus HbsAg Anti-Hbs Anti-HCV Chest X-ray- hindi lalapas ng isang buwan o depende sa rekomendasyon ng doktor Pinakabagong RT-PCR (swab test) – hindi lalapas ng pitong araw (7 araw) - Para sa mga walang sintomas na hindi kumpleto ang bakuna o walang bakuna laban sa COVID-19 - Para sa mga may sintomas Blood Typing	Ospital ng Imus Laboratory Department
Hemodialysis Order ng Attending Nephrologist	
Certificate of Indigency (kung naaangkop)	Baranggay na Kinasasakupan ng Pasyente
KAILANGAN DOKUMENTO PARA SA PHILHEALTH	SAAN MAKUKUHA
PDD Confirmation Letter (kung naka-enrol)	Philhealth
PhilHealth – Member’s Data Record (MDR)	Philhealth
Pinakabagong resibo ng PhilHealth Contribution (para sa mga nagtratrabaho at self-paying)	Philhealth
Certification of Utilization (number of dialysis sessions)	Pinanggalingang Dialysis Center

Birth Certificate		PSA (Philippine Statistics Authority)		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagsumite ng mga kinakailangang dokumento.	1. Suriin ang mga dokumentong isinumite ng pasyente o kamag-anak ng pasyente kung ito ay kumpleto at naaayon.	Wala	10 minuto	Nurse I Nurse II Dialysis Center
2. Ipakita sa Nephrologist ang mga dokumentong isinumite.	2.1 Ipakita sa Nephrologist ang mga dokumentong isinumite ng pasyente o ng kamag-anak ng pasyente.	Wala	30 minuto	Nurse I Nurse II Nephrologist Dialysis Center
	2.2 Sakaling aprubahan ng Nephrologist ang mga dokumento, ang pasyente ay maaari ng bigyan ng iskedyul ng dialysis kung may bakanteng petsa at oras.	Wala	5 minuto	Nurse I Nurse II Dialysis Department
	2.3 Kung walang bakanteng slot para sa pagpapadialysis, ilita ang pasyente sa waiting list at abisuhan na lamang kung mayroon ng bakante. Habang wala pang bakante, ang pasyente ay abisuhan na magpadialysis muna sa ibang center.	Wala	2 minuto	Nurse I Nurse II Dialysis Department
KABUUAN		Wala	47 minuto	

12. Pagsasagawa ng Hemodialysis Treatment

Proseso kung saan ang dugo ng pasyente ay nililinis ng artipisyal na bato upang magamit ulit.

OPISINA o DIBISYON		Ospital ng Imus – Dialysis Center		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
HAKBANG NG KLIYENTE		SAAN MAKUKUHA		
Doctor's Order Sheet		Ospital ng Imus – Dialysis Center		
Hemodialysis Monitoring Sheet		Ospital ng Imus – Dialysis Center		
Laboratory Flow Sheet		Ospital ng Imus – Dialysis Center		
Informed Consent for Hemodialysis		Ospital ng Imus – Dialysis Center		
Hemodialysis Standing Order Sheet		Ospital ng Imus – Dialysis Center		
Hemodialysis Medication Sheet		Ospital ng Imus – Dialysis Center		
Problem List		Ospital ng Imus – Dialysis Center		
Hepatitis Profile		Ospital ng Imus – Dialysis Center		
Hemodialysis Clinical Abstract		Ospital ng Imus – Dialysis Center		
Hemodialysis Patient Education		Ospital ng Imus – Dialysis Center		
Consultation/ Hospitalization Sheet		Ospital ng Imus – Dialysis Center		
Dietary Assessment		Ospital ng Imus – Dialysis Center		
Advance Directive		Ospital ng Imus – Dialysis Center		
X-ray Report		Ospital kung saan nagpagawa ng X-ray		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Lagdaan ang dokumento na nagbibigay ng pahintulot na isagawa ang dialysis procedure.	1.1 Magpapirma ng Informed Consent para sa Hemodialysis sa pasyente o kamag-anak nito kung hindi makayang pumirma ng pasyente. Ang Nurse ay magsisilbing saksi sa pagpirma ng pahintulot.	Wala	3 minuto	Nurse I Dialysis Center
	1.2 Magpaliwanag ng mga inapubahang patakaran at pamamaraan sa pagsasagawa ng dialysis.	Wala	10 minuto	Nurse I Dialysis Center
2. Magtimbang upang makuha ang pre-weight.	2. Samahan ang pasyente sa pagtimbang para makita ang timbang bago magdialysis	Wala	1 minuto	Nurse I Dialysis Center

3. Umupo sa dialysis bed.	3.1 Kuhaan ng vital signs ang pasyente bago ang simula ng dialysis treatment. Kung may nakitang hindi normal sa vital signs ng pasyente, ito ay agad na ipagbigay alam sa Physician on Duty o Nephrologist. Kung normal naman ang vital sign ng pasyente ay maaari nang simulan ang dialysis treatment.	Wala	3 minuto	Nurse I Physician on Duty Nephrologist Dialysis Center
	3.2 Kung ang pasyente ay naka fistula o graft, linisin at suriin ang access kung ito ay may thrill at bruit. Kung ang pasyente ay naka-catheter, ang balot ng catheter ay buksan at linisin ng mabuti. Gamit ang aseptic technique	Wala	10 minuto	Nurse I Dialysis Center
	3.3 Kung ang pasyente ay natusukan na ng karayom sa fistula/graft o nalinisan na ang catheter, maaari nang simulan ang dialysis treatment.	Wala	4 oras	
	3.4 Magcheck ng vital signs tuwing ika-tatlumpung (30) minuto ng dialysis treatment o mas madalas kung kinakailangan. Anumang pagbabagong mapapansin sa vital signs ng pasyente ay ipagbigay-alam kaagad sa Physician on Duty o Nephrologist.	Wala	4 minuto	
	3.5 Kapag natapos na ng pasyente ang apat (4) na oras na dialysis treatment, ang dugong natira sa linya ay kailangan ng ibalik lahat sa pasyente. Kapag naibalik na ang dugo, ang pasyente ay kuhanan ng panghuling vital signs. Anumang pagbabagong mapapansin sa vital signs ng pasyente ay ipagbigay-alam kaagad sa Physician on Duty o Nephrologist.	Wala	5 minuto	Nurse I Physician on Duty Nephrologist Dialysis Center

	3.6 Ang pasyenteng nakafistula o graft ay kailangang tanggalan ng karayom at ampatan ng sampung (10) minuto o higit pa depende sa pagdurugo ng pinagtusukan.	Wala	15 minuto	Nurse I Dialysis Center
	3.7 Linisin ang catheter ng mabuti, gamit ang aseptic technique lagyan ng cover ang port at balutin ng maayos upang hindi mabasa o maimpeksyon.	Wala	5 minuto	
4. Kung mayroong dalang iniksyon (Erythropoietin) ang pasyente na pampataas ng hemoglobin, ibigay ito sa Nurse.	4.1 Ibigay ang iniksyon na pampataas ng hemoglobin kung ito ay may order ng doktor.	Wala	1 minuto	Nurse I Dialysis Center
	4.2 Tanggalin ang mga linya sa dialysis machine at idisinfekt ang mga makina pagkatapos ng dialysis treatment ng pasyente.	Wala	3 minuto	Nurse I Dialysis Technician Dialysis Center
KABUUAN		Wala	5 oras	

13. PAGDISCHARGE NG PASYENTE SA DIALYSIS CENTER

Ito ay proseso kung saan inihahanda ang pasyente sa kanyang pag-uwi pagkatapos ng dialysis treatment.

OPISINA o DIBISYON		Ospital ng Imus – Dialysis Center		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
HAKBANG NG KLIYENTE		SAAN MAKUKUHA		
Professional Fee Form		Ospital ng Imus – Dialysis Center		
Patient's Clearance Form		Cashier		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ang pasyente o kamag anak ay maghanda sa pag-uwi.	1.1 Magbigay ng instruksyon ng mga kailangang sundin ng pasyente.	Wala	2 minuto	Nurse I Administrative Aide IV Dialysis Center
	1.2 I-tag ang pasyente sa Hospital Information System (HIS) ng may-go-home at tawagan ang Billing Section upang ipagbigay-alam na tapos na ang dialysis treatment.	Wala	1 minuto	Nurse I Administrative Aide IV Dialysis Center Records Officer I Billing Section
2. Tumungo sa Billing Section para ibigay ang Professional Fee Form.	2. Ibigay ang Professional Fee Form sa pasyente o kamag-anak at ituro kung nasaan ang Billing Section kung saan makukuha ang Patient's Clearance Form.	Wala	3 minuto	Nurse I Administrative Aide IV Dialysis Center
3. Bumalik sa Dialysis Center upang ibigay ang Patient's Clearance Form sa Dialysis Nurse at Security Guard.	3. Kunin ang Patient's Clearance Form mula sa pasyente o kamag-anak nito at kumpletuhin lahat ang patient's chart.	Wala	5 minuto	Nurse I Administrative Aide IV Dialysis Department
4. Alamin ang susunod na iskedyul ng dialysis treatment at maaari nang umuwi.	4. Sabihan ang pasyente na maaari na siyang umuwi at ibigay ang iskedyul para sa susunod na dialysis treatment.	Wala	3 minuto	Nurse I Administrative Aide IV Dialysis Center
KABUUAN		Wala	14 minuto	

14. PAGTANGGAP NG PASYENTE SA EMERGENCY DEPARTMENT

Ang Emergency Department ay responsable sa pagbibigay ng agarang lunas sa mga pasyenteng nangangailangan nito. Ito ay inaasahang makakapagbigay ng kalidad na serbisyo, maabot ang inaasahang satisfaksyon ng pasyente, makapaghatid ng agarang lunas sa mga alalahanin ng pasyente tungkol sa kanilang kalusugan.

OPISINA o DIBISYON	Ospital ng Imus – Emergency Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng Pasyenteng dinadala sa Emergency Department (ED)			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Emergency Department Data Sheet		Emergency Department		
Prescription Pad		Emergency Department		
Admission Slip		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Emergency Department ng Ospital ng Imus.	1.1 Dalhin ang pasyente sa Triage Area. Kunin ang detalye at vital signs at ipaalam sa Medical Officer III.	Wala	6 minuto	Security Guard Security Department
	1.2 Suriin ang pasyente at gawin ang lahat ng order ng Medical Officer III kasama na ang mga pagsusuring medikal (laboratoryo, x-ray, ultrasound, mammogram).	Wala	1 oras at 30 minuto	Nurse I Nursing Service Department
	1.3 Suriin ang resulta ng pagsusuring medikal na ginawa sa pasyente. Tukuyin ang disposisyon ng pasyente kung ito ay maaari ng pauwiin o kailangang iadmit.	Wala	14 minuto	Medical Officer III Medical Department
2. Kung ang pasyente ay maaari ng umuwi, papuntahin sa Billing/ Cashier at bayaran ang kaukulang babayaran.	2. Kung ang pasyente ay maaari ng umuwi, itawag sa Billing Section upang iproseso ang babayaran ng pasyente.	Depende sa halaga ng eksaminasyon, gamot at gamit	10 minuto	Nurse I Nursing Service Department



3. Kunin ang reseta sa doktor o nurse.	3. Bigyan ng reseta ng gamot (kung ito ay naaangkop).	Wala	5 minuto	Medical Officer III Medical Department Nurse I Nursing Service Department
4. Kung ang pasyente ay kailangang iadmit, pumunta sa Admitting Department dala ang Admission Slip para sa pagproseso ng admisyon ng pasyente.	4. Kung ang pasyente ay kailangang iadmit, ito ay ipaalam sa Admitting Department para maproseso ang admisyon ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	2 oras, 10 minuto	

15. PAGRELEASE NG KATAWAN NG NAMATAY NA PASYENTE

Ito ay pagdokumento ng paglabas at pagbibigay ng labi ng pasyente sa Ospital ng Imus sa magseserbisyong punerarya.

OPISINA o DIBISYON		Ospital ng Imus – Emergency Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Namatay na pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient's Clearance Form		Cash Operations Department; Billing Section		
Release of the Body Form		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nalaman ng kamag-anak ang pagkamatay ng pasyente.	1.1 Kumpirmahin ang pagkamatay ng pasyente sa pamamagitan ng “Flat Line” sa ECG Tracing at ipaalam sa kamag-anak ng pasyente.	Wala	5 minuto	Medical Officer III Medical Department
	1.2 Idokumento ang lahat ng detalye ng pagkamatay ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department Medical Officer III Medical Department
	1.3 Kung ang pasyente ay walang sintomas ng COVID-19, isagawa ang “post-mortem care”.	Wala	10 minuto	Nurse I Nursing Service Department
	1.4 Kung ang pasyente ay may sintomas ng COVID-19, itawag sa Laboratory Department para masagawa ang RT-PCR bago ilagay ang labi sa Cadaver Bag.	Wala	2 minuto	Nurse I Nursing Service Department
2. Bayaran ang kaukulang babayaran ng pasyente.	2. Ayusin ang lahat ng babayaran sa Hospital Information System (HIS) at itawag sa Billing Section upang maiyos ang babayaran ng pasyente.	Depende sa halaga ng eksaminasyon, gamot at gamit	5 minuto	Nurse I Nursing Service Department

3. Asikasuhin ang punerarya na magseserbisyo sa namatay na kamag-anak.	3. Dalhin sa cadaver holding area ang bangkay habang inaantay ang pagdating ng magseserbisyo na punerarya.	Wala	5 minuto	Nurse I Nursing Service Department GSO Personnel
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	32 minuto	

16. PAGLIPAT NG PASYENTE SA IBANG OSPITAL

Ito ay ang paglipat ng pasyente sa ibang ospital sa kadahilanang may mga eksaminasyon, pamamaraan ng paggamot na hindi angkop sa Level 1 na ospital.

OPISINA o DIBISYON	Ospital ng Imus – Emergency Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente na kailangang lumipat ng Ospital			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Medical Abstract or Discharge Summary		Emergency Department		
Institutional Referral Form		Emergency Department		
Release from Responsibility		Emergency Department		
Ambulance Conduction Form		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nagdesisyon na ilipat ang pasyente sa ibang ospital o nalaman na kailangang mailpat ang pasyente sa ibang ospital.	1.1 Asikasuhin at kumpletuhin ang lahat ng kailangang dokumento tulad ng Medical Abstract or Discharge Summary at Institutional Referral Form .	Wala	10 minuto	Nurse I Nursing Service Department Medical Officer III Medical Department
	1.2 Itawag sa ibang ospital ang paglipat ng pasyente at ang kalagayan nito. Ipaalam sa driver ng ambulansya ang paglipat ng pasyente sa ibang ospital.	Wala	10 minuto	Medical Officer III Medical Department Nurse I Nursing Service Department
	1.3 Magfill-up ng Ambulance Conduction Form.	Wala	2 minuto	Driver I Nursing Service Department Nurse I Nursing Service Department

				Medical Officer III Medical Department
				Security Guard Security Department
2. Makinig at pirmahan ang Release from Responsibility.	2. Ipaliwanag at papirmahan sa pasyente o kamag-anak ang Institutional Referral Form.	Wala	5 minuto	Nurse I Nursing Service Department
3. Magbayad ng kaukulang babayaran.	3.1 Ayusin ang lahat ng babayaran sa Hospital Information System (HIS) at itawag sa Billing Section upang maiayos ang kaukulang babayaran ng pasyente.	Depende sa halaga ng eksaminasyon, gamot at gamit	5 minuto (stop time)	Nurse I Nursing Service Department Ms. Alicia C. Camama Chief Nurse, NSD
	3.2 Ilipat ang pasyente sa ibang ospital.	Wala	Depende sa distansya ng paglilipatang Ospital	Nurse I Nursing Service Department Medical Officer III Medical department Driver I Nursing Service Department
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	32 minuto	

17. PAGDISCHARGE NG PASYENTE SA EMERGENCY DEPARTMENT

Ito ay ang pagpapalabas ng pasyente sa ospital pagkatapos mabigyan ng karampatang lunas at makitaan ng senyales na maaari na itong makauwi.

OPISINA o DIBISYON		Ospital ng Imus – Emergency Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Mga Pasyente sa Emergency Department (ED)		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Doctor's Order Sheet		Emergency Department		
Emergency Patient Data Sheet		Emergency Department		
Prescription Pad		Emergency Department		
Statement of Account		Billing Section (8:00am hanggang 5:00pm); Cash Operations Department (5:01pm hanggang 7:59am)		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nabigyan ng karampatang lunas ang pasyente at handa ng umuwi.	1.1 Mag-isyu ng May Go Home Order.	Wala	5 minuto	Medical Officer III Medical Department
	1.2 Kumpletuhin lahat ng babayaran at ilagay sa Hospital Information System (HIS) na pwede na umuwi ang pasyente at tawagan ang Billing Section para iproseso ang kaukulang babayaran ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
	1.3 Iproseso ang kaukulang babayaran ng pasyente at tawagan ang Nurse sa Emergency Department para papuntahin ang kamag-anak sa Billing Section.	Wala	4 minuto	Accounting Clerk II Billing Section
	1.4 Papuntahin ang kamag-anak ng pasyente sa Billing Section.	Wala	1 minuto	Nurse I Nursing Service Department
2. Pumunta sa Billing Section upang kuhanin ang Final Statement of Account (SOA).	2. Mag-issue ng SOA at papuntahin ang kamag-anak ng pasyente sa Cashier upang magbayad.	Wala	1 minuto	Accounting Clerk II Billing Section

3. Pumunta sa Cashier upang magbayad.	3. Tanggapin ang bayad at mag-issue ng opisyal na resibo at dalawang (2) Patient's Clearance Form.	Depende sa halaga ng eksaminasyon, gamot at gamit	3 minuto	Cashier I Cash Operations Department
4. Kung ang pasyente ay maaari ng umuwi, kunin ang reseta sa doktor o nurse.	4. Kung ang pasyente ay maaari ng umuwi, ibigay at ipaliwanag ang reseta ng gamot (kung ito ay naaangkop).	Wala	3 minuto	Nurse I Nursing Service Department Medical Officer III Medical Department
5. Ibigay ang Patient's Clearance Form sa Nurse at Security Guard at maaari ng umuwi.	5. Idischarge sa Hospital Information System (HIS) ang pangalan ng pasyente at gabayan palabas ng Emergency Department.	Wala	3 minuto	Cashier I Cash Operations Department Nurse I Nursing Service Department Security Guard Security Department
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	25 minuto	

18. Pagsusuring Dayagnostiko sa Heart Station Unit

Ang Heart Station ay responsable sa pagtanggap ng pasyente mula sa Emergency Department, inpatient at outpatient upang maisagawa ang kinakailangang dayagnostikong pagsusuri para sa kalagayan sa puso.

OPISINA o DIBISYON		Ospital ng Imus – Heart Station Unit		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG		Outpatient; Inpatient at mga pasyente mula sa Emergency Department		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Referral o Prescription Pad		Doktor na nagpagawa ng eksaminasyon		
Senior Citizen ID		Local Government Unit – Office of the Senior Citizen's Affairs		
Person with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita sa Heart Station Unit ang Diyagnostikong Request or Prescription Pad para sa pagsusuri.	1.1 Tanggapin at suriin ang binigay na Request Form ng pasyente na galing sa kaniyang Requesting Physician kung nauukol sa serbisyong ginagawa sa Heart Station Unit.	Wala	2 minuto	Heart Station Staff
	1.2 Isulat sa Patient Schedule Logbook ang pangalan ng pasyente, contact number, araw at oras ng iskedyul ng diyagnostikong pagsusuri.	Wala	3 minuto	
	1.3 Ipaalam sa pasyente ang halaga ng eksaminasyong kanyang pinapagawa.	Wala	2 minuto	
2. Pumunta sa Heart Station Unit sa nakaiskedyul na araw at oras at ibigay ang Request o Prescription Pad.	2. Tanggapin ang request at itala sa Logbook. Ipasok ang mga kinakailangang impormasyon ng pasyente sa Hospital Information System (Bizbox) upang mabigyan ng charge slip ang pasyente.	Wala	Heart Station Staff	5 minuto
3. Pumunta sa Cashier para magbayad ng kaukulang halaga para sa diyagnostikong eksaminasyon.	3. Papuntahin ang pasyente sa Cashier at ipakita sa kahera ang kopya ng charge slip.	2D Echo (Plain) – Php 2,500.00 2D Echo (Doppler) – Php 2,600.00	Heart Station Staff	1 minuto

		Venous Vascular Doppler – Php 5,000.00 Arterial Vascular Doppler – Php 5,000.00 Venous and Arterial Vascular Doppler – Php 9,500.00 Carotid Vascular Doppler – Php 4,500.00		
4. Bumalik sa Heart Station Unit pagkatapos magbayad sa cashier at ipakita ang resibo ng pinagbayaran.	4. Tanggapin ang resibo (OR). Isulat sa patient logbook ang numero ng OR para sa reference.	Wala	Heart Station Staff	1 minuto
5. Manatili sa upuan sa may tapat ng Heart Station Unit at maghintay tawagin ang pangalan.	5. Ihanda ang makina na gagamitin sa eksaminasyon. Tawagin ang pangalan ng pasyente.	Wala	Heart Station Staff	15 minuto
6. Sumailalim sa diyagnostikong proseso.	6. Isagawa ang proseso.	Wala	Heart Station Staff	2D Echo - 45 minuto ECG – 7 minuto Vascular UTZ – 2 oras hanggang 4 oras
7. Balikan ang resulta sa nakatakda araw at oras na pagkuha.	7.1 Para sa mga Inpatient: Ilaakdat ang resulta at ibigay sa Nars kalakip ang kanilang buong pangalan at lagda. 7.2 Para sa mga Outpatient: Sabihan na balikan ang resulta sa itinakda araw at oras o kaya ay tumawag muna sa Heart Station Unit landline number.	Wala	Heart Station Staff	2 minuto
Sagutan ang Client Satisfaction Rating Form				

KABUUAN	2D Echo (Plain) – Php 2,500.00	38 minuto	2D Echo – 1 oras at 14 minuto ECG – 36 minuto Vascular Ultrasound – 4 oras, 29 minuto
	2D Echo (Doppler) – Php 2,600.00		
	Venous Vascular Doppler – Php 5,000.00		
	Arterial Vascular Doppler – Php 5,000.00		
	Venous and Arterial Vascular Doppler – Php 9,500.00		
	Carotid Vascular Doppler – Php 4,500.00		

19. GABAY SA PAGSUMITE NG REQUEST AT PAGKUHA NG RESULTA SA LABORATORYO

Ito ay pagproseso ng mga pagsusuring medikal sa laboratoryo na kailangan ng pasyente upang mabigyan ng tamang lunas ng doktor. Ang layunin ng Laboratory Department ay makapagbigay ng tama at wastong resulta ng pagsusuring medikal sa itinakdang oras na magagamit ng doktor bilang basehan sa pagbibigay ng karampatang lunas sa pasyente. Makapagbigay ng gabay sa mga pasyente at kamag-anak nito sa pagsumite ng kahilingang pagsusuring medikal hanggang pagkuha ng resulta.

