

REPUBLIC OF THE PHILIPPINES  
CITY GOVERNMENT OF TARLAC



# CITIZEN'S CHARTER 2023

**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



Republic of the Philippines  
**CIVIL SERVICE  
COMMISSION**

*Magkaisa*  
LAWAT ORAS SAMASAMA





## VISION

**MAGKAISA!** TARLAC CITY: A CLEAN AND EMERGING ECONOMIC GIANT AT THE HEART OF CENTRAL LUZON, HOME TO EMPOWERED, RESILIENT AND SECURED CITIZENRY.

## MISSION

TO PROVIDE EFFECTIVE AND EFFICIENT PUBLIC SERVICE TO TARLAQUEÑOS, EMPOWERING THEM TO BECOME ACTIVE PARTNERS IN ENSURING POLITICAL, SOCIAL, CULTURAL, ECOLOGICAL AND ECONOMIC DEVELOPMENT FOR A BETTER QUALITY OF LIFE IN HARMONY WITH GOD, MAN AND NATURE.

**MAGKAISA**

**BAWAT ORAS, SAMA – SAMA**

Address: Hilario Street, Tarlac City, Tarlac

Website: [www.tarlaccity.gov.ph](http://www.tarlaccity.gov.ph)



## **SERVICE PLEDGE**

We, the city officials and employees of the City Government of Tarlac, are committed to institutionalize the Ease of Doing Business and Efficient Government Service Delivery pursuant to Republic Act No. 11032 of 2018. Pursuant to the mandate of the law, we commit to:

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

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Republic of the Philippines  
CITY GOVERNMENT OF TARLAC  
**OFFICE OF THE CITY MAYOR**

**CERTIFICATE OF COMPLIANCE**

**Year: 2023**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **MARIA CRISTINA C. ANGELES**, Filipino, of legal age, Local Chief Executive of the **City Government of Tarlac** the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The **Anti-Red Tape Authority (ARTA)** has established its most current and updated Citizen’s Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen’ Charter Handbook Edition: 2023, 1st Edition

2) The following required forms of posting of the Citizen’s Charter are present:

✓	Citizen’s Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
✓	Citizen’s Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
✓	Official website/Online Posting

3) The Citizen’s Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

4) The Citizen’s Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);



Republic of the Philippines  
CITY GOVERNMENT OF TARLAC  
**OFFICE OF THE CITY MAYOR**

- i. Comprehensive and uniform checklist of requirements for each type of application or request;
- ii. Classification of service;
- iii. Type of transaction;
- iv. Who may avail;
- v. Client steps and agency actions to obtain a particular service;
- vi. Person responsible for each step;
- vii. Processing time per step and total;
- viii. Fee/s to be paid per step and total, if necessary.

c. Procedure for filing complaints and feedback;

d. Contact Information of CARTA and Feedback Mechanism and

e. List of Offices

5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.

7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.

8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

**MARIA CRISTINA C. ANGELES**  
Tarlac City Mayor

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# CITY MAYOR’S OFFICE

## I.Vision

A premiere city rich in human and natural resources, responsive to the needs of its constituents and the promotion of ecological balance, reinforced by its core competencies as an agro-industrial and logistical hub, capitalizing on the improved infrastructure, characterized by its diverse culture of dignified God-loving people living together in an atmosphere of trust and unity, driven and emanating from the principles and ideals of dynamic and great Tarlaqueño leaders.

## II.Mission

“To provide effective and efficient public service to in pursuit of excellence by empowering tarlaqueños to be more active partners in ensuring political, social, cultural, ecological, spiritual and economic development for a better quality of life in harmony with god, man and nature”

### EXTERNAL SERVICES

#### 1. REQUEST/QUERY/LETTER OF INTENT/COMPLAINT

<b>OFFICE:</b>		City Mayor’s Office		
<b>CLASSIFICATION:</b>		Request – Simple/Complex/Highly Technical Query – Simple/Complex/Highly Technical Letter of Intent – Simple/Complex/Highly Technical Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days		
<b>TYPE OF TRANSACTION:</b>		G2C (Government to Citizens) G2G (Government to Government)		
<b>WHO MAY AVAIL:</b>		Tarlac City Constituents, Government Agencies		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Communication Letter stating clearly the purpose – either request, query, intent or complaint with contact details of the client/representative of government agency with a Receiving Copy			To be provided/submitted by the client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client approaches receiving desk and submits letter	Receiving Staff – Screens and assesses the document/letter to check and ensure completeness of content and details. If in order, staff stamps and receives three copies, indicating the date, time and signature or	None	10 minutes	Staff



	initials of the receiving staff. One copy goes to the client while the two copies remain to the Mayor's Office for approval, disposition and file/record.			
	Summarizes and encodes details in the office tracking system	None	3 to 5 minutes	Staff
	Classifies letter/document as simple, complex or highly technical	None	3 to 10 minutes	Staff
	For a letter/document classified as simple, the same is assessed and screened for approval	None	1-3 days	Chief of Staff
	Upon approval, prepares routing/referral slip to concerned department/s or office/s either for info, reference and guidance or review, comments and recommendations or appropriate actions.		3 to 5 minutes	Staff



	For a letter/document classified as complex, the same is subject for approval and/or further instructions	None	1- 7 working days	City Mayor
	Upon approval, prepares routing or referral slip to concerned department/s or office/s for review, comments and recommendations or information and appropriate actions.	None	3-5 minutes	Staff
	For letter/document classified as highly technical such as those needing inspection, legal or technical comments and recommendations, and endorsement to SP, the same goes through further assessment and review.	None	Within 20 working days	Department Heads concerned
	Upon instruction/s, prepares routing or referral slip to concerned department/s or office/s for appropriate actions.	None	5 to 10 minutes	Staff



	Encode/ Update status of the letter/ document in the tracking system	None	3 to 5 minutes	Staff
	Client is informed about the status or action/s taken on the letter/ document	None	5-10 minutes	Staff
	For those needing medical, hospital or surgical assistance	None	People's Day	City Mayor
TOTAL				



# OFFICE OF THE CITY ADMINISTRATOR

## I. **Mandate:**

Develop management and administration-related plans and strategies and upon approval therefore by the Local Chief Executive (LCE), implement the same.

Be in the frontline of the delivery of administrative support services, particularly those related to the situations during and in the aftermath man-made and natural disasters and calamities.

## II. **Vision:**

As the main and direct arm of the LCE in the implementation of the city's vision and mission consistent with its management and administration-related programs and projects, the office of the City Administrator is equipped with competent individuals having a common aim of providing efficient administrative support to the City Mayor through the formulation, implementation and monitoring of plans, policies and strategies geared towards the realization of providing a better quality of life to the Tarlaqueños.

## III. **Mission:**

1. To provide with honesty and integrity efficient administrative support to the LCE.
2. To extend constant communication and continuous coordination to the various department/offices of the city and be in the frontline in providing maximum delivery of basic services effectively and efficiently to Tarlaqueños especially to indigent constituents.
3. To be committed in the real essence of public service by efficient and effective services for the betterment and truly progressive Tarlac City.

## IV. **Functions:**

1. Being the direct arm of the office of the LCE, the Administrator's Office extends assistance in the supervision and management of administrative operations to the city and ensures that services needed by the Tarlaqueños are duly delivered with utmost efficiency.
2. The alter-ego of the Local Chief Executive.
3. Executes and implements plans, policies and programs related to management and administration towards the realization of providing a better quality of service to the public;
4. Supports the LCE through the formulation of plans and strategies, monitors the proper and strict implementation of City Ordinances (traffic rules and regulations, anti-littering and ordinances relating to orderliness and discipline in the market and



sidewalk);

5. Extends administrative support and efficient coordination to the various departments/offices of the City Government of Tarlac.