OPISINA o DIBISYON		Ospital ng Imus – Laboratory Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens; G2B - Government to Businesses; G2G – Government to Government		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat ng Pasyenteng Nangangailangan ng Pagsusuring Medikal sa Laboratoryo		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Laboratory Request Form		Laboratory Department; Emergency Department; Outpatient Department		
Patient Information Slip		Emergency Department; Outpatient Department		
Charge Slip (kung naaangkop)		Billing Section; Laboratory Department		
Laboratory Request ng Doktor (kung sa ibang ospital o doktor nagpatingin)		Doktor o Ospital kung saan nagpakonsulta		
Orihinal na Approved Guarantee Letter (kung naaangkop)		Opisyal ng Gobyerno		
Senior Citizen ID (kung naaangkop)		LGU – Office of the Senior Citizen's Affairs		
Persons with Disability ID (kung naaangkop)		City Government – Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Kumuha ng numero sa Receiving Counter at hintayin matawag.	1. Tumawag ng Numero.	Wala	2 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
2. Ibigay ang Laboratory Request Form at specimen (kung naangkop) sa nakatalagang kawani ng Laboratory.	2. Basahin ang Laboratory Request Form at ang Approved Guarantee Letter (kung naaangkop), at bigyan ng kaukulang instruksyon ang pasyente.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
3. Kunin ang charge slip sa nakatalagang kawani at pumunta sa Cashier.	3. Bigyan ng Charge Slip ang pasyente o kamag-anak at papuntahin sa Cashier.	Tingnan sa Ibaba	5 minuto	Medical Technologist Clerk/ Aide Laboratory Department
4. Bumalik sa Laboratory at ipakita ang resibo upang maisagawa ang kaukulang proseso.	4.1 Tanggapin ang Opisyal na Resibo at itala ang mga importanteng impormasyon sa receiving logbook.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department

	<p>4.2 Ipaliwanag at isagawa ang nakasaad na eksaminasyon.</p> <p>4.3 Sabihan ang pasyente kung kailan makukuha ang resulta.</p> <p>**Para sa resulta ng Fasting Blood Chemistry, Serology at Immunology ito ay makukuha tuwing ika-lima (5:00) ng hapon.</p> <p>**Para sa resulta ng Routine Blood Chemistry: Outpatient: ito ay makukuha pagkatapos ng apat (4) na oras. Inpatient: ito makukuha pagkatapos ng tatlong (3) oras. Emergency Department: ito ay makukuha pagkatapos ng isang oras at tatlumpung (1 ½) minuto.</p> <p>**Para sa resulta ng Clinical Microscopy/ Hematology: Outpatient/ Inpatient: ito ay makukuha pagkatapos ng dalawang (2) oras. Emergency Department: ito ay makukuha pagkatapos ng isang oras at tatlumpung (1 ½) minuto.</p> <p>**Para sa resulta ng Bacteriology/ Send Out: Ito ay makukuha pagkatapos ng dalawa (2) hanggang limang (5) araw.</p>	<p>Wala</p> <p>Wala</p>	<p>10 minuto</p> <p>1 minuto</p>	<p>Medical Technologist Laboratory Department</p> <p>Medical Technologist Laboratory Clerk/ Aide Laboratory Department</p>
5. Ipakita ang resibo sa pagkuha ng resulta.	5. Kuhanin ang Opisyal na resibo at tingnan kung mayroon ng resulta ang ginawang eksaminasyon.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
6. Pumirma sa receiving logbook bilang katunayan na natanggap na ang resulta.	6. Papirmahin sa receiving logbook ang kumuha ng resulta.	Wala	2 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
KABUUAN		Tingnan sa Ibaba	35 minuto	

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0001	AFB (ACID FAST BACILLI)	PHP 200.00
LAB0002	AFP (ALPHA FETOPROTEIN)	PHP 850.00
LAB0003	ALBUMIN	PHP 120.00
LAB0004	ALKALINE PHOSPHATASE	PHP 150.00
LAB0005	ALT/SGPT	PHP 130.00
LAB0006	AMMONIA	PHP 1,225.00
LAB0007	AMYLASE	PHP 335.00
LAB0008	ANTI HAV IG G	PHP 700.00
LAB0009	ANTI HAV IGM	PHP 420.00
LAB0010	ANTI HBC IGM	PHP 500.00
LAB0011	ANTI HBC TOTAL	PHP 480.00
LAB0012	ANTI HBE	PHP 480.00
LAB0013	ANTI HBS	PHP 720.00
LAB0014	ANTI-HCV	PHP 890.00
LAB0015	APTT (ACTIVATED PARTIAL THROMBOPLASTIN TIME)	PHP 370.00
LAB0016	ASO SCREENING	PHP 350.00
LAB0017	ASO WITH DILUTION	PHP 470.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0150	T4 THYROXINE (ECLIA)	PHP 430.00
LAB0151	TESTOSTERONE	PHP 1,500.00
LAB0152	THYROGLOBULIN (ECLIA)	PHP 2,000.00
LAB0153	TMG (TRICHOMONAS, MONILLA, GRAM STAIN)	PHP 250.00
LAB0154	TORCH TEST (TOXOPLASMA, CMV, RUBELLA, HSV) SCREENING	PHP 2,800.00
LAB0155	TOTAL ACID PHOSPHATASE (ACP)	PHP 1,500.00
LAB0156	TOTAL CALCIUM	PHP 135.00
LAB0157	TOTAL CHOLESTEROL	PHP 120.00
LAB0158	TOTAL IRON BINDING CAPACITY (TIBC) WITH IRON	PHP 800.00
LAB0159	TOTAL PROTEIN	PHP 170.00
LAB0160	TOTAL PSA (PROSTATE-SPECIFIC ANTIGEN)	PHP 1,110.00
LAB0161	TOXIC GRANULATION (TG)	PHP 80.00
LAB0162	TOXOPLASMA SCREENING	PHP 850.00
LAB0163	TPAG (TOTAL PROTEIN ALBUMIN GLOBULIN)	PHP 350.00
LAB0164	TP-PA (QUALI)	PHP 450.00
LAB0165	TP-PA WITH DILUTION	PHP 1,500.00
LAB0166	TRANSFERRIN SATURATION	PHP 850.00

LAB0018	AST/SGOT	PHP 130.00
LAB0019	B-HCG (H MOLE)	PHP 1,000.00
LAB0020	B-HCG (QUANTITATIVE)	PHP 1,400.00
LAB0021	BLEEDING TIME	PHP 85.00
LAB0022	BLOOD C/S	PHP 1,500.00
LAB0023	BLOOD TYPING	PHP 130.00
LAB0024	BLOOD URIC ACID (BUA)	PHP 115.00
LAB0025	BODY FLUID ANALYSIS (GLUCOSE, TOTAL PROTEIN, CELL CT/DIFF CT, PH)	PHP 1,350.00
LAB0026	BUN (BLOOD UREA NITROGEN)	PHP 115.00
LAB0027	C3	PHP 650.00
LAB0028	CA 125 (OVARY)	PHP 1,800.00
LAB0029	CA 15-3 (BREAST)	PHP 1,850.00
LAB0030	CA 72-4	PHP 3,300.00
LAB0031	CA19 9	PHP 2,200.00
LAB0032	CARCINOEMBRYONIC-ANTIGEN (CEA)	PHP 900.00
LAB0033	CBC (COMPLETE BLOOD COUNT) WITH PLATELET COUNT	PHP 200.00
LAB0034	CHLORIDE	PHP 140.00
LAB0035	CLOTTING TIME	PHP 85.00

LAB0167	TRIGLYCERIDES	PHP 180.00
LAB0168	TROPONIN I (QUALI)	PHP 980.00
LAB0169	TROPONIN I (QUANTI)	PHP 1,200.00
LAB0170	TROPONIN T (QUANTI)	PHP 2,760.00
LAB0171	TSH THYROID STIMULATING HORMONE (ECLIA)	PHP 750.00
LAB0172	TZANCK SMEAR	PHP 200.00
LAB0173	URINALYSIS (10 PARAMETERS)	PHP 110.00
LAB0174	URINALYSIS (4 PARAMETERS)	PHP 60.00
LAB0175	URINE ALBUMIN	PHP 670.00
LAB0176	URINE ALBUMIN / PROTEIN (DIPSTICK)	PHP 45.00
LAB0177	URINE C/S	PHP 950.00
LAB0178	URINE CHLORIDE	PHP 440.00
LAB0179	URINE CREATININE	PHP 350.00
LAB0180	URINE GLUCOSE (DIPSTICK)	PHP 45.00
LAB0181	URINE KETONE (DIPSTICK)	PHP 45.00
LAB0182	URINE PH (DIPSTICK)	PHP 45.00
LAB0183	URINE POTASSIUM	PHP 450.00
LAB0184	URINE PROTEIN	PHP 450.00

LAB0036	CLOTTING TIME, BLEEDING TIME	PHP 125.00	LAB0185	URINE SODIUM	PHP 450.00
LAB0037	CMV SCREENING	PHP 850.00	LAB0186	URINE SPECIFIC GRAVITY (DIPSTICK)	PHP 45.00
LAB0038	COOMB'S TEST (DIRECT & INDIRECT)	PHP 200.00	LAB0187	WBC DIFFERENTIAL COUNT	PHP 150.00
LAB0039	CORRECTED CALCIUM	PHP 250.00	LAB0188	WHOLE BLOOD	PHP 1,800.00
LAB0040	CPK MB	PHP 1,300.00	LAB0189	ELECTROPHORESIS (HEMOGLOBIN/PROTEIN)	PHP 4,025.00
LAB0041	CPK MB WITH TOTAL	PHP 600.00	LAB0190	LUPUS ANTICOAGULANT	PHP 4,370.00
LAB0042	CPK MM	PHP 890.00	LAB0191	ANA (SLE)	PHP 690.00
LAB0043	CPK TOTAL	PHP 400.00	LAB0192	ANA (SLE WITH DILUTION)	PHP 1,300.00
LAB0044	CREATININE	PHP 115.00	LAB0193	ANTI CARDIOLIPIN IgG	PHP 3,500.00
LAB0045	CREATININE CLEARANCE	PHP 480.00	LAB0194	ANTI CARDIOLIPIN IgM	PHP 3,500.00
LAB0046	CROSS MATCHING	PHP 600.00	LAB0195	ANTI CCP	PHP 4,000.00
LAB0047	CRP	PHP 350.00	LAB0196	ANTI SMOOTH MUSCLE ABS (IF)	PHP 8,100.00
LAB0048	CRP WITH DILUTION	PHP 570.00	LAB0197	ALLERGY PANEL	PHP 3,800.00
LAB0049	CRT (CLOT RETRACTION TIME)	PHP 120.00	LAB0198	MUMPS IgG	PHP 3,340.00
LAB0050	DBIB / B1B2	PHP 185.00	LAB0199	NT PRO-BNP	PHP 5,200.00
LAB0051	D-DIMER	PHP 2,800.00	LAB0200	RUBEOLA IgG / MEASLES IgG	PHP 4,000.00
LAB0052	DENGUE DUO (IG G/IGM/NS1)	PHP 1,450.00	LAB0201	VARICELLA IgG	PHP 4,200.00
LAB0053	I - DENGUE NS1 AG (QUALI)	PHP 1,550.00	LAB0202	C3 (COMPLEMENT 3)	PHP 700.00
LAB0054	DIGOXIN	PHP 750.00	LAB0203	C4 (COMPLEMENT 4)	PHP 730.00

LAB0055	ESR (ERYTHROCYTE SEDIMENTATION RATE)	PHP 150.00	LAB0204	FRUCTOSAMINE ASSAY	PHP 520.00
LAB0056	EXPANDED NEWBORN SCREENING	PHP 1,800.00	LAB0205	HIGH SENSITIVE CRP	PHP 750.00
LAB0057	FBS / RBS / 2HPBS (FASTING BLOOD SUGAR / RANDOM BLOOD SUGAR / 2 HRS. POST PRANDIAL BLOOD SUGAR) (EACH)	PHP 95.00	LAB0206	HBV DNA	PHP 5,760.00
LAB0058	FECAL OCCULT BLOOD DETERMINATION	PHP 200.00	LAB0207	HIV VIRAL LOAD	PHP 7,200.00
LAB0059	FECALYSIS (ROUTINE)	PHP 60.00	LAB0208	CORTISOL	PHP 800.00
LAB0060	FERRITIN	PHP 1,100.00	LAB0209	ESTRADIOL	PHP 1,400.00
LAB0061	FIBRINOGEN	PHP 1,100.00	LAB0210	PROGESTERONE	PHP 1,495.00
LAB0062	FLUID ALBUMIN (PLEURAL, PERICARDIAL, PERITONEAL)	PHP 475.00	LAB0211	PROGESTERONE WITH DILUTION	PHP 2,415.00
LAB0063	FLUID GLUCOSE (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00	LAB0212	BIOPSIES (ENDOSCOPIC, CORE NEEDLE, PUNCH ETC)	PHP 2,300.00
LAB0064	FLUID LDH (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 550.00	LAB0213	BIOPSY SMALL	PHP 1,500.00
LAB0065	FLUID PROTEIN (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00	LAB0214	BIOPSY MEDIUM	PHP 2,300.00
LAB0066	FLUID -WBC WITH DIFFERENTIAL COUNT	PHP 570.00	LAB0215	BIOPSY LARGE	PHP 3,900.00
LAB0067	FRESH FROZEN PLASMA	PHP 1,000.00	LAB0216	BIOPSY RADICAL	PHP 5,600.00

LAB0068	FSH (FOLLICLE-STIMULATING HORMONE)	PHP 900.00	LAB0217	PAP SMEAR	PHP 400.00
LAB0069	FT3 (ECLIA)	PHP 730.00	LAB0218	NON GYNE WITHOUT CELL BLOCK (4 SLIDES ONLY)	PHP 2,100.00
LAB0070	FT4 (ECLIA)	PHP 730.00	LAB0219	NON GYNE WITH CELL BLOCK	PHP 2,900.00
LAB0071	GGT (GAMMA-GLUTAMYL TRANSFERASE)	PHP 380.00	LAB0220	DRUG TEST	PHP 250.00
LAB0072	GLUCOSE JUICE (50,75 AND 100 GRAMS)	PHP 150.00	LAB0221	SODIUM, POTASSIUM, CHLORIDE, IONIZED CALCIUM	PHP 900.00
LAB0073	GLYCOMARK (1,5 AG)	PHP 1,200.00	LAB0222	ONI CHEM 6 (FBS, BUN, CREA, BUA, CHOLE, TAG)	PHP 740.00
LAB0074	GRAM STAIN (GS)	PHP 200.00	LAB0223	ONI CHEM 8 (FBS, BUN, CREA, BUA, CHOLE, TRIG, AST, ALT)	PHP 1,000.00
LAB0075	GROWTH HORMONE	PHP 2,800.00	LAB0224	ONI CHEM 10 (FBS, BUN, CREA, BUA, LIPID PROF, AST, ALT)	PHP 1,250.00
LAB0076	H PYLORI STOOL ANTIGEN	PHP 1,600.00	LAB0225	Processing Fee	PHP 150.00
LAB0077	H. PYLORI (QUALITATIVE)	PHP 1,000.00	LAB0226	CD4	PHP 2,500.00
LAB0078	H. PYLORI IG G(QUANTITATIVE)	PHP 1,950.00	LAB0227	COVID RAPID TEST	PHP 1,500.00
LAB0079	H. PYLORI IGM (QUANTITATIVE)	PHP 1,950.00	LAB0228	COMPATIBILITY TESTING	PHP 50.00
LAB0080	H/H (HEMATOCRIT/HEMOGLOBIN)	PHP 125.00	LAB0229	HISTOPATH MISCELLANEOUS (FORMALIN, ALCOHOL 95%, ETC.)	PHP 100.00
LAB0081	HBA1C	PHP 650.00	LAB0230	C – ALBUMIN	PHP 120.00
LAB0082	HBEAG	PHP 480.00	LAB0231	C – ALKALINE PHOSPHATASE	PHP 150.00
LAB0083	HBSAG SCREENING (QUALI)	PHP 240.00	LAB0232	C – ALT/SGPT	PHP 130.00

LAB0084	HBSAG WITH TITER(QUANTI)	PHP 590.00	LAB0233	C – AMYLASE	PHP 335.00
LAB0085	HEMODIALYSIS PANEL 1 (NA, K, PRE/POST BUN, CA, PHOS, ALB, CREA, URIC)	PHP 1,200.00	LAB0234	C – APTT (ACTIVATED PARTIAL THROMBOPLASTIN TIME)	PHP 425.00
LAB0086	HEMODIALYSIS PANEL 2	PHP 1,450.00	LAB0235	C – AST/SGOT	PHP 130.00
LAB0087	HEMODIALYSIS PANEL 3	PHP 1,850.00	LAB0236	C – BLOOD URIC ACID (BUA)	PHP 115.00
LAB0088	HD PANEL 4 (HBSAG, ANTI-HBS, ANTI-HCV)	PHP 2,000.00	LAB0237	C – BODY FLUID ANALYSIS (GLUCOSE, TOTAL PROTEIN, CELL CT/DIFF CT, PH)	PHP 1,350.00
LAB0089	HD PANEL 5 (FERRITIN, IRON, TIBC)	PHP 2,550.00	LAB0238	C – BUN (BLOOD UREA NITROGEN)	PHP 115.00
LAB0090	HDL (HIGH-DENSITY LIPOPROTEIN) + LDL (LOW-DENSITY LIPOPROTEIN)	PHP 210.00	LAB0239	C – CBC (COMPLETE BLOOD COUNT) WITH PLATELET COUNT	PHP 200.00
LAB0091	HE 4	PHP 4,000.00	LAB0240	C – CHLORIDE	PHP 140.00
LAB0092	HEMATOCRIT	PHP 70.00	LAB0241	C – CREATININE	PHP 115.00
LAB0093	HEMOGLOBIN	PHP 70.00	LAB0242	C – CREATININE CLEARANCE	PHP 480.00
LAB0094	HEMOGLOBIN, HEMATOCRIT, PLATELET COUNT	PHP 220.00	LAB0243	C – DBIB/B1B2	PHP 185.00
LAB0095	HEPA PROFILE 4: HEPA B AND C PROFILE (HBSAG, ANTI HBS, ANTI HBC TOTAL, ANTI HCV)	PHP 1,850.00	LAB0244	C – D-DIMER	PHP 2,800.00
LAB0096	HEPAPROFILE 1 : HEPA B SCREENING (HBSAG TITER + ANTI HBS)	PHP 1,300.00	LAB0245	C – FBS / RBS / 2HPBS (FASTING BLOOD SUGAR / RANDOM BLOOD SUGAR / 2 HRS. POST PRANDIAL BLOOD SUGAR) (EACH)	PHP 95.00

LAB0097	HEPAPROFILE 2 : HEPA B FULL PANEL (HBSAG, ANTI HBS, HBE AG, ANTI HBE, ANTI HBC IGM, ANTI HBC IGG)	PHP 2,500.00	LAB0246	C – FLUID ALBUMIN (PLEURAL, PERICARDIAL, PERITONEAL)	PHP 475.00
LAB0098	HEPAPROFILE 3: HEPA A AND B PROFILE (HEPA 2+ ANTI HAV)	PHP 3,300.00	LAB0247	C – FLUID GLUCOSE (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0099	HEPAPROFILE 5: HEPA A, B, C PROFILE	PHP 4,300.00	LAB0248	C – FLUID PROTEIN (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0100	HIV RAPID (QUALITATIVE)	PHP 700.00	LAB0249	C – FLUID – WBC WITH DIFFERENTIAL COUNT	PHP 570.00
LAB0101	HSV SCREENING	PHP 850.00	LAB0250	C – HBA1C	PHP 750.00
LAB0102	INDIA INK	PHP 300.00	LAB0251	C – HDL (HIGH-DENSITY LIPOPROTEIN) + LDL (LOW-DENSITY LIPOPROTEIN)	PHP 210.00
LAB0103	INORGANIC PHOSPHORUS	PHP 250.00	LAB0253	C – HEMODIALYSIS PANEL 1 (NA, K, PRE/POST BUN, CA, PHOS, ALB, CREA, URIC)	PHP 1,000.00
LAB0104	IONIZED CALCIUM	PHP 530.00	LAB0254	C – HEMODIALYSIS PANEL 2	PHP 1,450.00
LAB0105	IRON (FE)	PHP 400.00	LAB0255	C – HEMODIALYSIS PANEL 3	PHP 1,850.00
LAB0106	KIDNEY STONE ANALYSIS BY FTIR	PHP 2,500.00	LAB0256	C – HEMOGLOBIN	PHP 70.00
LAB0107	KOH WET SMEAR (POTASSIUM HYDROXIDE)	PHP 180.00	LAB0257	C – HEMOGLOBIN, HEMATOCRIT, PLATELET COUNT	PHP 150.00
LAB0108	LDH / LACTATE DEHYDROGENASE (SERUM)	PHP 250.00	LAB0258	C – INORGANIC PHOSPHORUS	PHP 250.00