LIST OF SERVICES

1. ISSUANCE OF MAYOR’S WORKING PERMIT

About the Service:

The Mayor’s Clearance which is also known as Working Permit, is being issued to job applicants already employed but being evaluated for renewal of contract or for any reason as required by the employer. Mayor’s Clearance expired in one (1) year.

OFFICE:		Administrator’s Office-Licensing Section		
CLASSIFICATION:				
TYPE OF TRANSACTION:		Issuance of Mayor’s Working Permit		
WHO MAY AVAIL:		Job Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance or NBI Clearance; (Original to be presented, a photocopy to be submitted)		Police Station or NBI Station		
2. Community Tax Certificate or Cedula; (Original to be presented, a photocopy to be submitted)		Business Permit and Licensing Division-Tarlac City Hall		
3. Barangay Clearance; (Original to be presented, a photocopy to be submitted)		Barangay Hall		
4. Official Receipt of payment from the Treasurer’s Office)		City Treasury Office-Tarlac City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the first three (3) requirements for validation	Issuance of Payment Order Form indicating the required fee		2 minutes	Administrative Staff in-charge
Proceed to the City Treasurer’s Office for the payment of required fee		P65.00	2 minutes	Administrative Staff in-charge
Submit the Official Receipt (OR) to Administrator’s Office for the processing and signing of Permit	Issuance of the Permit	P20.00	6 minutes	Teller in-charge  Administrative Staff in-charge/ City Administrator
TOTAL		P85.00	10 minutes	



2. **ISSUANCE OF PERMIT FOR MOTORCADE/MARATHON/RUN AND OTHER SIMILAR ACTIVITIES, RECORRIDA, PRODUCT PROMOTION AND USE OF PLAZUELA**

About the service:

This permit is being issued to establishments or organizations that wish to conduct motorcade, marathon, run and other similar activities which require the use of local public roads, promotion of products for commercial purposes, and the use of the Ninoy Aquino Plazuela for any legal purpose

<b>OFFICE:</b>		Administrator's Office-Licensing Section		
<b>CLASSIFICATION:</b>				
<b>TYPE OF TRANSACTION:</b>		ISSUANCE OF PERMIT FOR MOTORCADE/MARATHON/RUN AND OTHER SIMILAR ACTIVITIES, RECORRIDA, PRODUCT PROMOTION AND USE OF PLAZUELA		
<b>WHO MAY AVAIL:</b>		Anyone		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the City Mayor, which must include the date, time, place and other important information related to the activity;			Applicant	
2. Official Receipt of payment from the Treasurer's Office.			City Treasury Office-Tarlac City Hall	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the request letter to the Office of the City Mayor	Evaluate for approval and issues Payment Order Form indicating the required fee		7 minutes	Administrative Staff in-charge
Proceed to the City Treasurer's Office for the payment of the required fee	Submit Official Receipt to Administrator's Office for the processing and signing of Permit		5 minutes	Teller in-charge  Administrative Staff in-charge  City Administrator
Issuance of the Permit	Furnish concerned Offices, upon instruction		2 minutes	Administrative Staff in-charge / Administrative Staff in-charge
<b>TOTAL</b>			14 minutes	
<b>Activity</b>		<b>Fee</b>		
Motorcade/Marathon/Run & Other similar activities		P50.00/day + P20.00 Regulatory Fee		
Recorded		P30.00/day (without sound system) P50.00/day (with sound system) + P20.00/unit/day Regulatory Fee		
Product Promotion		P50.00 + P5.00/day (For sampling) P100.00 + P10.00/day (For selling)		
Use of Plazuela		P1000.00/day (8 hours) + P20/day Regulatory Fee		



# CITY ARCHITECT’S OFFICE

I. **Mandate:**

To Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the Mayor, relative to architectural planning and design as provided for under Section 17 of the Local Government Code of 1991, and to develop plans and strategies and upon approval thereof by the Mayor, as the case may be, implement the same, particularly those which have to do with architectural planning and design programs and projects which the Mayor is empowered to implement and which the Sanggunian is empowered to provide for under the Local Government Code of 1991.

II. **Vision:**

The City Architect office envisions itself to be the strategic enabler of the New Architectural Designs for the City of connected emergence making Tarlac City as one of the country’s most Important City.

III. **Mission:**

The mission of the Department is to create a role to play in the life of the city and a function in making the Tarlac City a city with economic attractiveness by providing high quality designs and plans for the city’s growth and development.

## ARCHITECTURAL PLANS AND DESIGNS

(Vertical Projects and Urban Development Projects)

CITY’S PROJECTS

A. **New Projects**

To translate the infrastructure requirement of Tarlac City into an Architectural Plans, Designs, Specifications with consideration to the environment and the general public in compliance with the National Building Code of the Philippines.

OFFICE:	CITY ARCHITECT’S OFFICE			
Classification:	Complex Process			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. New Projects				
CEO Provides Lists of City’s Priority Projects to City Architect’s Office			City Engineer’s Office	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Government	Conducts ocular inspection and survey study	None	3-5 days	Architect’s and Admin Staff
	Provides Schematic		5-7 days	Senior Architects and



	Design in coordination with End-user			Engineers from CEO
	Design Development (Architectural and Engineering)		15-20 days	Senior and Junior Architects and Engineers from CEO
	Preparation of Plans (Plotting)		5-7 days	Senior and Junior Architects
	Preparation of initial cost estimates and work program from CEO		3-5 days	Senior and Junior Architects and Engineers from CEO
	Presentation of Project Plans for Approval		1-2 days	City Architect and Senior Architect
	Signs Plans and other pertinent documents		1 day	City Architect
	Transmits Architectural Plans, Specifications and Work Programs to the CEO		1 day	Admin support
	<b>TOTAL</b>		<b>33 to 47 Days</b>	



## CITY'S PROJECTS

### B. Repair, Renovation and Rehabilitation of Existing Projects

To translate the infrastructure requirement of Tarlac City into an Architectural Plans, Designs, Specifications with consideration to the environment and the general public in compliance with the National Building Code of the Philippines.

<b>OFFICE:</b>	CITY ARCHITECT'S OFFICE
<b>CLASSIFICATION:</b>	Complex Process
<b>TYPE OF TRANSACTION:</b>	G2G-Government to Government
<b>WHO MAY AVAIL:</b>	Government Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
C. Repair, Renovation and Rehabilitation of Existing Projects	
Request-Letter from the End-user	Tarlac City Various Departments

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Government Department Heads of Agencies (upon	Conducts ocular inspection and survey study	None	3-5 days	Architect's and Admin Staff
	Provides Schematic Design		5-7 days	Senior Architects and

approval of the LCE)	in coordination with End-user			Engineers from CEO
	Design Development (Architectural and Engineering)		15-20 days	Senior and Junior Architects and Engineers from CEO
	Preparation of Plans (Plotting)		5-7 days	Senior and Junior Architects
	Preparation of initial cost estimates and work program from CEO		3-5 days	Senior and Junior Architects and Engineers from CEO
	Presentation of Project Plans for Approval		1-2 days	City Architect and Senior Architect
	Signs Plans and other pertinent documents		1 day	City Architect
	Transmits Architectural Plans, Specifications and Work Programs to the CEO		1 day	Admin support
	TOTAL		34 to 48 Days	



# TARLAC CITY PUBLIC EMPLOYMENT SERVICE OFFICE (TC PESO)

## I. **Mandate:**

The Public Employment Service Office (PESO) is a non-fee charging multi-dimensional employment service facility or entity established in all Local Government Units (LGUs) in coordination with the Department of Labor and Employment (DOLE) pursuant to R.A. No. 8759 or the PESO Act of 1999 as amended by R.A. No. 10691.

The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs.