LAB0109	LE PREPARATION (LUPUS ERYTHEMATOSUS)	PHP 280.00	LAB0259	C – IONIZED CALCIUM	PHP 530.00
LAB0110	LH (LUTEINIZING HORMONE)	PHP 950.00	LAB0260	C – LDH / LACTATE DEHYDROGENASE (SERUM)	PHP 250.00
LAB0111	LIPASE	PHP 330.00	LAB0261	C – LIPASE	PHP 330.00
LAB0112	LIPID PROFILE (TOTAL CHOLESTEROL, TRIGLYCERIDES, HDL)	PHP 550.00	LAB0262	C – LIPID PROFILE (TOTAL CHOLESTEROL, TRIGLYCERIDES, HDL)	PHP 550.00
LAB0113	LIVER PANEL (ALT, AST, ALP, DBIB ,TPAG)	PHP 900.00	LAB0263	C – LIVER PANEL (ALT, AST, ALP, DBIB, TPAG)	PHP 900.00
LAB0114	MAGNESIUM	PHP 300.00	LAB0264	C – MAGNESIUM	PHP 300.00
LAB0115	MALARIAL SMEAR SCREENING (MS)	PHP 170.00	LAB0265	C – ONI CHEM 10 (FBS, BUN, CEA, BUA, LIPID PROF, AST, ALT)	PHP 1,250.00
LAB0116	MICRAL TEST (MICRO ALBUMIN)	PHP 350.00	LAB0266	C – ONI CHEM 6 (FBS, BUN, CREA, BUA, CHOLE, TAG)	PHP 740.00
LAB0117	MICROALBUMIN/CREATININE RATIO	PHP 1,650.00	LAB0267	C – ONI CHEM 8 (FBS, BUN, CREA, BUA, CHOLE, TRIG, AST, ALT)	PHP 1,000.00
LAB0118	I-NEWBORN SCREENING (REGULAR)	PHP 600.00	LAB0268	C – PERIPHERAL BLOOD SMEAR	PHP 220.00
LAB0119	OGCT-ORAL GLUCOSE CHALLENGE TEST (50 GRAMS)	PHP 530.00	LAB0269	C – PLATELET COUNT (PC)	PHP 120.00
LAB0120	OGTT -ORAL GLUCOSE TOLERANCE TEST (100,75,50 GRAMS)	PHP 660.00	LAB0270	C – POTASSIUM (K+)	PHP 140.00
LAB0121	OTHER C/S (EXUDATES, RESPIRATORY & OTHER BODY FLUIDS)	PHP 1,250.00	LAB0271	C – POTASSIUM AND SODIUM	PHP 270.00

LAB0122	PACKED RED BLOOD CELLS	PHP 1,500.00	LAB0272	C – POTASSIUM, SODIUM, CHLORIDE	PHP 410.00
LAB0123	PARATHYROID HORMONE (PTH)	PHP 1,850.00	LAB0273	C – POTASSIUM, SODIUM, CHLORIDE, TOTAL CALCIUM, IONIZED CALCIUM	PHP 1,105.00
LAB0124	PERIPHERAL BLOOD SMEAR	PHP 220.00	LAB0274	C – PT (PROTHROMBIN TIME)	PHP 405.00
LAB0125	PLATELET COUNT (PC)	PHP 120.00	LAB0275	C – RED CELL INDICES (RCI)	PHP 100.00
LAB0126	POTASSIUM (K+)	PHP 140.00	LAB0276	C – RETICULOCYTES COUNT	PHP 200.00
LAB0127	POTASSIUM AND SODIUM	PHP 270.00	LAB0277	C – SODIUM (NA-)	PHP 140.00
LAB0128	POTASSIUM, SODIUM, CHLORIDE	PHP 410.00	LAB0278	C – SODIUM, POTASSIUM, CHLORIDE, IONIZED CALCIUM	PHP 900.00
LAB0129	POTASSIUM, SODIUM, CHLORIDE, TOTAL CALCIUM, IONIZED CALCIUM	PHP 1,105.00	LAB0279	C – TOTAL CALCIUM	PHP 135.00
LAB0130	PREGNANCY TEST (SERUM)	PHP 300.00	LAB0280	C – TOTAL CHOLESTEROL	PHP 120.00
LAB0131	PREGNANCY TEST (URINE)	PHP 190.00	LAB0281	C – TOTAL IRON BINDING CAPACITY (TIBC) WITH IRON	PHP 800.00
LAB0132	PROCALCITONIN	PHP 5,040.00	LAB0282	C – TOTAL PROTEIN	PHP 170.00
LAB0133	PROLACTIN	PHP 850.00	LAB0283	C – TOXIC GRANULATION (TG)	PHP 80.00
LAB0134	PROSTATIC ACID PHOSPHATASE (MALE)	PHP 1,720.00	LAB0284	C – TPAG (TOTAL PROTEIN ALBUMIN GLOBULIN)	PHP 350.00
LAB0135	PT (PROTHROMBIN TIME)	PHP 320.00	LAB0285	C – TRIGLYCERIDES	PHP 180.00
LAB0136	RA/ RF QUALITATIVE (RHEUMATOID FACTOR)	PHP 360.00	LAB0286	C – URINE ALBUMIN	PHP 670.00
LAB0137	RA/RF WITH DILUTION	PHP 600.00	LAB0287	C – URINE CHLORIDE	PHP 440.00

LAB0138	RBC MORPHOLOGY (URINE)	PHP 180.00
LAB0139	RED CELL INDICES (RCI)	PHP 100.00
LAB0140	RETICULOCYTES COUNT	PHP 200.00
LAB0141	RH (RHESUS) TYPING	PHP 100.00
LAB0142	RPR QUALITATIVE (RAPID PLASMA REAGIN) (VDRL) (SYPHILIS)	PHP 200.00
LAB0143	RUBELLA SCREENING	PHP 850.00
LAB0144	SALMONELLA KIT IGG & IGM (QUALITATIVE)	PHP 1,600.00
LAB0145	SEMEN ANALYSIS (WHO)	PHP 850.00
LAB0146	SODIUM (NA-)	PHP 140.00
LAB0147	STOOL C/S	PHP 1,500.00
LAB0148	STOOL PH	PHP 300.00
LAB0149	T3 TRIIODOTHYRONINE (ECLIA)	PHP 430.00

LAB0288	C – URINE CREATININE	PHP 350.00
LAB0289	C – URINE POTASSIUM	PHP 450.00
LAB0290	C – URINE PROTEIN	PHP 450.00
LAB0291	C – URINE SODIUM	PHP 450.00
LAB0292	C – WBC DIFFERENTIAL COUNT	PHP 150.00
LAB0295	C – FLUID LDH (PLEURAL, PERICARIDAL, PERITONEAL, AMNITIC, SYNOVIAL)	PHP 550.00
LAB0296	C – OGCT – ORAL GLUCOSE CHALLENGE TEST (50 GRAMS)	PHP 530.00
LAB0297	C – OGTT – ORAL GLUCOSE TOLERANCE TEST (100, 75, 50 GRAMS)	PHP 660.00
LAB0298	C – H/H (HEMATOCRIT/HEMOGLOBIN)	PHP 125.00
LAB0299	C – FERRITIN	PHP 1,100.00
LAB0300	C – PROCALCITONIN	PHP 5,040.00
LAB0301	C – TROPONIN I (HS)	PHP 1,950.00

20. PREPARASYON AT PAGBIBIGAY NG MGA SERTIPIKASYON (MEDICAL CERTIFICATE: CERTIFICATE OF CONFINEMENT, INPATIENT, OPD-EMERGENCY AND OUTPATIENT)

Proseso ng pagprepara at pagbibigay ng mga sertipikasyon sa mga pasyente na nagpakonsulta sa Emergency Department (ED) at Outpatient Department (OPD) at mga pasyente sa Nursing Ward ng Ospital ng Imus. Ang Sertipikasyon ay isang nakatitik na salaysay ng doktor na nagpapatunay ng resultang medikal ng isang pasyente. Ito ay nagsisilbing katunayan sa estado ng kalusugan ng pasyente kung ito ay maaari ng bumalik sa normal na pang araw-araw na gampanin.

OPISINA o DIBISYON		Ospital ng Imus – Health Information Management Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Awtorisadong Kinatawan ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Kung Pasyente:				
Government Issued ID o Valid ID			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Requisition Slip			Health Information Management Department	
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente o Anumang dokumento na magpapatunay ng pagkakakilanlan ng pasyente			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Authorization Letter			Pasyente	
Requisition Slip			Health Information Management Department	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip.	1. Tanggapin ang Requisition Slip.	Wala	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto.	Wala	4 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido

	<p>Kung hindi kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at impormasyon bago maaprubahan ang rekwisisyon.</p> <p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala.</p> <p>2.3 Isagawa at iimprenta ang hinihiling na sertipikasyon.</p> <p>2.4 Kunin ang lagda ng doktor na tumingin sa pasyente sa ibabaw ng limbag na pangalan sa sertipikasyon. Kung wala ang doktor na tumingin sa pasyente, maaaring papirmahin ang doktor na tumitingin ng parehong sakit sa sertipikasyon.</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>30 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	<p>Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwes na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	<p>Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>

4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa kahera upang bayaran ang kaukulang babayaran.	PHP 75.00	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
5. Ipakita ang opisyal na resibo, tanggapin ang sertipikasyon o sertipikadong rekord na hiniling at pumirma sa Releasing Logbook ng Health Information Management Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang sertipikasyon at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		PHP 75.00	50 MINUTO	

21. PREPARASYON AT PAGBIBIGAY NG MEDICO-LEGAL REPORT

Proseso ng pagprepara at pagbibigay ng Medico-Legal Report sa mga pasyente na nagpakonsulta sa Ospital ng Imus. Sa Medico-legal Report nakasaad ang kapinsalaang natamo sa isang aksidente o insidenteng naganap sa isang pasyente.

OPISINA o DIBISYON		Ospital ng Imus – Health Information Management Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Awtorisadong Kinatawan ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Kung Pasyente				
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Requisition Slip		Health Information Management Department		
Philippine National Police (PNP) Request		Philippine National Police		
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente o Anumang dokumento na magpapatunay ng pagkakakilanlan ng pasyente		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Authorization Letter		Pasyente		
Requisition Slip		Health Information Management Department		
Philippine National Police (PNP) Request		Philippine National Police		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip.	1. Tanggapin ang Requisition Slip.	Wala	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi	Wala	4 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido

	<p>kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at impormasyon bago maaprubahan ang rekwasisyon.</p> <p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala.</p> <p>2.3 Isagawa at iimprenta ang hinihiling na report.</p> <p>2.4 Kunin ang lagda ng doktor na tumingin sa pasyente sa ibabaw ng limbag na pangalan sa sertipikasyon. Kung wala ang doktor na tumingin sa pasyente, kukuhanin ng Records Officer ang contact number ng pasyente na maaaring matawagan kapag napirmahan na ng doktor ang nasabing medico-legal report. Kung ang doktor ay kasalukuyang nakaduty sa ospital, papirmahin ang doktor na tumitingin ng parehong sakit sa sertipikasyon.</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>30 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	<p>Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwes na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	<p>Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>

4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa kahera upang bayaran ang kaukulang babayaran.	PHP 100.00	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
5. Ipakita ang opisyal na resibo, tanggapin ang medico-legal report na hiniling at pumirma sa Releasing Logbook ng Health Information Management Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang medico-legal report at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		PHP 100.00	50 minuto	

22. PREPARASYON AT PAGBIBIGAY NG SERTIPIKASYON NG KAPANGANAKAN O SERTIPIKASYON NG KAMATAYAN NG PASYENTE

Preparasyon at pagbibigay ng Sertipikasyon ng Kapanganakan sa mga sanggol na ipinanganak sa Ospital ng Imus at Sertipikasyon ng Kamatayan sa mga pasyente na namatay sa Ospital ng Imus.

OPISINA o DIBISYON		Ospital ng Imus – Health Information Management Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Aworisadong Kinatawan ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Para sa Pagkuha ng Sertipikasyon ng Kapanganakan (Birth Certificate)				
Marriage Certificate (kung kasal ang mga magulang ng bata)		Local Civil Registrar; Philippine Statistics Authority		
Sedula (kung hindi kasal ang mga magulang ng bata)		Local government Unit – Treasurer’s Office; Barangay Hall		
Requisition Slip		Health Information Management Department		
Newborn Data Sheet		Nursing Ward		
Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan)		Health Information Management Department		
Para sa Pagkuha ng Sertipikasyon ng Kamatayan (Death Certificate):				
Government Issued ID o Valid ID ng Namatay na Pasyente		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Release of Body Form		Emergency Department; Nursing Ward; Operating Room		
Requisition Slip		Health Information Management Department		
Information Sheet for Death		Health Information Management Department		
Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kamatayan)		Health Information Management Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip.	1. Tanggapin ang Requisition Slip.	Wala	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department

4. Suriing mabuti kung tama ang mga detalye na nakasaad sa sertipikasyon.	4. Ipakita sa kinatawan ng pasyente ang naimprentang kopya para sa huling pagrerepaso ng detalye na nakasaad sa nasabing sertipikasyon.	Wala	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
5. Pirmahan ang Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan) o Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagrerehistro (Kamatayan) bilang katunayan na nasuring mabuti ang sertipikasyon bago maimprenta ng Records Officer.	5.1 Kung wala ng mali, kunin ang lagda ng kinatawan ng pasyente at papirmahin ito sa Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan) o Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagrerehistro (Kamatayan) at mag-imprenta ng orihinal na kopya ng sertipikasyon.	Wala	*2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
	5.2 Papirmahin ang doktor sa Birth Certificate/ Death Certificate form.	Wala	*5 minuto	
	5.2 Itala sa Hospital Information System (HIS) ang kaukulang babayaran at ibigay sa kinatawan ng pasyente ang kaukulang babayaran.	Wala	3 minuto	
6. Pumunta sa Cashier upang magbayad ng kaukulang babayaran.	6. Papuntahin ang kinatawan ng pasyente sa Cashier upang magbayad.	PHP 100.00	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano

				Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
7. Ibigay ang opisyal na resibo, makinig at intindihin ang mga tagubilin o panuto.	7. Suriin ang opisyal na resibo at magbigay ng mga tagubilin tungkol sa tamang paproseso ng sertipikasyong nirekwes.	Wala	5 minuto	Records Officer II Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
8. Tanggapin ang sertipikasyon at pumirma sa Releasing Logbook.	8. Ibigay ang sertipikasyon at papirmahin sa Releasing Logbook ang kinatawan ng pasyente.	Wala	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		PHP 100.00	*43 minuto	

23. PREPARASYON AT PAGBIBIGAY NG SERTIPIKADONG KOPYA NG REKORD

Preparasyon at pagbibigay ng sertipikadong kopya ng rekord sa mga pasyente ng Ospital ng Imus. Ang sertipikadong kopya ng rekord ng pasyente ay binibigay pagkatapos ng kanilang rekwasisyon ng may pirma sa isinatitik na pangalan ng personel ng departamento ng rekords na nagpapatunay ng tamang detalyeng nakasaad sa bawat rekords.

OPISINA o DIBISYON		Ospital ng Imus – Health Information Management Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Awtorisadong Kinatawan ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Kung Pasyente				
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Requisition Slip		Health Information Management Department		
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente o Anumang dokumento na magpapatunay ng pagkakakilanlan ng pasyente		Panagsiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente		Panagsiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Authorization Letter		Pasyente		
Requisition Slip		Health Information Management Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip.	1. Tanggapin ang Requisition Slip.	Wala	1 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang	Wala	4 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano



	<p>mga kailangang dokumento at impormasyon bago maaprubahan ang rekwasisyon.</p> <p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala, kung hindi kumpleto ang medical chart ng pasyente, kukuhanin ng Records Officer ang contact number ng pasyente na maaaring matawagan kapag kumpleto na at maaari nang mag-imprenta ng sertipikadong kopya ng record.</p> <p>2.3 Isagawa at iimprenta ang hinihiling na sertipikadong kopya ng rekord batay sa dami ng rekwasisyon.</p> <p>2.4 Tatakan ng Certified True Copy ang kopya ng rekord at papirmahan sa Records Officer ang nasabing kopya.</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>30 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	<p>Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwas na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	<p>Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department</p>

4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa kahera upang bayaran ang kaukulang babayaran.	Tingnan sa Ibaba	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
5. Ipakita ang opisyal na resibo, tanggapin ang sertipikasyon o sertipikadong rekord na hiniling at pumirma sa Releasing Logbook ng Health Information Management Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang sertipikadong kopya ng rekord at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Carolyn A. Lapidario Maria Christina O. Mancenido Aldwin N. Dela Fuente John Mervyn P. Gamayon Kyle A. Ramos Ismhael S. Ilano Jicel Kamil I. Saliente Robin G. Montalban Health Information Management Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Tingnan sa Ibaba	50 MINUTO	

Kaukulang halaga ng Babayaran para sa Sertipikadong Kopya:

Taong nakalipas	Halaga
Dalawang (2) taong nakalipas	PHP 50.00
Tatlo (3) hanggang limang (5) taong nakalipas	PHP 100.00
Anim (6) hanggang walong (8) taong nakalipas	PHP 125.00
Siyam (9) hanggang mahigit sampung (10) taong nakalipas	PHP 150.00
Sertipikadong Kopya (Bawat piraso)	PHP 30.00

24. MGA HAKBANG NA SUSUNDIN SA PAGHINGI NG TULONG

Ang Medical Social Service ay responsable sa pagbibigay ng angkop na serbisyo sa mga pasyenteng nangangailangan ng medikal at pinansyal na tulong. Ang layunin ng Medical Social Service ay matulungan ang mga pasyente na magkaroon ng kakayahan na matugunan ang kanilang pinansyal at medikal na pangangailangan patungo sa kanilang kagalingan.

OPISINA o DIBISYON		Ospital ng Imus – Medical Social Services Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat ng Karapat-dapat na Residente ng Imus na nakaadmit sa Ospital ng Imus		
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Prescription Pad / Request Slip			Prescribing Doctor	
Charge Slip			Ancillary Department	
Statement of Account			Billing Section	
Medical Certificate / Medical Abstract or Discharge Summary			Medical Records Department	
Barangay Certificate			Barangay	
Voter's Certificate			Local Government Unit	
Utility Bills			Pribadong Ahensya na Nagbibigay ng Babayaran	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumila at maghintay ng tawag para sa pagsasagawa ng panayam at masuri ng Social Welfare Officer.	1. Tawagin at magsagawa ng panayam upang masuri ang klasipikasyon ng pasyente.	Wala	35 minuto	Social Welfare Officer I Medical Social Services Department
2. Para sa OPD/ED na Pasyente: Ipakita ang reseta/request na may kaukulang presyo o charge slip.	2.1 Hingin at suriin ang mga dokumento na kailangan upang maiproseso ang mga ito.	Wala	35 minuto	Social Welfare Officer I Medical Social Services Department
Para sa In-Patient: Ipakita ang mga kaukulang dokumento na hinihingi ng Social Welfare Officer. Kung ang pasyente ay pauwi na, ipakita ang kopya ng Statement of Account.	2.2 Ipaalam sa pasyente kung ano ang kinalabasan ng pagsusuri at panayam.	Wala	19 minuto	
3. Pumunta sa kahera upang bayaran ang mga kaukulang babayaran.	3. Papuntahin ang pasyente o kamag-anak nito sa Cashier upang bayaran ang kaukulang babayaran.	Wala	1 minuto	Social Welfare Officer I Medical Social Services Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	90 minuto	

25. PROSESO NG PAG-ADMIT NG PASYENTE SA NURSING WARD

Ang Nursing Ward ay responsable sa pagtanggap ng pasyente mula sa Emergency Department at Outpatient Department, paghahatid ng maalaga at maayos na serbisyo sa pasyente hanggang sa makalabas ito ng ospital.

OPISINA o DIBISYON		Ospital ng Imus – Nursing Ward		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat ng Naka-admit na Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Data Sheet		Admitting Department		
Admitting Form		Admitting Department		
Patient Informed Consent		Admitting Department		
Emergency Patient Data Sheet		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Alamin kung anong numero ng kwarto ang inilaan para sa pasyente.	1.1 Ang tauhan ng Admitting Department ay ipapaalam sa Nurse sa Nursing Ward ang admisyon. Ang Nurse ay maglalaan ng numero ng kwarto na paglalagyan ng pasyente base sa klasipikasyon.	Wala	2 minuto	Administrative Officer I Clerk III Admitting Department
	1.2 Ang Nurse sa Ward ay makatatanggap ng paunang tawag mula sa Nurse sa Emergency Department para sa admisyon (kaso ng pasyente, mga nakakabit at kagamitang medikal na kailangan ng pasyente).	Wala	2 minuto	Nurse I Nursing Service Department
	1.3 Ihanda ang kwarto at gamit na kakailanganin ng pasyente.	Wala	5 minuto	Nurse I Midwife I
	1.4 Ang Nurse sa Ward ay makatatanggap ng pangalawang tawag mula sa Nurse sa Emergency Department kung ang kwarto ay handa na at maaari ng dalhin ang pasyente.	Wala	2 minuto	Nurse I Nursing Service Department

2. Tumungo sa inilaang kwarto ng Admitting Department Personnel.	2. Ang Nurse sa Emergency Department ay maglilipat ng pasyente sa Nursing Ward.	Wala	5 minuto	Nurse I Nursing Service Department
3. Makinig sa mga gabay na ipapaliwanag ng Nurse patungkol sa diet ng pasyente at anumang pamamaraan ng pagsusuri.	3.1 Ang Nurse sa Ward ay tutungo sa kwarto kasama ang pasyente para suriin at ipaalam ang patakaran at tuntunin ng Nursing Ward.	Wala	5 minuto	Nurse I Nursing Service Department
	3.2 Ang Nurse sa Emergency Department ay ibibilin ang pasyente sa Ward Nurse on duty para sa patuloy na pangangalaga.	Wala	10 minuto	
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	31 minuto	

26. PAGDISCHARGE NG PASYENTE SA NURSING WARD

Ang Nursing Ward ay responsable sa pagpapalabas ng naka-admit na pasyente pagkatapos mabigyan ng karampatang lunas at makitaan ng senyales na maaari na itong makauwi.