### ❖ **Core Services:**

- ✓ Labor Market Information
- ✓ Referral and Placement
- ✓ Employment Coaching and Career Counseling

### ❖ **Other Integrated Programs Implemented:**

- ✓ Special Program for the Employment of Students (SPES)
- ✓ Job Fairs
- ✓ Local/Special Recruitment Activities
- ✓ PhilJobnet / PESO Employment Information System (PEIS)
- ✓ National Skills Registry Program (NSRP)
- ✓ DOLE Government Internship Program (DOLE-GIP)
- ✓ Tulong Pangkabuhayan para sa Ating Disadvantaged / Displaced Workers (TUPAD)
- ✓ DOLE Integrated Livelihood and Emergency Employment Program (DILEEP)
- ✓ Pre-Employment Orientation Seminar (PEOS)

## II. **Vision:**

PESO is a well-managed, trained, dynamic and people-oriented office that contributes to the City's poverty alleviation and economic development by providing reliable and sustainable employment facilitation services.

## III. **Mission:**

Promote full employment opportunities to the people of Tarlac City thru job matching and referrals, career coaching, employability skills, enhancement skills training and other livelihood services.

## IV. **General objective:**

Ensure the prompt, timely and efficient delivery of employment facilitation service and provision of Labor Market Information and other DOLE Integrated programs.



## **v. Specific objectives:**

- ✚ Provide a venue where people could explore simultaneously various employment options and actually seek assistance they prefer;
- ✚ Serve as referral and information center for the various services and programs of DOLE and other government agencies present in the area;
- ✚ Provide clients with adequate information on employment and labor market situation in the area; and
- ✚ Network with other PESO within the region on employment for job exchange purposes.

## **vi. Service pledge:**

The PESO maintains its quality policy which ensures the satisfaction of the clients and other interested parties, and compliance with statutory and regulatory requirements relative to the statistics operations and civil registration services. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through but not limited to, Internal Quality Audits, Management Reviews and during staff meeting.

## **CORE SERVICES:**

### **1. Employment Facilitation**

The Employment Facilitation programs provides services to Tarlac City and non-Tarlac City residents with employment opportunities through job matching and referrals

#### **Referral and Placement**

Interested Applicants were Job Match to the solicited vacancies to our partner agencies, if they were qualified, we will refer it to the company for the possible employment. The partner company/locator will submit a placement report of qualified applicants that was been referred by PESO.



<b>OFFICE:</b>	Tarlac City Public Employments Service Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	Government to Citizen (G2C)			
<b>WHO MAY AVAIL:</b>	Tarlac City Residents and Non – Tarlac City Residents			
<b>REQUIREMENTS:</b>	1. Letter of Intent 2. Resume			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Online Job Registration</b> Applicant/s will register by sending their applications to Tarlac City Public Employment Service Office's email address: pesotarlaccityapplicants2020@gmail.com	1. Processing of applicant's data.	NONE	2 Minutes	Employment Assistance Officer
	2. Job Matching		3 minutes	Employment Assistance Officer
	3. Refer to company/employer list of applicants matched from job vacancy/ies		3 minutes	Employment Assistance Officer
		<b>TOTAL</b>	<b>8 MINUTES</b>	
<b>B. Walk-in Applicants</b> Applicant/s will register in Applicant/s Registration Log Book provided by TCPESO	1. Processing of applicant's data.	None	2 Minutes	Assistance Officer
	2. Job Matching		3 minutes	
	3. Refer to company/employer list of applicants matched from jobvacancy/ies		3 minutes	
		<b>TOTAL</b>	<b>8 MINUTES</b>	



## 2. Employers' Accreditation

The Employers Accreditation Program conducts certification of employers or companies that offer job and training opportunities.

<b>OFFICE:</b>		Tarlac City Public Employments Service Office		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION :</b>		Government to Business (G2B)		
<b>WHO MAY AVAIL:</b>		Direct Companies and Manpower Agencies Local and Abroad		
<b>REQUIREMENTS APPLICANTS:</b>		<b>WHERE TO SECURE:</b>		
1.Letter of Intent		From Company		
2.Updated Business Permit		Business Permit and Licensing Department		
3.BIR Certificate		Bureau of Internal Revenue		
4.DTI/SEC Certificate		Department of Trade and Industry/ Securities and Exchange Commission		
5.Philjobnet Certificate		Department of Labor and Employment/ Philjobnet.com		
6.POEA License (Abroad)		Philippine Overseas Employment Administration		
7.Job Vacancies/POEA Approved Job Orders				
<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Employers will submit the letter of intent and their requirements to Tarlac City Public Employment Service Office's email address: <a href="mailto:cmdeso2016@gmail.com">cmdeso2016@gmail.com</a>	1. Assessment/ Checking of Requirements	NONE	2 minutes	Clients Assistance Officer
	2. Validation/ Verification of Application		8 minutes	Labor Employment Officer
	3. Approval of Accreditation		2 minutes	PESO Manager
		TOTAL	12 MINUTES	



**3. Pre-Employment Orientation Seminar, Career Guidance and Employment Coaching**

Career Guidance Seminars and Pre-Employment Orientation Seminar (PEOS) are conducted to guide and educate College Graduating Students, High School graduating students on how to choose the appropriate career. Aside from personality test, presentation of in-demand careers was showed and served as their reference on what career they might also consider to address job mismatch.

<b>OFFICE:</b>	Tarlac City Public Employments Service Office
<b>CLASSIFICATION</b>	simple
<b>TYPE OF TRANSACTION</b>	Government to School Institution
<b>WHO MAY AVAIL:</b>	Graduating College Students, Grade 12 Students and Grade 10 Students
<b>REQUIREMENTS SCHOOLS:</b>	Letter of Intent

<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter of invitation or as per schedule of schools for the conduct of Career Coaching	1.Registration of Students	NONE	2 hours	PESO MANAGER

**4. Employment Coaching**

Activities were also conducted to mass number of applicants and soon to be workers (Graduating College students) to provide knowledge and techniques needed for their job application.

<b>OFFICE:</b>	<b>Tarlac City Public Employments Service Office</b>			
<b>CLASSIFICATION:</b>	simple			
<b>TYPE OF TRANSACTION</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Tarlac City Residents and Non – Tarlac City Residents			
<b>Requirements:</b>	Letter of Intent Updated Resume			
<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.Regist ration of Applicants	NONE	1 hour orientation	PESO MANAGER



DOLE Integrated Programs

Workers Hiring for Infrastructure Project (WHIP)

The Workers Hiring for Infrastructure Projects (WHIP) program requires construction companies, including Department of Public Works and Highways and contractor for government-funded infrastructure projects, to hire 30% skilled and 50% unskilled labor requirements from areas where the project is constructed/located.

OFFICE:	Tarlac City Public Employments Service Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Private Companies
WHO MAY AVAIL:	Private Construction Companies (Contractor)
CHECKILIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent address to PESO Department Head	Employer/Company
Notice of Award	Bids and Awards Committee
Notice of Commence/Proceed	Business Permit and Licensing Department
List of Labor	Employer/Company
Requirements	Government Agencies
Government Issued IDs	Tarlac City Public Employment Service Office
of Workers Skills Registry	Contractor
System (SRS)Forms	
Pictures of Publications posted in Three (3) Conspicuous Areas	



CLIENT STEPS:	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the Skills Registry System (SRS) Form of Tarlac City Public Employment Service Office	1. Encoding of Information found in Skills Registry Form	NONE	5 minutes	Client Assistance Officer
2. Together with the SRS Form, client/s will submit all necessary requirements	2. Verification of submitted requirements 3. Endorse to the Project Officer		5 minutes	Client Assistance Officer
	4. Validation of Application by the Project Officer		5 minutes	Client Assistance Officer Project Officer
	5. Issuance of Certificate signed by the office Head		5 minutes	Client Assistance Officer
		TOTAL	20 MINUTES	



# Migrant / Overseas Filipino Program

The Migrant / Overseas Filipino Program will provide assistance and services to overseas Filipino workers (OFWs) and their families from different programs of local and national government.