OPISINA o DIBISYON	Ospital ng Imus – Nursing Ward			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng pauuwiin na pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Discharge Slip		Nursing Ward		
Professional Fee Form		Admitting Department		
Patient Satisfaction Survey (Inpatient)		Nursing Ward		
Patient's Clearance Form		Cash Operations Department; Billing Section		
Statement of Account		Billing Section		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ang pasyente o kamag anak ay maghanda sa pag-uwi.	1.1 Ang doktor ay magbibigay ng instruksyon sa mga dapat sundin sa pag-uwi ng pasyente.	Wala	5 minuto	Medical Officer III Medical Specialist I Medical Specialist II Medical Department
	1.2 Ang Nurse sa Ward ay magpapaalam sa iba pang doktor kung maaari ng umuwi ang pasyente at kung may mga pahuling bilin.	Wala	15 minuto	Nurse I Nursing Service Department
	1.3 Tingnan at alamin ang lahat ng mga nagamit at ibalik ang mga hindi nagamit na gamot sa Pharmacy Department at ihanda ang Patient Discharge Slip.	Wala	15 minuto	
	1.4 I-tag ang pasyente sa Hospital Information System (HIS) ng may-go-home (MGH) clearance at tawagan ang lahat ng departamento na nagbigay ng serbisyo sa pasyente.	Wala	5 minuto	

	1.5 Kapag ang pasyente ay naklaro na sa ibang departamento, ang Nurse sa Ward ay i-tatag ang pasyente para sa pag uwi.	Wala	1 minuto	
	1.6 Tumawag sa Billing Section kung ang pasyente ay maaari ng pauwiin.	Wala	1 minuto	
2. Tumungo sa Billing Section para ibigay ang Patient Discharge Slip kasama ang Professional Fee Form.	2. Ibigay ang Patient Discharge Slip kasama ang Professional Fee Form sa kamag-anak ng pasyente at ituro kung nasaan ang Billing Section.	Wala	1 minuto	Nurse I Nursing Service Department
3. Ang pasyente o kamag-anak ay sasagutan ang Patient Satisfaction Survey (Inpatient) at ihulog sa kahon.	3. Magbigay ng Patient Satisfaction Survey para ito ay sagutan.	Wala	1 minuto	Nurse I Nursing Service Department
4. Pumunta sa Benefits Section at Cashier.	4. Utusan ang kamag-anak ng pasyente na tumungo sa Benefits Section para sa Philhealth coverage at magbayad sa Cashier.	Depende sa kaukulang babayaran	5 minuto	Nurse I Nursing Service Department
5. Makinig sa instruksyon na ituturo ng Nurse sa Ward at magtanong kung kinakailangan.	5.1 Kapag ang pasyente o kamag-anak ay nakabayad na ng kaukulang babayaran, ang magtuturo ng instruksyon sa pasyente o kamag-anak at tanggalin ang anumang nakakabit na gamit.	Wala	5 minuto	Nurse I Nursing Service Department
	5.2 Ipaalam sa pasyente o kamag-anak nito kung saan dadalhin ang Patient Discharge Slip at Patient's Clearance Form bago umuwi.	Wala	1 minuto	
6. Maghanda para sa pag-uwi.	6. Kumpletuhin ang lahat ng dokumento ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
KABUUAN		Depende sa kaukulang babayaran	1 oras	

27. KONSULTASYON SA OUTPATIENT DEPARTMENT

Ang Out Patient Department ay nagbibigay ng libreng kalidad na konsultasyon (OB-Gyne, Internal Medicine, Surgery, Pediatrics) sa lahat ng mga pasyenteng nangangailangan ng serbisyong medikal.

OPISINA o DIBISYON		Ospital ng Imus – Outpatient Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Philhealth ID		PhilHealth - Local Health Insurance Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Maupo sa OPD waiting area at ihanda ang Hospital ID upang mabilis na mahanap ang OPD Chart. Para sa bagong pasyente, sagutan ang mga detalyeng hinihingi sa Out Patient Record	1. Paupuin ang pasyente ayon sa kanilang oras ng pagdating	Wala	1 minuto	Security Guard on Duty Security Department
2. Maghintay na tawagin ang numero para sa “screening” o “triaging”.	2. Lagyan ng numero ang Out Patient Record ayon sa departamentong kinabibilangan ng pasyente. Hanapin ang lumang chart ng mga pasyente at magbigay ng “Outpatient Record Form” para sa mga bagong pasyente. Irehistro ang pangalan at iba pang impormasyon ng pasyente sa Hospital Information System (HIS). Bigyan ng Patient Information Slip ang lahat ng bagong pasyente.	Wala	10 minuto	Administrative Officer II Clerk I Nurse I
3. Maghintay ng tawag para sa “vital signs” (blood pressure, pulse rate, respiratory rate, temperature, O2 sat) timbang at taas.	3. Tawagin ang pangalan ng pasyente at timbangin, sukatin ang taas o height, paupuin at kunan ng blood pressure.	Wala	6 minuto	Administrative Officer II Clerk I Nurse I
4. Maupo sa labas ng klinika pagkatapos tawagin sa mikropono ang pangalan.	4. Dalhin ang Out Patient Record sa klinika kung saan magpapakonsulta ang pasyente.	Wala	5 minuto	Nurse I Nursing Services Department

				Medical Record Officer Health Information Management Department Administrative Officer II Clerk I
5. Kumonsulta sa doktor.	5. Isagawa ang konsultasyon.	Wala	20 minutuo	Medical Officer III Medical Specialist I Medical Specialist II Medical Department
6. Bumalik sa OPD Nurse at ipakita ang order ng doktor o reseta at magpalista para sa susunod na konsultasyon	6. Gabayan ang pasyente sa mga order ng doktor, bigyan ng skedyul ang pasyente ng "follow-up" at kolektahin lahat ng OPD Chart sa mga klinika.	Wala	5 minuto	Nurse I Nursing Services Department Administrative Officer II Clerk
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	47 minuto	

28. PROSESO NG PAGBIBIGAY NG GAMOT SA OUTPATIENT

Ang proseso ng pagbibigay ng gamot sa Outpatient ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2C - Government to Citizens		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Prescription Pad		Outpatient Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita sa Pharmacist na nakaduty ang reseta na binigay ng doktor.	1.1 Basahin at suriin ang detalye sa reseta at beripikahin kung mayroong stock ng gamot.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
	1.2 Ayusin ang lahat ng babayaran sa Hospital Information System (HIS), iprint ang charge slip at ibigay sa pasyente upang bayaran sa Cashier.	Wala	6 minuto	
2. Pumunta sa Cashier at bayaran sa kahera ang kaukulang babayaran.	2.1 Tanggapin ang bayad ng pasyente at itala sa Hospital Information System (HIS).	Tingnan sa ibaba	5 minuto	Cashier I Cash and Operations Department
	2.2 layos ang gamot na binili ng pasyente.	Wala	(5 minuto)	Pharmacist I Pharmacist II Pharmacy Department
3. Bumalik sa Pharmacy Department at ipakita ang resibo kalakip ng charge slip.	3. Kuhanin ang numero ng opisyal na resibo at ibigay ang gamot sa pasyente o kamag-anak nito.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Tingnan sa ibaba	15 minuto	

29. PROSESO NG PAGBIBIGAY NG GAMOT SA MGA PASYENTE SA EMERGENCY DEPARTMENT

Ang proseso ng pagbibigay ng gamot sa pasyente na nasa Emergency Department ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2G – Government to Government		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Prescription Pad		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ibigay ang Prescription Pad ng gamot at ipasok sa Hospital Information System (HIS) upang malaman ng Pharmacist on Duty.	1. Basahin at suriin ang detalye sa Prescription Pad at beripikahin kung mayroong stock ng gamot.	Depende sa presyo ng gamot	5 minuto	Pharmacist I Pharmacist II Pharmacy Department
2. Tanggapin at siyasatin kung tama ang naibigay na gamot.	2. Kung mayroong stock ng gamot, ibigay ito sa Nurse on duty.	Wala	1 minuto	Pharmacist I Pharmacist II Pharmacy Department
3. Ipasok sa Hospital Information System ang nakuhang gamot sa Pharmacy.	3. Ipost sa Hospital Information System ang gamot na nakuha para maidagdag sa bill ng pasyente.	Tingnan sa ibaba	1 minuto	Pharmacist I Pharmacist II Pharmacy Department
4. Pumunta sa Cashier upang magbayad.	4. Papuntahin ang pasyente o kamag-anak ng pasyente sa kahera upang magbayad para sa mga nagamit na gamot.	Wala	2 minuto	Nurse on Duty
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Tingnan sa ibaba	10 minuto	

30. PROSESO NG PAGBIBIGAY NG GAMOT SA INPATIENT

Ang proseso ng pagbibigay ng gamot sa Inpatient ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2C - Government to Citizen; G2G – Government to Government		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Wala		N/A		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Magrequest ng gamot na kailangan ng pasyente sa Hospital Information System (HIS).	1.1 Basahin at suriin ang detalye na nirequest sa Hospital Information System at beripikahin kung mayroong stock ng gamot.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
	1.2 Irender at iprint ang charge slip. Ihanda ang kailangang gamot ng pasyente.	Tingnan sa ibaba	5 minuto	
2. Tanggapin at siyasatin kung tama ang naibigay na gamot at pangalan ng pasyente. Kung tama, pirmahan ang charge slip at ibalik sa Pharmacist on Duty.	2. Ibigay ang nakahandang gamot sa Nurse on Duty.	Wala	5 minuto	Pharmacist I Pharmacist II Pharmacy Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Tingnan sa ibaba	12 minuto	

Item ID	Pangalan ng Gamot	Halaga
MED0001	AMLODIPINE BESYLATE 5MG TABLET	PHP 1.00
MED0002	AMLODIPINE BESYLATE 10MG TABLET	PHP 1.00
MED0003	AMOXICILLIN TRIHYDRATE 250MG/ML SUSPENSION, 60ML	PHP 24.00
MED0004	AMOXICILLIN TRIHYDRATE 500MG CAPSULE	PHP 2.00
MED0006	ASCORBIC ACID 500MG TABLET	PHP 1.00
MED0007	ASPIRIN 80MG TABLET	PHP 2.00
MED0008	ATENOLOL 50MG TABLET	PHP 2.00
MED0009	ATORVASTATIN CALCIUM 40MG TABLET	PHP 13.00
MED0010	AZITHROMYCIN 500MG TABLET	PHP 20.00
MED0011	BETAHISTINE HCL 16MG TABLET	PHP 18.00
MED0012	BISACODYL 5MG TABLET	PHP 2.00
MED0013	BUDESONIDE 250MCG/ML NEBULE	PHP 39.00
MED0014	BUTAMIRATE CITRATE 50 MG TABLET	PHP 18.00
MED0015	CAPTOPRIL 25MG TABLET	PHP 1.00
MED0017	CEFALEXIN 500MG CAPSULE	PHP 3.00
MED0018	CEFIXIME 100MG/5ML SUSPENSION, 60ML	PHP 222.00

Item ID	Pangalan ng Gamot	Halaga
MED0292	ERYTHROMYCIN ETHYL SUCCINATE 200MG/5ML, POWDER SUSPENSION 60ML	PHP 62.00
MED0293	ESMOLOL 10MG/ML 10ML VIAL	PHP 1,320.00
MED0294	FERROUS SULFATE ELEMENTAL IRON 75MG/0.6ML ORAL DROPS BOTTLE 15ML	PHP 24.00
MED0295	FERROUS SULFATE ELEMENTAL IRON 150MG/5ML SYRUP BOTTLE 60ML	PHP 24.00
MED0296	FERROUS SULFATE+FOLIC ACID 60MG/400MCG,BLISTER PACK CAPSULE	PHP 1.00
MED0297	GLICLAZIDE 30MG TABLET	PHP 4.00
MED0298	HEPARIN 1,000IU/ML, 5ML VIAL	PHP 83.00
MED0299	HEPATITIS B PEDIA VIAL	PHP 197.00
MED0300	HUMAN REGULAR INSULIN 100IU/ML VIAL 10ML	PHP 229.00
MED0301	HYPROMELLOSE 10MG/ML EYE DROPS SOLUTION BOTTLE 10ML	PHP 258.00
MED0302	IBUPROFEN 200MG/5ML SUSPENSION 60ML	PHP 105.00
MED0303	INSULIN70/30 VIAL	PHP 208.00
MED0305	ISOSORBIDE DINITRATE 1MG/ML AMPULE 10ML	PHP 588.00
MED0306	ISOSORBIDE MONONITRATE 60MG BLISTER PACK TABLET	PHP 9.00
MED0307	LACTULOSE 3.3GRAMS/5ML SYRUP 120ML	PHP 96.00
MED0308	LEVOFLOXACIN 5MG/ML 100ML VIAL	PHP 235.00

MED0019	CEFIXIME 20MG/ML DROPS, 10ML	PHP 208.00
MED0022	CEFUROXIME 500MG TABLET	PHP 13.00
MED0023	CELECOXIB 200MG CAPSULE	PHP 6.00
MED0025	CHLORAMPHENICOL 500MG CAPSULE	PHP 3.00
MED0026	CIPROFLOXACIN 500MG TABLET	PHP 2.00
MED0031	CLINDAMYCIN 150MG CAP	PHP 4.00
MED0032	CLINDAMYCIN 300MG CAP	PHP 8.00
MED0034	CLONIDINE 75MCG TABLET	PHP 8.00
MED0035	CLOPIDOGREL 75MG TABLET	PHP 3.00
MED0036	COTRIMOXAZOLE 800MG/160MG CAPSULE	PHP 2.00
MED0037	CO-AMOXICLAV 625MG TABLET	PHP 12.00
MED0040	DICLOFENAC NA 50MG TAB	PHP 1.00
MED0041	DIPHENHYDRAMINE HCL 50MG/ML AMP	PHP 40.00
MED0042	DIPHENHYDRAMINE HCL 50MG CAPSULE	PHP 2.00
MED0044	EPINEPHRINE HCL 1MG/ML AMP	PHP 43.00
MED0046	FERROUS SULFATE TABLET 325MG	PHP 5.00
MED0050	FOLIC ACID TABLET 5MG CAPSULE	PHP 4.00
MED0051	FUROSEMIDE 20MG TABLET	PHP 2.00
MED0052	FUROSEMIDE 40MG TABLET	PHP 3.00

MED0309	LIDOCAINE HCL 2% PLASTIC 5ML TWIST	PHP 17.00
MED0310	LOPERAMIDE 2MG CAPSULE	PHP 1.00
MED0311	LOSARTAN POTASSIUM + HCTZ 50MG/12.5MG BLISTER PACK TABLET	PHP 2.00
MED0312	MEBENDAZOLE 100MG/5ML SUSPENSION 60ML	PHP 21.00
MED0313	MEROPENEM 1G VIAL	PHP 251.00
MED0314	MONTELUKAST 10MG BLISTER PACK TABLET	PHP 13.00
MED0315	MULTIVITAMINS DROPS 15ML	PHP 25.00
MED0316	MULTIVITAMINS SYRUP 60ML	PHP 26.00
MED0317	NALOXONE 400MCG/ML 1ML AMPULE	PHP 440.00
MED0318	NOREPINEPHRINE BITARTRATE 1MG/ML AMPULE 2ML	PHP 156.00
MED0319	OFLOXACIN 200MG TABLET	PHP 7.00
MED0320	PARACETAMOL 10MG /ML, 100ML VIAL	PHP 226.00
MED0321	PHYTOMENADIONE 2MG/0.2ML AMPULE	PHP 29.00
MED0322	PREDNISONE 10MG/5ML SUSPENSION 60ML	PHP 147.00
MED0323	SALBUTAMOL SULFATE 2MG/5ML SYRUP 60ML	PHP 17.00
MED0325	SILVER SULFADIAZINE 15GRAMS	PHP 104.00
MED0326	SILVER SULFADIAZINE 500G JAR	PHP 1,105.00
MED0327	SIMVASTATIN 40MG BLISTER PACK TABLET	PHP 4.00
MED0328	SPIRONOLACTONE 25MG BLISTER PACK TABLET	PHP 13.00

MED0053	FUROSEMIDE 20MG/2ML AMP	PHP 9.00
MED0054	GENTAMYCIN SO4 80MG/2ML AMP	PHP 6.00
MED0055	GLICLAZIDE 80MG TABLET	PHP 3.00
MED0056	HYDROCORTISONE 100MG VIAL	PHP 32.00
MED0057	HYOSCINE N-BUTYLBROMIDE 10MG TABLET	PHP 8.00
MED0058	HYOSCINE N-BUTYLBROMIDE 20MG/ML AMPULE	PHP 38.00
MED0059	IBUPROFEN 400MG TABLET	PHP 2.00
MED0060	IPRATROPIUM+SALBUTAMOL NEB	PHP 13.00
MED0061	ISOXSUPRINE HCL 10MG TABLET	PHP 7.00
MED0066	LOSARTAN 50MG TABLET	PHP 1.00
MED0067	LOSARTAN 100MG TABLET	PHP 3.00
MED0068	MEFENAMIC ACID 500MG CAPSULE	PHP 1.00
MED0069	METFORMIN HCL 850MG TABLET	PHP 5.00
MED0070	METFORMIN HCL 500MG TABLET	PHP 1.00
MED0071	METHYLDOPA 250MG TABLET	PHP 10.00
MED0073	METHYLPREDNISOLONE 4MG TABLET	PHP 7.00

MED0329	TOBRAMYCIN + DEXAMETHASONE EYE DROPS SOLUTION BOTTLE 5ML	PHP 221.00
MED0330	TOBRAMYCIN 0.3% EYE DROPS SOLUTION BOTTLE 5ML	PHP 251.00
MED0331	TRAMADOL HCL 50MG/ML, 2ML AMP	PHP 10.00
MED0332	TRIMETAZIDINE 35MG BLISTER PACK TABLET	PHP 12.00
MED0333	VANCOMYCIN 500MG VIAL	PHP 213.00
MED0334	VERAPAMIL 2.5MG/ML 2ML AMPULE	PHP 197.00
MED0335	ZINC SULFATE MONOHYDRATE DROPS 15ML	PHP 51.00
MED0336	ZINC SULFATE MONOHYDRATE SYRUP 60ML	PHP 56.00
MED0337	CETIRIZINE 10MG/ML DROPS 10ML	PHP 101.00
MED0338	DOMPERIDONE 10MG TABLET	PHP 2.00
MED0339	NIFEDIPINE 10MG SOFTGEL CAPSULE	PHP 4.00
MED0340	AMOXICILLIN TRIHYDRATE 100MG/ML DROPS, 15ML	PHP 25.00
MED0341	D5 IMB 500ML PLASTIC BOTTLE	PHP 63.00
MED0342	PLAIN NSS 500ML	PHP 58.00
MED0343	HYDROXY ETHYL STARCH 6% 500ML - VOLUVEN	PHP 630.00
MED0344	ISONIAZID + RIFAMPICIN + PYRAZINAMIDE + ETHAMBUTOL (FIXCOM 4 TABLET)	PHP 8.00

MED0074	METOCLOPRAMIDE 5MG/ML 2ML AMPULE	PHP 5.00
MED0075	METOCLOPRAMIDE 10MG TABLET	PHP 3.00
MED0076	METOPROLOL 100MG TABLET	PHP 2.00
MED0077	METOPROLOL 50MG TABLET	PHP 1.00
MED0079	METRONIDAZOLE 500MG TABLET	PHP 2.00
MED0080	METRONIDAZOLE 5MG/ML IV SOLUTION 100ML	PHP 22.00
MED0082	MULTIVITAMINS CAPSULE	PHP 3.00
MED0084	NICARDEPINE 1MG/ML 2ML AMP	PHP 107.00
MED0086	OMEPRAZOLE 20MG CAP	PHP 2.00
MED0087	OMEPRAZOLE 40MG VIAL W/ 10ML SOLVENT	PHP 37.00
MED0088	OMEPRAZOLE PLUS 40MG CAP	PHP 12.00
MED0089	OXYTOCIN 10IU/ML AMP	PHP 11.00
MED0092	PARACETAMOL 250MG/5ML 60ML SUSP	PHP 19.00
MED0093	PARACETAMOL 500MG TABLET	PHP 1.00
MED0094	PARACETAMOL 125MG/5ML 60ML SUSP	PHP 19.00
MED0095	PARACETAMOL 100MG/ML 15ML DROPS	PHP 18.00
MED0096	PIPERACILLIN/TAZOBACTAM 4G/500MG VIAL	PHP 141.00
MED0097	PIPERACILLIN/TAZOBACTAM 2G/250MG VIAL	PHP 112.00
MED0098	PLAIN NSS 50ML	PHP 32.00
MED0099	POTASSIUM CITRATE 10MEQ TABLET	PHP 13.00

MED0345	SUCRALFATE - ISELPIN 1G TAB	PHP 39.00
MED0346	CLINDAMYCIN 600 MG/AMP 4ML	PHP 105.00
MED0347	CEFIXIME - TERGECEF 400MG	PHP 56.00
MED0348	INSULIN REGULAR - HUMULIN R VIAL INSULIN REGULAR	PHP 208.00
MED0349	NIFEDIPINE - ADALAT GITS 30MG	PHP 33.00
MED0350	ENALAPRIL 5MG TABLET	PHP 15.00
MED0351	OMEPRAZOLE - MEPRACID 40MG CAP	PHP 12.00
MED0352	VALSARTAN - TAREG 160MG TAB	PHP 25.00
MED0353	GLICLAZIDE - DIAMICRON MR 60MG TAB	PHP 17.00
MED0354	IPRATROPIUM - ATROVENT UDV NEBULE	PHP 140.00
MED0356	C - AEKNIL 150MG/2ML AMP	PHP 76.00
MED0357	C - AMPIVEX 1G VL	PHP 163.00
MED0358	C - AMPIVEX 500MG	PHP 111.00
MED0359	C - AMRACITAM 4.5G VIAL	PHP 585.00
MED0360	C - ANALGEN 50MG/ML 1ML AMP	PHP 65.00
MED0361	C - ARGIFIX 100MG/5ML	PHP 416.00
MED0362	C - ATS 1500 IU	PHP 143.00
MED0363	C - AUBREX 200MG	PHP 34.00
MED0364	C - AUBREX 400MG	PHP 50.00
MED0365	C - BACTACARE 750MG VIAL	PHP 501.00

MED0100	PREDNISONE 20MG TABLET	PHP 5.00
MED0101	PREDNISONE 5MG TABLET	PHP 1.00
MED0103	PROPRANOLOL 10MG TABLET	PHP 7.00
MED0104	RANITIDINE 150MG TABLET	PHP 2.00
MED0105	SALBUTAMOL 2.5MG NEBULE	PHP 7.00
MED0107	SIMVASTATIN 20MG TABLET	PHP 2.00
MED0108	TRAMADOL 50MG CAPSULE	PHP 3.00
MED0110	TRANEXAMIC ACID 500MG CAPSULE	PHP 8.00
MED0111	VITAMIN B1+B6+B12 100MG/100MG/1 MG 3ML AMPULE	PHP 2.00
MED0112	VITAMIN B-COMPLEX CAPSULE	PHP 2.00
MED0114	ALLOPURINOL 100MG TAB	PHP 2.00
MED0115	ALLOPURINOL 300MG TAB	PHP 3.00
MED0116	ALUMINUM+ MAGNESIUM HYDROXIDE TAB	PHP 4.00
MED0118	AMINOPHYLLINE 25MG/ML 10ML AMPULE	PHP 25.00
MED0119	AMPICILLIN 1GM VIAL	PHP 15.00
MED0120	AMPICILLIN 500MG VIAL	PHP 12.00
MED0121	AMPICILLIN+SULBACTAM 750MG VIAL	PHP 33.00
MED0122	ATROPINE SULFATE 1MG/ML AMP	PHP 10.00
MED0123	CEFTRIAZONE 1G VIAL	PHP 27.00
MED0124	CEFUROXIME 750MG VIAL	PHP 25.00
MED0126	CETIRIZINE 10MG TAB	PHP 1.00
MED0127	CIPROFLOXACIN 2MG/ML VIAL 100ML	PHP 33.00
MED0128	CLARITHROMYCIN FORTE 500MG TABLET	PHP 15.00
MED0129	CLINDAMYCIN 150MG/ML 2ML AMPULE	PHP 142.00
MED0130	CLONIDINE 150MCG TABLET	PHP 15.00
MED0131	COLCHICINE 500MCG TABLET	PHP 4.00

MED0366	C - BRONEX 250MCG/ML NEB	PHP 98.00
MED0367	C - BUPIRIGHT 5MG/ML AMP	PHP 644.00
MED0368	C - CALCIUM GLUCONATE 20ML	PHP 115.00
MED0369	C - CATACLON 75MCG	PHP 25.00
MED0370	C - CEFEVEX 1G VL	PHP 1,625.00
MED0371	C - CEFOVEX 1G VL	PHP 975.00
MED0372	C - CEFUVEX 1.5G	PHP 644.00
MED0373	C - CEZOLE 40MG VIAL	PHP 390.00
MED0374	C - CIROK 500MG TAB	PHP 46.00
MED0375	C - CLINDAL 150MG CAP	PHP 29.00
MED0376	C - CLINDAL 150MG/ML AMP	PHP 504.00
MED0377	C - CLINDAL 300MG CAP	PHP 52.00
MED0378	C - CLOPATE 75MG TAB	PHP 20.00
MED0379	C - D 10 W 500ML	PHP 122.00
MED0380	C - D 50% 50ML	PHP 94.00
MED0381	C - D5 0.3 1L	PHP 122.00
MED0382	C - D5 0.3 500ML	PHP 122.00
MED0383	C - D5 0.9 NSS 1L	PHP 122.00
MED0384	C - D5 IMB 1L	PHP 122.00
MED0385	C - D5 IMB 500ML	PHP 122.00
MED0386	C - D5 LRS 1L	PHP 122.00
MED0387	C - D5 NM 1L	PHP 122.00
MED0388	C - D5 NR 1L	PHP 122.00
MED0389	C - D5 W 1L	PHP 122.00
MED0390	C - D5 W 250ML	PHP 176.00
MED0391	C - D5 W 500ML	PHP 122.00

MED0132	DEXAMETHASONE 4MG/ML 2ML AMPULE	PHP 29.00
MED0133	DICLOFENAC NA 25MG/ML 3ML AMPULE	PHP 25.00
MED0134	DOPAMINE 40MG/ML AMP	PHP 56.00
MED0135	ERYTHROMYCIN 5MG/G 0.5% OPHTHALMIC OINTMENT 5G	PHP 176.00
MED0137	FINASTERIDE 5MG TABLET	PHP 17.00
MED0138	HYDROCORTISONE 250MG VIAL	PHP 88.00
MED0139	KETOROLAC 30MG/ML AMP	PHP 24.00
MED0140	LEVOFLOXACIN 500MG TABLET	PHP 13.00
MED0141	LORATADINE 10MG TABLET	PHP 3.00
MED0142	METRONIDAZOLE 125MG/5ML SUSPENSION, 60ML	PHP 22.00
MED0144	NAPROXEN 550MG TABLET	PHP 5.00
MED0145	ORAL REHYDRATION SALT SACHET	PHP 5.00
MED0146	OXACILLIN 500MG VIAL	PHP 28.00
MED0148	POTASSIUM CHLORIDE 600MG TABLET	PHP 30.00
MED0149	RANITIDINE 25MG/ML AMP	PHP 5.00
MED0151	PHYTOMENADIONE 10MG AMPULE	PHP 25.00
MED0152	D10 WATER 500ML	PHP 65.00
MED0153	D5 0.3 NA CL 1L	PHP 65.00
MED0154	D5 0.3 NA CL 500ML	PHP 62.00
MED0155	D5 0.9 NA CL 1L	PHP 65.00
MED0156	D5 0.9 NA CL 500ML	PHP 63.00
MED0157	D5 IMB 1L	PHP 65.00
MED0158	D5 LR 1L	PHP 64.00
MED0159	D5 LR 500ML	PHP 63.00
MED0160	D5 NM 1L	PHP 65.00

MED0392	C - DALAMYCIN 150MG/ML 4ML AMP	PHP 455.00
MED0393	C - DORMICUM 5MG/ML AMP	PHP 221.00
MED0394	C - ELIBACTAM 750MG VIAL	PHP 468.00
MED0395	C - ELICEF 750MG VIAL	PHP 312.00
MED0396	C - EVATOCIN 10 IU AMP	PHP 156.00
MED0397	C - FENTANYL AMP	PHP 377.00
MED0398	C - FUROSAN 10MG/ML 2ML AMP	PHP 63.00
MED0399	C - FUSEM 20MG/2ML AMP	PHP 33.00
MED0400	C - GLYFORMET 500MG	PHP 7.00
MED0401	C - GOUTLESS 500MCG	PHP 6.00
MED0402	C - HEMOGEN 10MG/ML AMP	PHP 65.00
MED0403	C - HIVENT 1MG/ML NEB	PHP 21.00
MED0404	C - HYDROVEX 100MG	PHP 195.00
MED0405	C - HYDROVEX 250MG	PHP 455.00
MED0406	C - HYOSAN AMP	PHP 111.00
MED0407	C - KETOVEX AMP	PHP 128.00
MED0408	C - KINOGEN 2MG/ML VIAL	PHP 585.00
MED0409	C - LARGECEF 750MG VIAL	PHP 325.00
MED0410	C - LIDOCAINE 2% TWIST 5ML	PHP 47.00
MED0411	C - LIFERZIN 250MG VIAL	PHP 47.00
MED0412	C - LRS 1L	PHP 122.00
MED0413	C - LRS 500ML	PHP 122.00
MED0414	C - MAGNESIUM SULFATE 20ML	PHP 86.00
MED0415	C - MANNITOL 500ML	PHP 332.00
MED0416	C - MEROPEVEX 1G	PHP 2,405.00

MED0161	D5 NM 500ML	PHP 59.00
MED0162	D5 NR 1L	PHP 65.00
MED0163	D5 WATER 1L	PHP 65.00
MED0164	D5 WATER 500ML	PHP 62.00
MED0165	DEXTRAN-70 500ML	PHP 536.00
MED0166	MANNITOL 20% 500ML	PHP 121.00
MED0167	PLAIN LR 1L	PHP 58.00
MED0168	PLAIN LR 500ML	PHP 58.00
MED0169	PLAIN NSS 1L	PHP 56.00
MED0170	PLAIN NSS 1L (IRRIGATION)	PHP 56.00
MED0172	ACTIVATED CHARCOAL 100G	PHP 220.00
MED0173	AMIKACIN 250MG VIAL	PHP 29.00
MED0174	AMIKACIN 500MG VIAL	PHP 22.00
MED0176	AMIODARONE 50MG/ML 3ML AMP	PHP 329.00
MED0177	AMPICILLIN 250MG VIAL	PHP 11.00
MED0179	ATracurium Besylate 10MG/ML AMP	PHP 114.00
MED0182	BUPIVACAINE HCL 0.5% HEAVY 20MG/4ML- (SENSORCAINE HEAVY 0.5 %)	PHP 168.00
MED0183	BUPIVACAINE HCL HEAVY 0.5% ISOBARIC AMP	PHP 77.00
MED0184	CALCIUM GLUCONATE 10MG AMP	PHP 21.00
MED0185	CEFAZOLIN SODIUM 1G VIAL	PHP 27.00
MED0187	CEFOXITIN 1G VIAL	PHP 154.00
MED0189	CO-AMOXICLAV 1.2G VIAL	PHP 484.00
MED0190	D5 WATER 250ML	PHP 138.00
MED0191	D 50% 50ML VIAL	PHP 33.00
MED0192	DIAZEPAM 5MG/ML 2ML AMP	PHP 88.00

MED0417	C - MEROSAN 1G VIAL	PHP 1,820.00
MED0418	C - METVEX AMP	PHP 46.00
MED0419	C - MORPHINE AMP	PHP 224.00
MED0420	C - MOXIKING 625MG TAB	PHP 39.00
MED0421	C - MYOCARD AMP	PHP 162.00
MED0422	C - MYOTIL 40MG/ML AMP	PHP 208.00
MED0423	C - NIRFOL 10MG/ML VIAL	PHP 647.00
MED0424	C - NOSTON 1.08G TAB	PHP 20.00
MED0425	C - NSS 1L	PHP 122.00
MED0426	C - NSS 20ML	PHP 71.00
MED0427	C - NSS 500ML	PHP 122.00
MED0428	C - NSS 50ML	PHP 81.00
MED0429	C - NSS FOR IRRIGATION 1L	PHP 122.00
MED0430	C - NUBAIN 10MG/ML AMP	PHP 221.00
MED0431	C - ODASYL 10MG TAB	PHP 10.00
MED0432	C - ODASYL 5MG TAB	PHP 6.00
MED0433	C - OMP 40MG VIAL	PHP 501.00
MED0434	C - ONEXITINE 1G VIAL	PHP 1,039.00
MED0435	C - PANAZOLE VIAL	PHP 119.00
MED0436	C - PANOXIL 500MG VIAL	PHP 237.00
MED0437	C - PIMAX 400 MCG TAB	PHP 43.00
MED0438	C - PLEPRA T 4.5G VIAL	PHP 650.00
MED0439	C - POTASSIUM CHLORIDE 20ML	PHP 86.00
MED0440	C - PREDSTER 20MG TAB	PHP 8.00
MED0441	C - QUINOCIP 2MG/ML 100ML VIAL	PHP 650.00

MED0193	DIGOXIN 250MG/ML 2ML AMP	PHP 163.00
MED0194	DOBUTAMINE 250MG/20ML VIAL	PHP 221.00
MED0195	EPHEDRINE 50MG/ML AMP	PHP 87.00
MED0196	FAMOTIDINE 20MG VIAL	PHP 1,124.00
MED0197	FENTANYL 50MCG/ML 2ML AMP	PHP 92.00
MED0199	GLYCERIN PEDIA SUPPOSITORY	PHP 13.00
MED0200	HALOPERIDOL 50MG/ML AMP	PHP 585.00
MED0201	HYDRALAZINE 20MG/ML AMPULE	PHP 91.00
MED0202	IODOMIDOL 612MG/ML 50ML VIAL	PHP 1,775.00
MED0203	IODOSORB SACHET 3G	PHP 819.00
MED0204	ISOSORBIDE DINITRATE 5MG TAB	PHP 11.00
MED0205	ISOXSUPRINE HCL 5MG/ML 2ML AMP	PHP 211.00
MED0206	KETAMINE 50MG/ML 10ML VIAL	PHP 785.00
MED0207	LEVOBUPIVACAINE HCL AMP	PHP 377.00
MED0209	MAGNESIUM SULFATE 250MG/ML 10ML VIAL	PHP 38.00
MED0210	METHYLERGOMETRINE 200MCG/ML AMP	PHP 17.00
MED0211	MIDAZOLAM 5MG/ML AMP	PHP 100.00
MED0213	MORPHINE SULFATE 10MG/ML AMPULE	PHP 74.00
MED0214	MUPIROCIN 2% 5G OINTMENT	PHP 81.00
MED0215	NALBUPHINE 10MG/ML	PHP 75.00
MED0216	NICARDEPINE 10MG/10ML VIAL	PHP 498.00
MED0218	OXYMETHAZOLINE NASAL SPRAY	PHP 379.00
MED0219	PARACETAMOL 125MG SUPPOSITORY	PHP 26.00
MED0220	PARACETAMOL 250MG SUPPOSITORY	PHP 32.00
MED0221	PARECOXIB SODIUM 40MG VIAL	PHP 190.00
MED0222	PETHIDINE 50MG/ML 2ML VIAL	PHP 258.00

MED0442	C - RANIVEX 25MG/ML 2ML AMP	PHP 143.00
MED0443	C - SARTAN 100MG TAB	PHP 24.00
MED0444	C - SARTAN 50MG TAB	PHP 18.00
MED0445	C - SODALITE 75	PHP 12.00
MED0446	C - SODIUM BICARBONATE 50ML	PHP 195.00
MED0447	C - SWFI 1L	PHP 122.00
MED0448	C - SWFI 20ML	PHP 63.00
MED0449	C - SWFI 50ML	PHP 71.00
MED0450	C - TAZIVEX 1G VL	PHP 1,008.00
MED0451	C - TAZOVEX 2.25G	PHP 845.00
MED0452	C - TETANUS TOXOID AMP	PHP 130.00
MED0453	C - TRAMALIN 50MG/ML 1ML AMP	PHP 195.00
MED0454	C - TRANCE 500MG AMP	PHP 78.00
MED0455	C - TRIAGEN 1G VIAL	PHP 325.00
MED0456	C - TRIMECARD 35MG	PHP 12.00
MED0457	C - TROPIN AMP	PHP 43.00
MED0458	C - URISAM 500MG	PHP 10.00
MED0459	C - VALIUM 10MG/2ML AMP	PHP 221.00
MED0460	C - VIPEFIME 1G VIAL	PHP 715.00
MED0461	C - VITASONE 100MG VIAL	PHP 207.00
MED0462	C - ZARNAT 100MG	PHP 28.00
MED0463	C - ZARNAT 50MG	PHP 20.00
MED0464	C - ZEFTRIGEN 1G VIAL	PHP 520.00
MED0465	C - FEXONE 1G VIAL	PHP 457.00
MED0466	C - Z-FIX 100MG/5ML	PHP 501.00
MED0467	C - ZIPHANOL 2MG/ML AMP	PHP 572.00

MED0223	PHENOBARBITAL 120MG/ML AMP	PHP 491.00
MED0224	PHENYTOIN 50MG/ML 2ML AMPULE	PHP 124.00
MED0225	POTASSIUM CHLORIDE 2MEQ/ML 20ML AMPULE	PHP 35.00
MED0227	PROPOFOL 1% 10MG/20ML AMPULE	PHP 85.00
MED0228	SILVER SULFADIAZINE 25G CREAM	PHP 115.00
MED0229	SODIUM BICARBONATE 8.4% 50ML VIAL	PHP 118.00
MED0230	STERILE WATER FOR INJ. 1L	PHP 99.00
MED0231	STERILE WATER FOR INJ. 20ML	PHP 27.00
MED0232	STERILE WATER FOR INJ. 50ML	PHP 30.00
MED0233	SUCCINYLCHOLINE 10MG/ML 10ML VIAL	PHP 193.00
MED0234	TERBUTALINE 500MCG/ML AMP	PHP 62.00
MED0235	TERRAMYCIN OPHT OINTMENT	PHP 0.00
MED0236	TETANUS ANTITOXIN 1,500 IU AMP	PHP 82.00
MED0237	TETANUS TOXOID 0.5ML AMP	PHP 46.00
MED0238	TRANEXAMIC ACID 100MG/5ML AMP	PHP 20.00
MED0240	VITAMIN C AMP	PHP 39.00
MED0244	PARACETAMOL 300MG AMP	PHP 6.00
MED0245	BENZYL PENICILLIN SODIUM 1,000,000 UNIT VIAL – (BIOPHEN 1,000,000 UNIT)	PHP 7.00
MED0246	DIGOXIN 0.25 MCG/TAB	PHP 6.00
MED0247	CARBOPROST - EVAPROST 250 MCG/ML	PHP 510.00
MED0250	CALTRATE TAB	PHP 73.00
MED0251	RIFAMIXIN 200MG TABLET	PHP 925.00

MED0468	C - ZIROLAC 30MG/ML AMP	PHP 137.00
MED0469	C - ZYLEVO 500MG TAB	PHP 41.00
MED0470	C - KAFTAX 500MG TABLET	PHP 127.00
MED0471	C - VHERDEX 4MG/ML 2ML VIAL	PHP 166.00
MED0472	C - FEVERIN 150MG/ML 2ML AMP	PHP 78.00
MED0473	C - GENTACARE 40MG/ML AMP	PHP 81.00
MED0474	C - ADELANIN 40MG/ML 2ML AMP	PHP 166.00
MED0475	C - ATRAX 100MG CAP	PHP 27.00
MED0476	C - AZI HOLD-500 MG TAB	PHP 67.00
MED0477	C - ROFLOX 500MG TAB	PHP 39.00
MED0478	C - C-ZETT 600MG SACHET	PHP 60.00
MED0479	C - DECAN 4MG/2ML AMP	PHP 70.00
MED0480	C - DOMPER 10MG TAB	PHP 16.00
MED0481	C - GEOXICLAV 500MG/125MG TAB	PHP 51.00
MED0482	C - LACTUL SOLN 100ML	PHP 329.00
MED0483	C - ARTHAN 500MG CAP	PHP 17.00
MED0484	C - VESILAC 10MG SUPP	PHP 18.00
MED0485	C - VOREN FORTE 50MG CAP	PHP 26.00
MED0486	C - AMIKACIN 100MG/2ML AMP	PHP 170.00
MED0487	C - PEN G 1M VIAL	PHP 50.00
MED0488	C - AMOXICILLIN 100MG DROPS	PHP 93.00
MED0489	C - AMOXICILLIN 250MG SUSP	PHP 100.00

MED0252	0.9% SODIUM CHLORIDE SOLUTION, 20ML	PHP 39.00
MED0253	ACETYLCYSTEINE 100 MG SACHET	PHP 15.00
MED0254	ACETYLCYSTEINE 200 MG SACHET	PHP 14.00
MED0255	ACETYLCYSTEINE 600 MG EFFERVESCENT TABLET	PHP 37.00
MED0256	ADENOSINE 3MG/ML 2ML VIAL	PHP 338.00
MED0257	ALBUMIN 20% VIAL	PHP 2,727.00
MED0258	ALUMINUM HYDROXIDE + MAGNESIUM HYDROXIDE 225MG/200ML/5ML SUSPENSION 120ML	PHP 41.00
MED0259	AMIODARONE 200MG TABLET	PHP 27.00
MED0260	ASCORBIC ACID 100MG/5ML SYRUP, 60ML	PHP 21.00
MED0261	ASPIRIN, 325MG BLISTER PACK TABLET	PHP 3.00
MED0262	AZITHROMYCIN DIHYDRATE 500MG VIAL	PHP 781.00
MED0263	BCG VIAL	PHP 390.00
MED0264	BETAHISTINE 24MG TABLET	PHP 58.00
MED0265	BISACODYL 10MG SUPPOSITORY	PHP 28.00
MED0266	BISACODYL 5MG SUPPOSITORY	PHP 43.00
MED0267	BUTORPHANOL 2MG/ML AMPULE	PHP 520.00
MED0268	CARVEDILOL 25MG TABLET	PHP 5.00
MED0269	CARVEDILOL 6.25MG TABLET	PHP 2.00
MED0270	CEFALEXIN MONOHYDRATE 100MG/ML DROPS, 10ML	PHP 24.00