<b>OFFICE:</b>		Tarlac City Public Employments Service Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		Government to Citizens		
<b>WHO MAY AVAIL:</b>		Tarlac City Residents		
<b>CHECKILIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of residency		1. Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Online OFW Registration and Help Desk.				
1. Client/s will visit the Tarlac City PESO Migrants Resource Center Facebook page and click on registration: <a href="https://forms.gle/vK5NbZq3KYamQ75U9">https://forms.gle/vK5NbZq3KYamQ75U9</a>	1.Contact client/s through email, call or SMS for validation information and need assessment	NONE	15 minutes	OFW Desk Officer
2. Client/s must finish the form and submit it online	2.Refer the client/s to appropriate agency as needed		10 minutes	OFW Desk Officer
		<b>TOTAL</b>	<b>25 MINUTES</b>	
B. Walk-inHelp Desk.				
1. Client/s will directly visit the Tarlac City PESO Help Desk window for migration concerns	1.Registration / Assessment of client's concern  2.Provision ofnecessary information  3.Refer the clients to appropriate agency as needed	NONE	5 minutes  5 minutes  10 minutes	OFW Desk Officer  OFW Desk Officer  OFW Desk Officer
		<b>TOTAL</b>	<b>20 MINUTES</b>	



**Special Program for the Employment of Students and Out of School Youth (SPES)**

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging employment during summer or Christmas vacation.

OFFICE:	Tarlac City Public Employments Service Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	Government to Students	
WHO MAY AVAIL:	Tarlac City Residents	
REQUIREMENTS:		WHERE TO SECURE
<ul style="list-style-type: none"><li>• Biodata/Resume</li><li>• Birth Certificate</li><li>• Must be Senior High School Student or College student 1st to 3rd year only with NO FAILING GRADES/INC/DROPPED SUBJECTS</li><li>• For students in high school, a photo copy of Form 138 (Student's report Card) as of the 3rd grading period of SY 2020-2021</li><li>• For students in higher education or college, a photo copy of report grades and enrollment registration form.</li><li>• For out of school youth – originalcopy of OSY issued by Brgy. Chairman/CSWD</li><li>• No failing grade from the recent grading or semester.</li><li>• Combine net income of both parents must not exceed to 161,724.00 per annum.</li><li>• Certificate of Indigency</li><li>• SPES Application Form</li></ul>		<ul style="list-style-type: none"><li>• Not Applicable</li><li>• Philippine Statistic Authority</li><li>• School last attended</li><li>• School Last attended</li><li>• School Last attended</li><li>• Brgy. Chairman/CSWD</li><li>• School Last attended</li><li>• Bureau of Internal Revenue</li><li>• Brgy. Chairman/CSWD</li><li>• Tarlac City Public Employment Service Office</li></ul>



CLIENTS STEPS:	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Walk-in Applicants</b>  Applicant/s will register using the registration log provided by the TC PESO	1.Processing of Applicant' s data  2.Job Matching  3.Refer to Company/Employer	NONE	2 minutes  2 minutes  2 minutes	SPES Officer In-Charge  SPES Officer In-Charge  SPES Officer In-Charge
		<b>TOTAL</b>	6 minutes	

**GOVERNMENT INTERNSHIP PROGRAM (GIP)**

The Government Internship Program or GIP provides opportunities to young workers and demonstrates their talents and skills in the field of public service.