MED0490	C - AMOXICILLIN 500MG CAP	PHP 8.00
MED0491	C - ASCORBIC ACID 100MG 60ML	PHP 80.00
MED0492	C - CEFALEXIN 250MG/ 60ML SYRUP	PHP 144.00
MED0493	C - CETIRIZINE SYRUP 60ML	PHP 246.00
MED0494	C - DIPHENHYDRAMINE 50MG TAB	PHP 9.00
MED0495	C - MULTIVITAMINS TAB	PHP 6.00
MED0496	C - PARACETAMOL 125MG/ 60ML SUSP	PHP 71.00
MED0497	C - PARACETAMOL 250MG/ ML SYRUP	PHP 76.00
MED0498	C - PARACETAMOL 100MG/ 15ML DROPS	PHP 74.00
MED0499	C - VITAMIN B COMPLEX TAB	PHP 4.00
MED0500	C - CEFUROXIME 500MG TAB	PHP 40.00
MED0501	C - CLOXACILLIN 500MG CAP	PHP 16.00
MED0502	C - METOCLOPRAMIDE 10MG TAB	PHP 7.00
MED0503	C - OMEPRAZOLE 20MG CAP	PHP 37.00
MED0504	C - OMEPRAZOLE 40MG CAP	PHP 87.00
MED0505	C - MUPIROCIN 2% OINTMENT 5G	PHP 834.00
MED0506	C - PROPRANOLOL 10MG TAB	PHP 5.00
MED0507	C - OMACARE 40MG VIAL	PHP 390.00
MED0508	C - MIROCID OINTMENT 10G	PHP 430.00

MED0271	CEFALEXIN MONOHYDRATE 250MG/5ML, POWDER FOR SUSPENSION 60ML	PHP 33.00
MED0272	CEFEPIME 1G VIAL	PHP 109.00
MED0273	CEFTAZIDIME PENTAHYDRATE 1 GRAM VIAL	PHP 52.00
MED0274	CEFUROXIME 250MG/5ML SUSPENSION,50ML	PHP 195.00
MED0275	CELECOXIB 100MG CAPSULE	PHP 7.00
MED0276	CETIRIZINE DIHYDROCHLORIDE 5MG/ 5ML SYRUP 30ML	PHP 93.00
MED0277	CILOSTAZOL 100 MG TABLET	PHP 17.00
MED0278	CINNARIZINE 25MG TABLET	PHP 2.00
MED0279	CLARITHROMYCIN 125MG/5ML SUSPENSION, 50ML	PHP 183.00
MED0280	CLOBETASOL PROPIONATE 0.05% OINTMENT TUBE 5 GRAMS	PHP 172.00
MED0281	CLOXACILLIN 250MG/5ML SUSPENSION,60ML	PHP 52.00
MED0282	CLOXACILLIN SODIUM 500MG, BLISTER/FOIL PACK CAPSULE	PHP 4.00
MED0283	CO-AMOXICLAV 457MG/5ML, POWDER FOR SUSPENSION 70ML	PHP 258.00
MED0285	DILTIAZEM 60MG TABLET	PHP 7.00
MED0286	DIPHENHYDRAMINE HCL 12.5MG/5ML SYRUP,60ML	PHP 22.00
MED0288	DOXYCYCLINE 100MG CAPSULE	PHP 2.00
MED0289	DYDROGESTERONE 10MG TABLET	PHP 72.00
MED0290	ENOXAPARIN SODIUM 100MG/ML 0.4ML PRE-FILED SYRINGE	PHP 284.00
MED0291	ERYTHROMYCIN 500MG TABLET	PHP 6.00

MED0509	C - SALBUTAMOL NEB	PHP 21.00
MED0510	C - ERYTHROMYCIN EYE OINT	PHP 273.00
MED0511	C - CARBOPROST 125MCG AMP	PHP 749.00
MED0512	C - CEFUROXIME 250MG/ 5ML	PHP 1,235.00
MED0513	C - BISACODYL 5MG SUPP	PHP 97.00
MED0514	C - SILVER SULFADIAZINE CREAM 25G	PHP 170.00
MED0515	C - MONTELUKAST 10MG TAB	PHP 83.00
MED0516	SPIRONOLACTONE - ALDACTONE 25MG TAB	PHP 21.00
MED0517	ACETYLCYSTEINE - FLUIMUCIL 200MG SACHET	PHP 23.00
MED0518	C - BUPIVACAINE ISOBARIC	PHP 845.00
MED0519	ISOSORBIDE DINITRATE - ISORDIL	PHP 30.00
MED0520	DAKTARAN ORAL GEL	PHP 338.00
MED0521	ADENOSINE - ADESAN VIAL	PHP 1,770.00
MED0522	C - APRENOL 1000/5M	PHP 215.00
MED0523	C - SORBANCE 5MG TAB	PHP 7.00
MED0524	C - SANTON 5MG/2ML AMP	PHP 860.00
MED0525	C - D5NM 500ML	PHP 122.00
MED0526	C - GLOTREK 500MG AMP	PHP 78.00

31. PISIKAL TERAPI PARA SA MGA OUTPATIENT

Ang pisikal terapi ay isang uri ng serbisyong medikal na naglalayong magpabuti ang paggalaw at kalusugan ng mga pasyente. Ang pisikal terapi sa mga outpatient ay ginagawa para sa mga pasyente na hindi naka-admit sa ospital at nangangailangan ng terapi.

OPISINA o DIBISYON		Ospital ng Imus - Physical Therapy Unit ng Rehabilitation Department		
KLASIPIKASYON		Technical		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Physical Therapy Referral		Doktor na gagawa ng konsultasyon ng pasyente		
Patient Information Sheet		Physical Therapist		
Physical Therapy Attendance Form (kopya para sa OPD, PT at pasyente)		Physical Therapist		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Kumonsulta sa doktor ukol sa nararamdamang kundisyon.	1. Isagawa ang konsultasyon at magbigay ng referral sa pisikal terapi kung naaangkop.	Wala	*15 minuto	Doktor
2. Ibigay sa physical therapist ang referral galing sa doktor.	2. Tanggapin ang referral form mula sa pasyente at ipila para iskedyl.	Wala	5 minuto	Physical Therapist
3. Sagutan ang Patient Information Sheet	3.1 Magbigay ng Patient Information Sheet sa pasyente. 3.2 Tanggapin ang Patient Information sheet kapag natapos na ito sagutan.	Wala	*15 minuto	Physical Therapist
4. Maghintay at sumagot sa tawag ng pisikal therapist para sa pag-iskedyul.	4.1 Iiskedyul ang pasyente sa oras na walang nakatakandang pasyente. 4.2 Tawagan ang pasyente upang ikumpirma ang pagpunta ng pasyente.	Wala	5 minuto	Physical Therapist
5. Bumalik sa araw at iskedyl na tinakda para sa pisikal terapi.	5. Suriin ang mga problema ng pasyente sa kanyang paggalaw at bigyan ng naaangkop na terapi para sa kundisyong ito.	Wala	1 oras	Physical Therapist
6.1 Patuloy na bumalik sa iskedyl ng terapi hanggang kinakailangan.	6.1 Magbigay ng naaangkop na terapi sa pasyente hanggang ang pasyente ay ma-discharge.	Wala	1 oras	Physical Therapist

6.2 Dalhin ang Physical Therapy Attendance Form para idokumento ang pagpunta sa terapi.	6.2 Sulatan ang Patient Attendance Form sa mga araw na dumating ang pasyente.			
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	*2 oras at 40 minuto	

*Ang tagal ng serbisyo ay base sa ginawang proseso at dami ng sesyon na kakailanganin ng pasyente.

32. PISIKAL TERAPI PARA SA MGA INPATIENT

Ang pisikal terapi ay isang uri ng serbisyong medikal na naglalayong magpabuti ang paggalaw at kalusugan ng mga pasyente. Ang pisikal terapi sa mga inpatient ay ginagawa para sa mga pasyente na naka-admit sa ospital at nangangailangan ng terapi.

OPISINA o DIBISYON		Ospital ng Imus - Physical Therapy Unit ng Rehabilitation Department		
KLASIPIKASYON		Technical		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Physical Therapy Referral		Sa doktor na gagawa ng konsultasyon ng pasyente		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Kumonsulta sa doktor ukol sa nararamdamang kundisyon.	1. Isagawa ang konsultasyon at ibigay ang referral sa Nurse Station kung naaangkop.	Wala	*15 minuto	Doktor
2. Maghintay na makomunika ang referral sa pisikal terapi.	2. Tanggapin ang referral form mula sa Nurse Station at ipila para iskedul.	Wala	5 minuto	Physical Therapist
3. Maghintay ng pagpunta ng pisikal terapist sa kwarto ng pasyente.	3. Pumunta sa kwarto ng pasyente upang ikumpirma ang kagustuhan ng pasyente na magterapi.	Wala	5 minuto	Physical Therapist
4. Gawin ang mga pagsusuri o terapi na pinagagawa ng pisikal terapist.	4. Suriin ang mga problema ng pasyente sa kanyang paggalaw at bigyan ng naangkop na terapi para sa kundisyong ito.	Wala	*1 oras	Physical Therapist
5. Patuloy na gawin ang terapi hanggang kinakailangan o hanggang ma-discharge sa ospital. Pirmahan ang Physical Therapy Attendance Form para idokumento ang pagdalo sa terapi	5. Magbigay na naaangkop na terapi sa pasyente hanggang ang pasyente ay ma-discharge. 5.1 Sulatan ang Patient Attendance Form sa mga araw na dumalo sa terapi ang pasyente	Wala	*1 oras	Physical Therapist
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	*2 oras at 25 minuto	

*Ang tagal ng serbisyo ay base sa ginawang proseso at dami ng sesyon na kakailanganin ng pasyente.

33. PAGKUHA NG PHYSICAL THERAPY PROGRESS NOTES

Ang Physical Therapy Progress Notes ay isang dokumento na naglalarawan ng mga sesyon para sa terapi ng isang pasyente. Ito ay naglalaman ng kung ilang sesyon ang pinuntahan ng pasyente, mga kasalukuyang problema ng pasyente, mga aktibidad na nais mapabuti ang pasyente, mga interbensyon na binigay sa terapi, at rekomendasyon ng tagal ng terapi para sa pasyente.

OPISINA o DIBISYON	Ospital ng Imus - Physical Therapy Unit ng Rehabilitation Department			
KLASIPIKASYON	Complex			
URI NG TRANSAKSYON	G2C – Government to Citizen			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Physical Therapy Requisition Slip		Physical Therapist		
Charge Slip para sa Certified True Copy		Health Information Management Department		
Official receipt		Cashier		
Kung Pasyente: Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Kung Kinatawan ng Pasyente:				
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Authorization Letter		Pasyente		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Manghingi ng Physical Therapy Requisition Slip sa inyong Physical Therapist.	1. Magbigay ng Physical Therapy Requisition Slip sa pasyente.	Wala	1 minuto	Physical Therapist
2. Sulatan ang Physical Therapy Requisition Slip at ibalik sa Physical Therapist.	2. Tanggapin ang Physical Therapy Requisition Slip.	Wala	15 minuto	Physical Therapist

3. Maghintay ng tawag mula sa Physical Therapist kung kalian pwedeng kunin ang Physical Therapy Progress Notes.	3.1 Isulat ang Physical Therapy Progress Notes para sa pasyente. Ang pasyente ay tatawagan kapag ito ay nakahanda na para kunin. Ang dokumento ay ibibigay sa Medical Records Department.	Wala	5 araw	Physical Therapist
	3.2 Iproseso ang Certified True Copy ng Physical Therapy Progress Notes.	Wala		Medical Records Officer
	3.3 Pirmahan ang Certified True Copy ng Physical Therapy Progress Notes.	Wala		Physical Therapist
	3.4 Tawagan ang pasyente kapag ito ay nakahanda na para kunin sa Medical Records Department.	Wala		Physical Therapist
4. Pumunta sa Health Information Management Department para kunin ang charge slip para sa Certified True Copy ng Physical Therapy Progress Notes.	4. Magbigay ng charge slip sa pasyente upang bayaran ang Certified True Copy ng Physical Therapy Progress Notes.	Wala	30 minuto	Medical Records Officer
5. Magbayad sa cashier para sa Certified True Copy ng Physical Therapy Progress Notes.	5. Tanggapin ang bayad ng pasyente at magbigay ng Official Receipt sa pasyente.	Php 30.00	5 minuto	Cashier Personnel
6. Bumalik sa Medical Records Department upang makuha ang Certified True Copy ng Physical Therapy Progress Notes.	6. Ibigay ang Certified True Copy ng Physical Therapy Progress Notes.	Wala	5 minuto	Medical Records Officer
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Php 30.00	5 araw at 56 minuto	

34. PAGESUSURING DAYAGNOSTIKO SA RADIOLOGY DEPARTMENT

Ang Radiology Department ay responsable sa pagproseso ng mga pagsusuring medikal kung saan nalikha ng mga larawan na maipapakita ang internal na istraktura ng katawan ng pasyente. Ito ay may layunin na makapagbigay ng kalidad at wastong resulta sa itinakdang oras na magiging basehan ng doktor sa pagbibigay ng karampatang lunas sa pasyente.

OPISINA o DIBISYON		Ospital ng Imus - Radiology Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C - Government to Citizens; G2G - Government to Government		
SINO ANG NANGANGAILANGAN NG SERBISYO		Inpatient at Outpatient		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Radiology Request Form		Radiology Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang Radiology Request Form o ang Referral Form para sa pagsusuri.	1.1 Tanggapin ang Radiology Request Form o ang Referral Form at alamin ang kailangang pagsusuri ng pasyente.	Wala	2 minuto	Radiologic Technologist Radiology Department
	1.2 Isulat ang iskedyul ng pagsusuri kasama ang lagda ng Radiologic Technologist para matiyak ang pagiging orihinal at pagkakakilanlan ng request form.	Wala	3 minuto	
	1.3 Para sa mga agarang kaso o "emergency procedures", ito ay kinakailangan munang masuri at aprubahan ng doktor.	Wala	10 minuto	
2. Pumunta sa Cashier at magbayad sa kahera ng kaukulang babayaran.	2. Papuntahin ang pasyente sa Cashier upang magbayad ng kaukulang babayaran.	Tingnan sa Ibaba	1 minuto	Radiologic Technologist Radiology Department
3. Bumalik sa kwarto na unang pinuntahan sa Radiology Department at ipakita ang Radiology Request Form o referral form kalakip ang opisyal na resibo.	3.1 Tanggapin ang resibo at Radiology Request Form o referral form. Isulat ang radiology number at iba pang mahalagang impormasyon sa "Logbook for Radiology Examinations".	Wala	2 minuto	Radiologic Technologist Radiology Department

	3.2 Isulat ang radiology file number sa opisyal na resibo at magbigay ng maikling paliwanag sa proseso at iba pang kailangang impormasyon na dapat malaman ng pasyente.	Wala	5 minuto	
4. Pumunta sa Radiology Department sa nakaiskedyul na araw at oras at ibigay ang nakumpletong Radiology Request Form.	4. Tanggapin at ipila ang Request Form kasama ang iba pang request.	Wala	2 minuto	Radiologic Technologist Radiology Department
5. Manatili sa upuan sa tapat ng Radiology Department at maghintay na tawagin ang pangalan.	5. Tawagin ang pangalan ng pasyente. Ihanda ang pasyente at makina na kailangan.	Wala	13 minuto	Radiologic Technologist Radiology Department
6. Sumailalim sa proseso.	6. Isagawa ang proseso.	Wala	30 minuto	Radiologic Technologist Resident Radiologist Radiology Department
7. Manatili at maghintay muli sa nakatalagang lugar na hintayan ng mga pasyente sa harap ng x-ray room.	7. Suriin ang imahe. Ulitin ang pagsusuri kung kailangan.	Wala	15 minuto	Radiologic Technologist Resident Radiologist Radiology Department
8. Balikan ang resulta sa nakatakandang araw at oras ng pagkuha.	8. Para sa Inpatient, ipaalam sa Staff Nurse na maaari nang ibalik ang pasyente sa kanilang kwarto at itatawag nalang kung may resulta na. Para sa mga outpatient, sabihan na balikan ang resulta sa itinakdang araw at oras ng pagkuha.	Wala	2 minuto	Radiologic Technologist Radiology Department
Sagutan ang Client Satisfaction Rating Form				
TOTAL		Tingnan sa Ibaba	1 oras, 25 minuto	

X-RAY			
Vertebral Column		Skull	
Cervical Spine APL	PHP 450.00	Cranium/ Skull APL	PHP 450.00
Thoracic Spine APL	PHP 500.00	Cranium/ Skull Series	PHP 450.00
Thoraco-Lumbar Spine APL	PHP 700.00	Orbital	PHP 450.00
Lumbar Spine APL	PHP 450.00	Mastoid Process	PHP 450.00
Lumbo Sacral APL	PHP 450.00	Towne's View	PHP 350.00
KUB AP	PHP 450.00	Water's View	PHP 350.00
KUB IVP	PHP 1, 200.00	Upper Extremities: Arm/ Humerus	
Scoliosis Series	PHP 900.00	Elbow	PHP 300.00
Shoulder Girdle		Forearm/ AR	PHP 300.00
Shoulder Joint	PHP 400.00	Hand	PHP 300.00
Clavicle	PHP 400.00	Wrist	PHP 300.00
Scapula	PHP 450.00	Low Extremities	
Pelvis AP	PHP 300.00	Femur/ Thigh	PHP 350.00
Pelvis APL	PHP 450.00	Leg	PHP 350.00
Hip Joint	PHP 450.00	Knee	PHP 300.00
Sacrum APL	PHP 450.00	Ankle	PHP 350.00
Lungs		Foot	PHP 350.00
Pedia Chest AP/L	Skeletal Survey	PHP 1, 500.00	
Chest PA	PHP 250.00	Facial Bone	
Chest PA/ Lateral	PHP 350.00	Zygomatic Bones	PHP 450.00
Apicolordotic View	Php 200.00	TMJ	PHP 450.00
Chest with Bucky	PHP 400.00	Mandible	PHP 450.00
Chest Lateral Decubitus	PHP 300.00	STL	PHP 400.00
Babygram	PHP 400.00	Shoulder Girdle	
Bony Thorax		Paranasal Sinuses	PHP 600.00
Thoracic Cage	Nasal Bone	PHP 500.00	
Rib Cage AP	PHP 400.00	Plain Abdomen	PHP 450.00
Rib Cage AP/ Oblique	PHP 500.00	Plain Abdomen Upright Supine	PHP 500.00

ULTRASOUND			
Whole Abdomen	PHP 1, 300.00	<i>Ultrasound Special Exam</i>	
Upper Abdomen	PHP 950.00	Thyroid	PHP 700.00
HBT	PHP 450.00	Neck	PHP 900.00
Liver	PHP 450.00	Chest	PHP 900.00
Gall Bladder	PHP 350.00	Breast	PHP 700.00
Spleen	PHP 450.00	Scrotal	PHP 800.00
Pancreas	PHP 450.00	Inguino/ Scrotal	PHP 1, 500.00
KUB	PHP 450.00	Leg/ Thigh	PHP 800.00
KUB/ Prostate	PHP 650.00	Soft Tissues/ Mass	PHP 900.00
Transvaginal	PHP 600.00	Transrectal	PHP 600.00
BPS	PHP 600.00	BPS (Bio-Physical Scoring)	PHP 600.00
Pelvic	PHP 400.00		
Lower Abdomen	PHP 900.00		
Single Organ	PHP 350.00		
2 – Organ	PHP 450.00		
3 – Organ	PHP 550.00		
4 – Organ	PHP 650.00		

35. MEAL PREPARATION AND DISTRIBUTION

Dietary Department ensures that nutritious, attractive and palatable meals are served to patients while maintaining high standard of sanitation. It also provides nutritional care and counseling to patients to analyze various health needs in regard to diet and exercise.

OFFICE OR DIVISION	Ospital ng Imus – Dietary Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus - Inpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attending Physician's Diet Order		Hospital Information System (HIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive information regarding patient's diet.	1.1 Receiving of Diet Order from the Attending Physician.	None	5 minutes	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Dietary Department
	1.2 Prepare and cook the patient's meal.	None	1 hour	Justine Mae T. Reyes Consessionaire/Cook Dean Allen B. Rodriguez Dietary Department
2. Receives the meal distributed by the Dietary Department.	2. Distribute or deliver the patient's meal.	None	10 minutes	Dean Allen B. Rodriguez Dietary Department
3. Return meal trays.	3. Collect meal trays from patient's room.	None	10 minutes	Dean Allen B. Rodriguez Dietary Department
TOTAL		None	1 hour, 25 minutes	

36. NUTRITION COUNSELLING o PAGPAPAYONG NUTRISYON SA MGA INPATIENT

Ang Dietary Department ay sinisigurado na ang mga pasyente na nangangailangan at mayroong referral para sa pagpapayong nutrisyon at naka-marka ng May-Go-Home ay matuturuan at mabibigyan ng payo na naaayon sa kanilang pangangailangang nutrisyon para sa kanilang pag-uwi.

OPISINA o DIBISYON		Ospital ng Imus – Dietary Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Ospital ng Imus - Inpatient		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Attending Physician’s referral para sa Diet Counselling/Instructions		Hospital Information System (HIS) Patient’s Chart		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagtanggap ng referral para sa pagtuturo ng diyeta sa pasyente.	1.1 Pagtanggap ng referral para sa diyeta ng pasyente mula sa doktor o Attending Physician.	Wala	5 minuto	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Dietary Department
	1.2 Paghahanda at pagpapalano ng Diet Prescription ng pasyente, kasama ang sample menu, listahan ng dami ng pagkain, at paghahanda ng pagkain sa bahay.	Wala	*2 Oras	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Justine Mae T. Reyes Dietary Department
2. Pagtanggap ng pambahay na tagubilin o reseta ng pagkain.	2. Pagtawag sa kamag-anak ng pasyente o pagpunta ng Nutritionist-Dietitian sa ward o kwarto ng pasyente. *Ang kamag-anak ng pasyente ay maaaring dumiresto sa Dietary Department o ang mga Nutritionist-Dietitian ay pumunta sa mga kwarto upang umpisahan ang pagtuturo ng diyeta sa bahay ng mga pasyenteng mayroong May-Go-Home na instruksyon.	Wala	*1 oras at 30 minuto	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Dietary Department
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	3 oras at 35 minuto	

37. NUTRITION COUNSELLING o PAGPAPAYONG NUTRISYON SA MGA OUTPATIENT

Ang Dietary Department ay sinisigurado na ang mga pasyente na nangangailangan at mayroong referral para sa pagpapayong nutrisyon ay matuturuan at mabibigyan ng payo na naaayon sa kanilang pangangailangang nutrisyon mula sa pagsusuri ng kanilang doktor sa Outpatient Department (OPD).

OPISINA o DIBISYON		Ospital ng Imus – Dietary Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Ospital ng Imus - Inpatients		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Out Patient Department's Doctors' referral for Diet Counselling/Instructions		Diet Prescription		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagtanggap ng referral para sa pagtuturo ng diyeta sa pasyente.	1.1 Pagtanggap ng referral para sa diyeta ng pasyente mula sa kanilang doktor sa OPD.	Wala	5 minuto	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Dietary Department
	1.2 Paghahanda at pagpapalano ng Diet Prescription ng pasyente, kasama ang sample menu, listahan ng dami ng pagkain, at paghahanda ng pagkain sa bahay.	Wala	*45 minuto	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Justine Mae T. Reyes Dietary Department
2. Pagtanggap ng pambahay na tagubilin o reseta ng pagkain.	2. Ang pasyente at/o kanilang kamag-anak ay maaaring dumiretso sa Dietary Department para sa pagbibigay ng payo at tagubilin patungkol sa diyeta ng pasyente sa kanilang bahay. *Ang pasyente at/o kamag-anak nila ay maaaring dumiretso sa opisina ng Dietary Department o sa cafeteria.	Wala	*1 oras at 30 minuto	Ma. Ana Katrina S. Lardizabal Jezlin Hannah C. Ricafort Dietary Department
KABUUAN		Wala	2 oras at 20 minuto	

38. Pagsasagawa ng Operasyon

Ito ay isang proseso o metodo sa pag-oopera sa katawan ng pasyente.

OPISINA o DIBISYON		Ospital ng Imus – Operating Room		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		In – patient		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Intraoperative Counting Record		OR-DR Complex		
Surgical Safety Checklist		Nursing Ward		
Surgical Pathology Request		Nursing Ward		
Partograph		OR-DR Complex		
Anesthesia Chart		OR-DR Complex		
Record of Operation		OR-DR Complex		
Pre-operative Checklist		Nursing Ward		
Informed Consent for Surgery, Anesthesia or Other Procedures		Nursing Ward		
OR-DR Complex Notification Slip		OR-DR Complex		
Doctor's Order Sheet kung saan nakasaad ang takdang petsa ng operasyon		Nursing Ward		
Patient's Medical Chart		Nursing Ward		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumirma sa Informed Consent for Surgery, Anesthesia or Other Procedures at ihanda ang sarili bago ang operasyon ayon sa abiso ng mga Nurse.	1.1 Pagbibigay ng impormasyon sa oras at planong operasyon para sa pasyente. Para sa kaso ng emergency, kailangan ito gawin agad.	Wala	3 minuto	Nurse I (Nursing Ward o Emergency Room)
	1.2 Magbigay ng OR-DR Complex Notification Slip kalakip dito ang impormasyon ng pasyente at paraan ng operasyon.	Wala	5 minuto	
2. Bago pumasok sa Operating Room, iwanan ang mahahalagang bagay o gamit sa kasama o bantay.	2.1 Pagtanggap ng pasyente kasama ang medical chart galing sa pinagmulang yunit. Siguraduhing napapirmahan ang Informed Consent for Surgery, Anesthesia or Other	Wala	*15 minuto	Nurse I (OR-DR Complex)

	Procedures at nagawa ang lahat nang nakasulat sa Pre-operative Checklist.			
	2.2 Dalhin ang pasyente sa Operating Room.	Wala	3 minuto	
	2.3 Kuhanan ang pasyente ng vital signs at ikabit sa monitor. Ipagbigay alam sa doktor kung kinakailangan.	Wala	5 minuto	
	2.4 Maghanda at magbigay ng Anesthesia na nararapat sa operasyon ng pasyente.	Wala	*30 minuto	Medical Specialist I o Medical Specialist II
	2.5 Pagsasagawa ng time-out bago ang operasyon gamit ang Surgical Safety Checklist.	Wala	15 minuto	Nurse I (OR-DR Complex) Medical Specialist I o Medical Specialist II (Surgery/OB/Anesthesiology)
	2.6 Pagsasagawa ng operasyon. Siguraduhing naitala ang oras ng simula at katapusan ng operasyon.	Wala	*30 minuto (minor na operasyon) *1 oras (major na operasyon)	Nurse I (OR-DR Complex) Medical Officer III Medical Specialist I o Medical Specialist II (Surgery/OB/Anesthesiology)
	2.7 Linisan at bihisan ng bago ang pasyente at dalhin sa Recovery Room.	Wala	15 minuto	Nurse I (OR-DR Complex); Midwife

	2.8 Ilipat ang pasyente sa Recovery Room at kuhanan ng vital sign tuwing ika-labinlimang (15) minuto hanggang nasa Recovery Room. Ipagbigay alam sa doktor kung kinakailangan.	Wala	*2 oras	Nurse I (OR-DR Complex)
	2.9 Pagsagawa ng order ng doktor at pagbigay ng gamot pagkatapos ng operasyon.	Wala	*30 minuto	Nurse I (OR-DR Complex)
	2.10 Siguraduhing nasulatan ng doktor ang mga sumusunod: - Record of Operation - Anesthesia Chart - Surgical Pathology Request (kung may specimen na papahistopath) -Partograph (para sa Caesarean Section) - Doctor's Order Sheet -Final Diagnosis	Wala	*30 minuto	Medical Specialist / Medical Officer III (Surgery/OB Department)
3. Dalhin ng kamag-anak ang specimen na ipapaeksamin sa Laboratory Department. Ang specimen na hindi ipapaeksamin ay tatanggapin lamang at kailangang lumagda sa Receiving Logbook ng OR-DR.	3.1 Ibigay ang specimen sa kamag-anak o pasyente o Laboratory Department.	1,500 pataas depende sa laki ng specimen na ipapaeksamin. Wala (kung hindi na kailangang ipaeksamin)	*15 minuto	Nurse I (OR-DR Complex)
	3.2 Ipagbigay alam sa yunit na pinanggalingan ng pasyente ang napipintong paglabas ng pasyente sa Recovery Room.	Wala	3 minuto	Nurse I (OR-DR Complex)

	3.3 Ilipat ang pasyente mula Recovery Room papuntang kwarto sa Nursing Ward.	Wala	20 minuto	Nurse I (OR-DR Complex) Transporter Utility
	3.4 Pagtanggap ng pasyente at pag-endorso ng tsart sa Nurse na nakatalaga sa Nursing Ward.	Wala	*20 minuto	Nurse I (OR-DR Complex) Nurse I (Nursing Ward)
KABUUAN		*Depende kung mayroong ipapaeksamin na specimen	*6 oras at 29 minuto	

*Ang kabuuang oras ay maaaring magbago depende sa klase at uri ng operasyong isasagawa, at kalagayan ng pasyente.

39. RECRUITMENT, SELECTION AND PLACEMENT OF EMPLOYEES

Recruitment, selection and placement is the process of assessing applicants in order to select and place qualified applicants in a specific position. Vacant positions in Ospital Ng Imus are posted in any of the following areas:

- Mayor's Office Bulletin Board
- Vice Mayor's Office/ Sangguniang Panglungsod Bulletin Board
- Public Employment Service Office (PESO) Bulletin Board
- Imus Public Market Bulletin Board
- Imus Extension Office Bulletin Board
- Imus Human Resource (HR) Bulletin Board (located at the Lobby)
- Civil Service Commission (CSC) Imus Field Office Bulletin Board
- Human Resource – Ospital ng Imus (HR-ONI) Bulletin Board

Vacant positions are also posted in the City of Imus and Ospital Ng Imus pages. Application is open to all who meet the qualifications of the position to be filled. A Personnel Selection Board (PSB) screens and evaluates all qualified applicants and submits the list of candidates recommended for appointment to the appointing authority.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to apply for the desired position		Applicants		
One (1) Copy of Duly accomplished Personal Data Sheet (PDS) with passport size picture with handwritten name and signature		Civil Service Commission (CSC) Website		
One (1) Photocopy of Eligibility (if applicable)		Civil Service Commission/ Professional Regulation Commission (PRC)		
One (1) Photocopy of Transcript of Records (TOR)		Universities/ State Colleges		
One (1) Photocopy of Valid Government ID		Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the list of vacant positions posted by the Human Resources Department (HRD) in designated areas and websites.	1. Post the list of vacant positions in designated areas and websites.	None	15 days	Human Resource Management Officer III

2. Submission of Pre-employment Application requirements.	2.1 Receive the submitted pre-employment application requirements.	None	1 minute	Human Resource Management Officer III Human Resource Management Officer I
	2.2 Conduct pre-screening of the documents submitted by the applicant to determine if he/she met the minimum qualifications for the position.	None	1 day	Human Resource Management Officer I
	2.3 Administer written examination of qualified applicant.	None	1 day	Human Resource Management Officer I
	2.4 Review pre-screening results of qualified applicant. Conduct interview, deliberate and evaluate the qualifications and competence of the applicant for the position.	None	1 day	Human Resource Management Officer I
	2.5 Process results of the Personnel Selection Board (PSB) Screening, conduct background investigation, and prepare the Comprehensive Evaluation Report. Submit the Comprehensive Evaluation Report to the Appointing Authority.	None	5 days	Human Resource Management Officer I
	2.6 Assess the merits of the recommendation made by the PSB through the Comprehensive Evaluation Report.	None	3 days	Local Chief Executive
	2.7 Inform the candidate selected by the Appointing Authority by telephone or email and request for pre-employment requirements.	None	2 days	Human Resource Management Officer I

3. Submit all the requested pre-employment requirements.	3. After selected applicant has submitted all the requirements for appointment, process the appointment process.	None	5 days	Administrative Officer II Human Resources Department
TOTAL		None	33 days, 1 minute	



OSPITAL NG IMUS

INTERNAL SERVICES

1. PAGTANGGAP NG MGA DOKUMENTO

Ang Chief of Medical Professional Staff ay isa sa mga support unit ng institusyon. Lahat ng dokumento, komunikasyon, hospital issuance at proseso patungkol sa Medical Service Department at mga kaakibat na Ancillary Services ay dumadaan sa opisina ng ito para sa pagsusuri at rekomendasyon bago ipasa sa opisina ng Chief of Hospital II.

OPISINA o DIBISYON		Ospital ng Imus – Chief of Medical Professional Staff		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2G-Government to Government		
SINO ANG NANGANGAILANGAN NG		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Wala		Wala		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Magsumite ng mga dokumento sa tauhan ng CMPS.	1. Tanggapin ang dokumento.	Wala	2 minuto	Dr. Mary Del V. Agarin-Bathan and Victor Hugo Chief of Medical Professional Staff
	2. Pagtatala ng dokumentong natanggap.	Wala	5 minuto	Dr. Mary Del V. Agarin-Bathan and Victor Hugo Chief of Medical Professional Staff
	3. Pagpasa ng dokumento sa CMPS.	Wala	3 minuto	Dr. Mary Del V. Agarin-Bathan and Victor Hugo Chief of Medical Professional Staff
	4. Pagsusuri at pagsasagawa ng nararapat na aksyon ng CMPS sa dokumentong natanggap.	Wala	1 araw	Dr. Mary Del V. Agarin-Bathan and Victor Hugo Chief of Medical Professional Staff
	5. Magrekomenda para sa pag-apruba ng Chief of Hospital II.	Wala	5 minuto	Dr. Mary Del V. Agarin-Bathan and Victor Hugo Chief of Medical Professional Staff
KABUUAN		Wala	1 araw 15 minuto	
Fill-out Client Satisfaction Rating Form				
KABUUAN		Wala	2 araw	

2. LEAVE ADMINISTRATION

Leave administration is performed to be able to accommodate employees authorized leave of absence at work. Employees must accomplish Leave Application Form in order to file their leave of absence.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) Copies of Leave Application Form		Ospital ng Imus – Human Resources Department; Departments of Ospital ng Imus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the three (3) copies of Leave Application Form to Human Resources Department.	1.1 Check all the necessary information needed in the Leave Application Form, if it is properly and completely accomplished.	None	3 minutes	Human Resource Management Officer I Ospital ng Imus - Human Resources Department
	1.2 Check the leave cards and leave credit balance of the employees. Accomplished necessary details for Leave Application Form.	None	10 minutes	Human Resource Management Officer I
	1.3 Submit complete leave application form for signature of the Authorized HRMO personnel.	None	10 minutes	Human Resource Management Officer I Human Resource Management Officer III
	1.4 Submit signed leave application form for signature of the Department Head of the Ospital ng Imus.	None	10 minutes	Messenger Chief of Hospital II
	1.5 Submit to City Administrator the fully accomplished Leave Application Form for signatory.	None	1 day	Messenger
2. Follow-up their filed leave application form.	2.1 Claim the signed Leave Application Form of employees.	None	2 days	Messenger

	2.2 Sort the Human Resources Department copy and Employees' copy. Distribute employees' copy.	None	10 minutes	Human Resource Management Officer I Messenger
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 days, 43 minutes	

3. TIMEKEEPING

Timekeeping refers to the monitoring of the employees’ attendance. Employees who failed to time in and out during their breaks due to reasonable cause (e.g. assisting patients, etc.) may file for exemption for their attendance. Employees who are tasked to transact on the areas outside the hospital vicinity must file the respective forms in order to be considered as official businesses.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of Accomplished No Log Slip Form		Ospital ng Imus – Human Resources Department		
One (1) Copy of Accomplished Change Schedule/ Shift Form		Ospital ng Imus – Human Resources Department		
Two (2) Copies of Accomplished Individual Pass Slip		Ospital ng Imus – Human Resources Department		
Two (2) Copies of Accomplished Group Pass Slip		Ospital ng Imus – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit: No Log Slip Form – for missed biometric data Change Schedule/ Shift For – for changes in the employees’ schedule Individual Pass Slip – for employees who are on official business within the vicinity. Group Pass Slip for group of employees who are on official business within the vicinity.	1.1 Check, record and approve submitted forms: No Log Slip Form Change Schedule/ Shift Form Individual Pass Slip Group Pass Slip	None	2 minutes	Administrative Aide VI Human Resource Management Assistant I Human Resource Management Officer I Human Resource Management Officer III Human Resources Departmet
	1.2 Submit forms to the Authorized Personnel for signature.	None	1 day	Messenger Human Resource Management Officer III Chief of Hospital II Human Resource Management Officer V
	1.3 Submit summary of reports to City Government of Imus - Information Technology Department for reference.	None	1 day	Human Resource Management Officer I Human Resource Management Assistant I Messenger
TOTAL		None	2 days, 2 minutes	

4. OTHER EMPLOYEES' REQUESTS

Employees may request their records on the Human Resources Department (HRD) as a requirement for whatever legal purpose it may serve them.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of HRD Request Form		Ospital ng Imus – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish HRD Request Form.	1. Issue HRD Request Form.	None	1 minute	Human Resource Management Officer III Human Resource Management Officer I Human Resource Manaement Assistant I Messenger
2. Submit to Human Resources Department the accomplished HRD Request Form.	2.1 Create the requests of employees: Certificate of Employment Pay slip Service Record Certificate of Leave Credit Balance	None	1 day	Human Resource Management Officer III Human Resource Management Officer I Human Resource Management Assistant I Messenger Bookbinder IV - HRMO
	2.2 Submit the created requests to the authorized signatory: a. Certificate of Employment b. Service Record c. Certificate of Leave Credit Balance	None	1 day	Human Resource Management Officer V - HRMO Human Resource Management Officer IV - HRMO Messenger
	2.3 Release to employees the requested documents.	None	5 minutes	Messenger Ospital ng Imus - Human Resources Department

Fill-out Client Satisfaction Rating Form			
TOTAL	None	2 day, 6 minutes	

5. DISBURSEMENTS (CLAIMS)

Settlement of government payables/ obligations by cash or by check.

OFFICE OR DIVISION	Ospital ng Imus – Accounting Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government; G2B - Government to Business; G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting Documents		Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1 Receives submitted documents by clients.	None	5 minutes	Avelina R. Satorre, Ericka Joy L. Mallillin and Mark D. Estrella Accounting Department
	1.2 Check the completeness of documents and the correctness of the mathematical computation.	None	30 minutes	Avelina R. Satorre, Ericka Joy L. Mallillin and Mark D. Estrella Accounting Department
2. Proceed to City Treasurer's Office and receive the claims and sign the receiving documents.	2. Process the vouchers and once approved, inform the client/s to claim the check payment at the City Treasurer's Office	None	20 days	Mark D. Estrella Accounting Department
TOTAL		None	20 days, 35 minutes	

6. OBLIGATION REQUEST (OBR)

The procedure aims to establish uniform and standard budget plan and monitoring for the budget request transactions.

OFFICE OR DEPARTMENT		Ospital ng Imus – Budget Department		
CLASSIFICATION		Highly Technical		
KIND OF TRANSACTION		G2G Government to Government Transaction		
WHO MAY AVAIL THE SERVICE		Accounting and Human Resource Management Department		
CHECKLIST OF DOCUMENTS		WHERE TO SECURE		
Disbursement Voucher & Supporting Documents (for PS)		Human Resource Management Department		
Purchase Order & Supporting Documents (for MOOE & CO)		Accounting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit all the required documents.	1.1. Receives submitted documents by clients.	None	5 minutes	Jose Emmanuel E. Donggon Budget Department
	1.2 Check the completeness of the required documents and the amounts and computations.	None	10 minutes	
	1.3 Check if the request is aligned with the project procurement management plan and if fund is available in accordance with the approved budget.	None	10 minutes	
	1.4 Issue obligation request form/s to the client/s and for signature and approval by the Chief of Hospital.	None	10 minutes	
2. Submit the approved and signed obligation request by the Chief of Hospital and all its supporting documents	2.1. Receives submitted signed and approved obligation request and all supporting documents.	None	5 minutes	Jose Emmanuel E. Donggon Budget Department
	2.2 Submit the Obligation Request and all supporting documents to the City Budget Officer for final approval and signature.	None	3 days	
3. Receives the fully approved and signed Obligation Request and all its supporting documents.	3. Once approved and signed, secure a copy of obligation request for recording & monitoring, and then release the obligation request and all supporting documents to the client/s.	None	5 minutes	Jose Emmanuel E. Donggon Budget Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 Days, 45 minutes	

7. BUILDING MAINTENANCE

The Engineering and Maintenance Department is responsible in the overall monitoring, maintenance and repair of hospital infrastructure such as construction, plumbing, electrical, etc. The department ensures that the hospital infrastructure is safe for all patients, visitors and its personnel.

OFFICE OR DIVISION	Ospital ng Imus – Engineering and Maintenance Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Sections and Departments in Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		Engineering and Maintenance Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call to Engineering and Maintenance Department to report the problem.	1. Receive the call from the end user and proceed to the concerned department.	None	10 minutes	Engineer II Engineer I Engineering and Maintenance Department
2. End user must fill-up the Job Order Request Form completely.	2. Once the request has been received, check and proceed to the concerned area or department, verify the details in the Job Order Request Form and inform the staff if the concern can be repaired.	None	20 minutes	Engineer II Engineer I Engineering and Maintenance Department
3. End user must wait for the details or results of the assessment performed by the Engineering and Maintenance Personnel.	3. Notify the area if its repairable and will request to Property and Supplies Department for the materials needed to purchase. Once purchase, proceed to the concerned area/ department for repair and construction.	None	60 days	Engineer II Engineer I Engineering and Maintenance Department Administrative Officer III Bookkeeper III Property and Supply Department
4. Receive the Job Order Request Form from the Engineering and Maintenance Department for validation.	4. If the problem is already resolved, accomplish Job Order Request Form. Note the following concern in the Facility Monitoring Logbook.	None	15 minutes	Engineer II Engineer I Engineering and Maintenance Department
TOTAL		None	60 days, 45 minutes	

NOTE: Building Maintenance - qualified for multi-stage processing

8. EQUIPMENT MAINTENANCE

The Engineering and Maintenance Department is responsible in the overall monitoring, maintenance and repair of machinery and equipment. The department ensures that the equipment runs smoothly to reduce the incidence of costly breakdowns through development of action plans.

OFFICE OR DIVISION	Ospital ng Imus – Engineering and Maintenance Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All Sections and Department in Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		Engineering and Maintenance Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call to Engineering and Maintenance Department to report the problem.	1. Receive the call from the end user and proceed to the concerned department.	None	10 minutes	Engineer I Engineering and Maintenance Department
2. End user must fill-up the Job Order Request Form completely.	2. Once the request has been received, check and proceed to the concerned area or department, verify the request form and inform the staff if equipment can be repaired within the area or will be pulled out.	None	20 minutes	Engineer I Engineering and Maintenance Department
3. End user must wait for the details or results of the assessment performed by the Engineering and Maintenance Personnel.	3. Notify the area if the equipment is repairable. If repairable, verify with the Property and Supply Department if the equipment is under warranty. If yes, the Property and Supply Department Personnel will inform the supplier for repair. If not under warranty, proceed with the repair and replace the parts as needed. Request to the Property and Supply Department for equipment purchase. If the equipment is cannot be repaired, inform the Hospital Administrator for possible outsourcing of repair.	Outsourcing Price	60 days	Engineer II Engineer I Engineering and Maintenance Department Administrative Officer III Bookkeeper III Property and Supply Department
4. Receive the Job Order Request Form (L3-ENG-001-1/0) from the	4. If the problem is already resolved, accomplish Job Order Request Form.	None	15 minutes	Engineer I Engineering and Maintenance Department

Engineering and Maintenance Department for validation.	Note the following concern in the Facility Monitoring Logbook.			
TOTAL		Outsourcing Price	60 days, 45 minutes	

NOTE: Equipment Maintenance - qualified for multi-stage processing

9. BASIC HOSPITAL INFORMATION SYSTEM SUPPORT

Basic Hospital Information System (HIS) Support covers question & queries regarding the system, ask for assistance, basic tutorials and other minor problems that the end user may encounter.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report a basic system concern or ask for assistance.	1. Take the call and evaluate the concern.	None	2 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. Follow some instructions that will be given by the Information Technology Department (ITD) Personnel.	2. Assist the client via phone instructions or remote desktop assistance if possible.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
3. Check and validate if the concern were properly attended.	3. Note the following concern in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	12 minutes	

10. MODERATE HOSPITAL INFORMATION SYSTEM SUPPORT

Moderate Hospital Information System (HIS) Support covers network error or runtime of the system, actual assistance, advance tutorials and other difficult problems that the end user may encounter.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Information Technology Department		
Service Report Form		Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem regarding Hospital Information System.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. Fill out Service Request Form and give to the Information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form then assess and analyze the problem encountered.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	
3. Check if the concern is fixed and properly attended.	3. Accomplish Service Report Form.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
4. Validate the Service Report Form.	4. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Rogelio A. Castronuevo III, Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	30 minutes	

11. ADVANCE HOSPITAL INFORMATION SYSTEM SUPPORT

Advanced Hospital Information System (HIS) Support covers logical system error, bug, downtime and also updates and upgrades.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Information Technology Department		
Service Report Form		Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem regarding Hospital Information System (HIS).	1. Receive the call and proceed to the concerned department.	None	5 minutes	Rogelio A. Castronuevo III, Information Technology Department
2. Fill out Service Request Form and give to the Information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form then assess and analyze the problem encountered.	None	5 minutes	Rogelio A. Castronuevo III, Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	
3. Wait for feedback regarding concern.	3.1 If the problem cannot be resolved, submit a Bizbox Helpdesk Ticket to ask for technical support.	None	5 minutes	Rogelio A. Castronuevo III, Information Technology Department
	3.2 Work with the Helpdesk Team and fix the problem encountered by the client.	None	7 days	
	3.3 If the problem is already resolved, accomplish Service Report Form.	None	5 minutes	
4. Validate the Service Report Form.	4. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Rogelio A. Castronuevo III, Information Technology Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	7 days and 35 minutes	

12. ADDING ITEM TO HOSPITAL INFORMATION SYSTEM (HIS)

The process of adding additional items to Hospital Information System (HIS) such as medicines, diagnostic examinations, medical supplies and inventory. This may include addition of employee details needed for documentation purposes.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Item Addition and Modification Form		Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Requisitioner Part on Hospital Information System – Item Addition and Modification Form. Submit the form for approval to Accounting Department and Office of the Chief of Hospital. Attach related document, if necessary.	1.1 Receive accomplished forms.	None	10 minutes	Avelina R. Satorre Accounting Department
	1.2 Evaluate the request and modify pricing, if necessary, and endorse the request for approval.	None	15 minutes	Avelina R. Satorre Accounting Department
	1.3 Approve the request, if found in order. Otherwise, disapprove or make the necessary comment and return to the requisitioner/ accountant.	None	5 minutes	Dr. Gabriel G. Gabriel Office of the Chief of Hospital Avelina R. Satorre Accounting Department
	1.4 Accomplish the necessary modification as specified on the approved request. Write on the request form the details of the work completed and advise the requisitioner to verify the accomplished task.	None	15 minutes	Rogelio A. Castronuevo III and Lewis Anthony V. Igtiben Information Technology Department
2. Verify on the Hospital Information System (HIS) if the requested modifications have already taken	2. Log the necessary data from HIS – Item Addition and Modification Form to the HIS	None	5 minutes	Rogelio A. Castronuevo III, Information Technology Department

effect. Signify job acceptance by signing on the HIS – Item Addition and Modification Logbook.	– Item Addition and Modification Logbook and file the request form.			
Fill-out Client Satisfaction Rating Form				
TOTAL		None	50 minutes	

13. BASIC EQUIPMENT REPAIRS

The process of identifying, troubleshooting and resolving simple problems and issues in a faulty computer and other Information technology (IT) related equipment.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and evaluate the concern.	None	2 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. Follow instructions given by the IT Personnel.	2. Assist the client via phone instructions or remote desktop assistance if possible.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
3. Check and validate the concern if properly attended.	3. Note the following concern in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	12 minutes	

14. MEDIUM EQUIPMENT REPAIRS

Usually, hardware fault that requires the physical review of a computer and testing for abnormalities. Suspected components may be individually checked or troubleshooted if an error is detected.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		Information Technology Department		
Service Report Form		Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. Fill out the Service Request Form and submit to the IT Personnel.	2. Receive the Service Request Form, assess and analyze the problem encountered by the client.	None	15 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
3. Wait for the feedback regarding concern.	3. Assist the client and fix the existing problem encountered.	None	1 day	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
4. Receive the Service Report Form from Information Technology Department (ITD) Personnel for validation.	4. If the problem has been resolved, accomplish a Service Report Form. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	10 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 day and 30 minutes	

15. ADVANCE EQUIPMENT REPAIRS

Usually, hardware fault that requires the physical review of a computer and testing for abnormalities. Suspected components may be individually checked, troubleshooted or replaced if an error is detected.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form Service Report Form		Information Technology Department Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. Fill out the Service Request Form and submit to the information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form, assess and analyze the problem encountered by the client.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	
3. Wait for the feedback regarding concern.	3. If the problem is beyond repair, inform the Property and Supply Department and the end-user. Fill out the Job Order Request.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
4. Submit the Job Order Request to the Property and Supply Department.	4. Replace the equipment if there is a spare part/unit available, otherwise, client will have to wait for the replacement. If the problem has been resolved, accomplish a Service Report Form.	None	2 weeks	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
5. Receive the Service Report Form from ITD Personnel for validation.	5. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben
Fill-out Client Satisfaction Rating Form				
TOTAL		None	2 weeks and 30 minutes	

16. CCTV – VIDEO RECORDING USE AND DISCLOSURE

The installation, configuration, testing, maintenance and repair of Close Circuit Television (CCTV) systems, including its server, uninterruptible power supply and data storages including cameras installed within the hospital premise and peripherals. It includes but not limited to the retrieval and/or copying of video record footages for purposes of legal and administrative cases, or for any other reasons upon the approval of the Chief of Hospital.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CCTV Playback Request Form		Information technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Department Personnel (External) or Information Technology Department (ITD) Personnel (Internal) to signify request for disclosure of video recording.	1.1 Refer to the IT Personnel if the requisitioner is an external client.	None	5 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
	1.2 Ask the reason for the disclosure of recording and evaluate if valid. If valid, advise client to make a written request and state the reason for making such request. If not valid, explain to the client that the request is not granted.	None	5 minutes	Joseph M. Padlan Information Technology Department
	1.3 Evaluate the written request and ask for additional documents, if necessary.	None	5 minutes	Joseph M. Padlan Information Technology Department
	1.4 If the request is found valid, submit the request and supporting documents to the Office of the Chief of Hospital for approval. If request is not valid, return it to the requisitioner and explain the reason for non-disclosure of video recording.	None	30 minutes	Joseph M. Padlan Information Technology Department

	<p>1.5 Evaluate if the request can be approved or not.</p> <p>** If the request is not approved, return it with comments or for further completion of supporting documents.</p> <p>1.6 If the request is approved, search for the specific video recording specifically indicated on the request.</p> <p>If the request is not approved, inform or explain to the client the reason/s for such order.</p>	None	2 hours	Dr. Gabriel G. Gabriel Office of the Chief of Hospital
		None	2 hours	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
2. View or secure a file copy of the video recording and sign a corresponding document that he/she viewed or received a file copy of the video recording.	2. Allow the viewing or issue the file copy to the client. File the written request and attach the supporting documents.	None	30 minutes	Kris Anthony S. Brillantes and Lewis Anthony V. Igtiben Information Technology Department
TOTAL		None	5 hours	

17. RECEIPT OF DELIVERIES OF EQUIPMENT, SUPPLIES AND MEDICINES

The Property and Supply Department ensures the completeness of delivered medications and supplies, as well as specifications required of the equipment are met based on Purchased Order issued by the General Service Office.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government, G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Photocopies of Delivery Receipt		Ospital ng Imus Supplier		
Two (2) Photocopies of Sales Invoice		City Government of Imus - General Service Office		
Two (2) Photocopies of Purchase Order		City Government of Imus - General Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to Property and Supply Department Personnel.	1. Check the completeness of documents.	None	5 minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
2. Deliver items.	2. Check and receive the delivered items if complete and in accordance with the Purchase Order (PO) specifications.	None	2 hours	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
3.Receive the signed invoice/delivery receipt.	3. Acknowledge the items delivered and sign the original invoice/Delivery Receipt (DR).	None	10 minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
TOTAL		None	2 hours, 15 minutes	

18. INSPECTION OF DELIVERED ITEMS/ SUPPLIES

The Property and Supply Department ensures the completeness of delivered medications and supplies through inspection, as well as specifications required of the equipment are met based on Purchased Order issued by the General Service Office.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus Personnel (General Service Office, Commission on Audit)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Photocopies of Delivery Receipt		Ospital ng Imus Supplier		
Two (2) Photocopies of Sales Invoice		Ospital ng Imus Supplier		
Two (2) Photocopies of Purchase Order		City Government of Imus – General Service Office		
Original Copy of Warranty Certificate		Ospital ng Imus Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the completeness of documents.	1. Present the required documents to the General Service Office/Commission on Audit personnel.	None	10 minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
2. Check, receive and count the delivered items if complete and in accordance with the Purchase Order (PO) specifications.	2. Document the delivered items.	None	2 hours	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
TOTAL		None	2 hours, 10 minutes	

19. REQUISITION AND RELEASING OF SUPPLIES

The department ensures the completeness and accuracy of the requested items are delivered and issued to the requesting department.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Copies of Request Slip		Property and Supplies Department		
Two (2) Copies of Stock/Expense Requisition Slip; Three (3) Copies for consigned items		Property and Supplies Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the needed supplies through Hospital Information System (HIS).	1. Check the Hospital Information System (HIS) for any request.	None	10 minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
2. Receive the items from Property and Supply Department Personnel.	2. Prepare and count the items to be dispensed and released to the requesting department.	None	30 Minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
3. Countercheck if the supplies received are complete.	3. Post the actual number of items that have been dispensed.	None	30 Minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
4. Sign the issued Stock/Expense Requisition Slip by the Property and Supply Department Personnel.	4. Acknowledged and signed the Stock/Expense Requisition Slip.	None	5 Minutes	Mark Joffrey A. Diato Jeffrey A. Campat Gabriel Carl S. San Miguel Property and Supply Department
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 hour, 15 minutes	

20. CONTROL OF DOCUMENTED INFORMATION

This procedure aims that all documents are approved prior to use, changes and revisions are determined, updated versions are available, documents are understandable, documents of external origin are identified, controlled and obsolete documents are prevented from intended use.

OFFICE OR DIVISION	Ospital ng Imus – Quality Management Services			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for Review and Approval		Ospital ng Imus - Sections and Department		
Document Change Request Form		Ospital ng Imus - Quality Management Services		
Document Distribution Matrix		Ospital ng Imus - Quality Management Services		
Document Distribution and Retrieval Form		Ospital ng Imus - Quality Management Services		
Document Dissemination Form		Ospital ng Imus - Quality Management Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documented information for review.	1.1 Receive the documented information for review.	None	3 minutes	Anna Rose B. Frani-Dagdag and Kristel Abbie P. Laroza Quality Management Services
	1.2 Review and revise the documented information.	None	10 days	Anna Rose B. Frani-Dagdag and Kristel Abbie P. Laroza Quality Management Services
2. Review the documented information and notify the Total Quality Management Personnel regarding the necessary changes.	2. Verify with the process owner and departments involved in the process if there are any necessary changes to be made. If the document is for revision, apply the necessary changes.	None	3 days	Anna Rose B. Frani-Dagdag and Kristel Abbie P. Laroza Quality Management Services
3. Sign in the Document Change Request Form.	3.1 Acquire the signature of the process owner or the department head and let them sign in the Document Change Request Form.	None	1 day	Anna Rose B. Frani-Dagdag and Kristel Abbie P. Laroza Quality Management Services
		None	5 minutes	



	3.2 Submit the documented information to Chief Administrative Office and Office of the Chief of Hospital for their approval.			
4. Identify the departments that will be given a controlled copy.	4. Submit the Document Distribution Matrix and notify the process owner to identify the concerned departments to be given a controlled copy.	None	1 day	Kristel Abbie P. Laroza Quality Management Services
5. Sign the Document Distribution and Retrieval Form and complete the Document Dissemination Form.	5. Disseminate the controlled copy to the concerned departments.	None	1 hour	Anna Rose B. Frani-Dagdag, Kristel Abbie P. Laroza and Jahnin L. Aggalot Quality Management Services
TOTAL		None	15 days, 1 hour and 8 minutes	

21. STATEMENT OF FACTS REPORT

This consist of the incident reports, complaints and non-compliance with regards to processes and services in the hospital. Concerns submitted will be investigated if valid. Corrective and preventive actions are taken to ensure that the problem will not happen again in the future. Monitoring of the preventive actions taken will be conducted by the Quality Management Services.

OFFICE OR DIVISION	Ospital ng Imus – Quality Management Services			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G- Government to Government; G2C- Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Facts Report		Ospital ng Imus – Quality Management Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the nonconformity and report it to the Quality Management Services	1.1 Receive the Statement of Facts Report.	None	3 minutes	Anna Rose B. Frani-Dagdag and Kristel Abbie P. Laroza Quality Management Services
	1.2 Investigate and determine if the issue or concern is valid.	None	*2 days	Anna Rose B. Frani-Dagdag Quality Management Services
2. Receive the nonconformity and respond to the issues and concerns appropriately.	2. Issue the nonconformity to the concerned department.	None	5 minutes	Anna Rose B. Frani-Dagdag Quality Management Services
3. Submit the Statement of Facts Report form to Quality Management Services Department.	3.1 Receive the filled out Statement of Facts Report Form.	None	2 minutes	Anna Rose B. Frani-Dagdag Quality Management Services
	3.2 Check if the corrective and preventive actions are valid.	None	10 minutes	
	3.3 Submit a copy of the Statement of Facts Report to the Office of the Chief of Hospital, Chief of Administrative Office and Human Resources Department.	None	10 minutes	
4. Implement the necessary corrective and preventive actions to be taken to prevent the recurrence of the incident.	4. For services, verify if corrective and preventive actions are implemented after one (1) week, three (3) weeks and six (6) weeks from the date of implementation.	None	6 months	Anna Rose B. Frani-Dagdag Quality Management Services

	For processes, verification is after one (1) month, three (3) months and six (6) months.			
TOTAL		None	6 months, 2 days and 30 minutes	

NOTE: Statement of Facts Report – Qualified for Multi-Stage Processing

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Accomplish our Feedback Form and drop it in the suggestion box provided.
How feedbacks are processed?	Everyday, personnel in the Office of the City Administrator collects all the Client Satisfaction Rating Form in the Suggestion Boxes located in various areas of the city hall. The feedback will be encoded in the Client Satisfaction Database being handled by the Office of the City Administrator. A memorandum will be sent to a department in case of bad feedback to caught their attention.
How to file a complaint?	<p>Clients may directly file their complaint in the Office of the City Administrator and fill-out the Complaint Form.</p> <p>Complaints received in different action centers are addressed in accordance to the guidelines.</p> <p>You may also email the following:</p> <ul style="list-style-type: none"> • cityofimus.complaints@gmail.com • complaints@arta.gov.ph
How complaints are processed?	Personnel from the Office of the City Administrator are always available in addressing different complaints. A memorandum will be sent to a department in case of bad feedback to caught their attention.
Contact Information	<p>Official Website: www.cityofimus.gov.ph</p> <p>E-mail:</p> <ul style="list-style-type: none"> • cityofimus.complaints@gmail.com • (Admin Office) 0992-861-8984 • (ARTAwag Center) 0965-672-4943 and 0916-266-3138 for Globe and TM users and 0969-257-7242 and 0969-516-7765 for Smart, TNT, and Sun. • (Citizen's Compliant Center) 8888

OFFICE CONTACT INFORMATION		
OFFICE	ADDRESS	E-MAIL
City Treasurer's Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	ctoimus@gmail.com
Business Permits and Licensing Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imusbplo@gmail.com
City Civil Registrar's Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	ccro.imus@gmail.com
Office of the Senior Citizens Affairs	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	oscaofficeimus@gmail.com
Persons with Disability Affairs Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cityofimuspdao@gmail.com
City Social Welfare and Development Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cswdo.imus@gmail.com
Local Economic and Development Investment Promotions Office	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscit.ledipo@gmail.com
Office of the City Assessor	GF Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.assessor2020@gmail.com
City Information Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscitinformationoffice@gmail.com
City Tourism and Development Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscitcitytourismoffice@gmail.com
City Disaster Risk Reduction Management	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite; Anabu Aksyon Agad Center, Anabu I-B; Bucandala Operation Center, NIA Road, Bucandala 3; Malagasang Aksyon Agad Center, Greengate Subdivision, Malagasang II-A; Espeleta Aksyon Agad Center, Mariano Espeleta II; Plaridel Logistic Hub, Bayan Luma 7	imuscdrmo@gmail.com
City of Imus Cooperative, Livelihood and Entrepreneurial, and Enterprise Development Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscoopoffice@yahoo.com

City Veterinary Services Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscityvet@gmail.com
City of Imus Traffic Management Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cityofimustrafficmo@gmail.com
Population Development Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	popdevimus01@gmail.com
Tricycle Regulatory Unit	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	truofficeimus@gmail.com
City Agricultural Services Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.agriculture@gmail.com
City Parks and Historical Sites Administration Unit	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imushrfocal.parks@gmail.com
City of Imus Sports Development Unit	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	csdu2016@gmail.com
Public Employment Services Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cityofimusemployment@gmail.com
Office of the Building Official	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imusbuildingoffice@gmail.com
City Planning and Development Office	2F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cpdoimus@gmail.com
Office of the Congressman – Aksyon Center	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	konsi.adrian.advincula@gmail.com
City Budget Office	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	ncamia@gmail.com
City Environment and Natural Resources Office	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscavcenro@gmail.com
Youth Affairs Office	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscityyouthaffairsr4a@gmail.com
Human Resource Management Unit	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.hrmo2022@gmail.com
Civil Security Unit	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imuscsu2022@gmail.com

Office of the City Administrator	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.admnooffice@gmail.com
Office of the City Mayor	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	officeofthecitymayor.imus@gmail.com
City Accounting Office	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	acctgimuscity@gmail.com
City Legal Office	3F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	syjucoimus2022@gmail.com
City Engineering Office	4F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imusengineeringofc@gmail.com
City Architectural Design and Planning Office	4F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.danielseno@gmail.com
General Services Office	4F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imus.gso2022@gmail.com
City Information Technology and Records Management Unit	4F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	ictimus.vmmendoza@gmail.com
Gender and Development Unit	4F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	kenneth.caaya0826@gmail.com
Office of the City Vice Mayor	5F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	vmoffice.imus@gmail.com
Sangguniang Panlungsod Office	5F Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	imushrfocal.sp@gmail.com
Imus City Public Library	LG Imus City New Government Center, Malagasang I-G, City of Imus, Cavite	cityofimuslibrary@gmail.com
City Health Office	City Health Building, Tahimik St., Poblacion IV-B, City of Imus, Cavite	chomainofficial@gmail.com
Economic Enterprise Management Office	Imus Public Market, Tanzang Luma I, City of Imus, Cavite	eemo.imuspublicmarket@gmail.com
City of Imus Polytechnic Institute	Emilio Aguinaldo Highway, Anabu I-B, City of Imus, Cavite	imuspolytechnic@gmail.com
Imus Vocational and Technical School	Cavite Civic Center, Palico IV, City of Imus, Cavite	ivtsimuscity@gmail.com
Satellite Office	2F The District Imus, Anabu II0E, City of Imus, Cavite; 3F Robinson's Place Imus, City of Imus, Cavite	satelliteofc.imus@gmail.com

City Extension Office	Bahayang Pag-Asa, City of Imus, Cavite	imuscityextensionoffice@gmail.com
City of Imus Molecular Laboratory	Pedro Reyes St., Malagasang I-A. City of Imus, Cavite	cimlinformation2@gmail.com
Ospital Ng Imus	Pedro Reyes St., Malagasang I-A. City of Imus, Cavite	oniqualitymanagement@gmail.com