<b>OFFICE:</b>		Tarlac City Public Employments Service Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		Government to Citizens		
<b>WHO MAY AVAIL:</b>		Tarlac City Residents		
<b>CHECKILIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Bio Data / Resume		Not Applicable		
2. Skills Registry Form		Tarlac City PESO/DOLE Field Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicant/s will register using the registration log provided by the TC PESO	1.Processing of applicant's data  2.Job Matching  3.Refer to company/ Employer	NONE	2 minutes  2 minutes  2 minutes	Client Assistance Officer  Client Assistance Officer  Client Assistance Officer
		<b>TOTAL</b>	6 MINUTES	



## Tulong Pangkabuhayan para sa Ating Disadvantaged Workers (TUPAD)

Under the Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD), Barangay Ko, Bahay Ko, of the Department of Labor and Employment, Tarlac City PISO facilitates the temporary employment for disadvantage and displaced workers as well as the underemployed and self –employed workers

<b>OFFICE:</b>	Tarlac city public employment service office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	Tarlac City Residents			
<b>REQUIREMENTS:</b>			<b>WHERE TO SECURE</b>	
<b>Resume/Bio Data Proof</b>			Not Applicable	
<b>of Residency</b>			Barangay Hall	
<b>Government Issued ID</b>			Government Agency	
<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/s will fill out the Skills Registry System (SRS) Form.	1.Encoding of information found in the Skills Registry Form	NONE	2 minutes	TUPAD Assistance Officer
	2.Verification of Requirements submitted by the client/s		2 minutes	TUPAD Assistance Officer
2. Together with the SPRS Form, client/s will submit necessary requirements.	3.Endorse to the Project Officer		2 minutes	TUPAD Assistance Officer
	4.Validation of Client/s application			
				Project Officer
	5.Contact the Client/s		2 minutes	
				TUPAD Assistance Officer
			2 minutes	
		<b>TOTAL</b>	10 minutes	



## DOLE Integrated Livelihood and Emergency Employment Program (DILEEP)

This program helps to provide technical and livelihood assistance for the promotion of entrepreneurship and community capacity-building for vulnerable and marginalized workers.

<b>OFFICE:</b>	TARLAC CITY PUBLIC EMPLOYMENT SERVICE OFFICE
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	Government to Citizen
<b>WHO MAY AVAIL:</b>	Tarlac City Residents
<b>CHECKLIST REQUIREMENTS:</b>	<b>WHERE TO SECURE</b>
Resume/Bio Data	Not Applicable
Skills Registry Form	Tarlac City PESO
Proof of Residency	Barangay Hall
Government Issued ID	Government Agency

<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/s will fill out the Skills Registry System (SRS) Form.	1. Encoding of information found in the Skill Registry Form	NONE	5 minutes	Client Assistance Officer
	2. Validation of Client/s application		5 minutes	Labor and Employment Officer
2. Together with the SPRS Form, client/s will submit necessary requirements.	3. Contact the Client/s for possible assistance		5 minutes	Client Assistance Officer
		<b>TOTAL</b>	15 minutes	

## Job Fairs

<b>OFFICE:</b>	TARLAC CITY PUBLIC EMPLOYMENT SERVICE OFFICE
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	Government to Government to Citizen Government to Companies Government to Schools Institutions
<b>REQUIREMENTS FOR JOBFAIR PERMIT</b>	<b>WHERE TO SECURE</b>
Letter of intent job fair permit application form location map summary of companies and vacancies	Not Applicable DOLE Not Applicable Confirmed Companies



<b>REQUIREMENTS LOCATORS:</b>		Not Applicable Company POEA		
Letter of intent vacancies POEA (overseas)				
<b>REQUIREMENTS APPLICANTS:</b>		Not Applicable		
Updated Resume with Picture				
<b>CLIENTS STEPS:</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Companies:</b>		NONE		
1. Letter of Invitation will be sent thru their email address	1. Validating the invitation if received thru a phone SMS or phone call		5 minutes	
	2. Posting of their vacancies thru social media		5 minutes	
	3. Sending interested applicants		10 minutes	
		<b>TOTAL</b>	20 minutes	

<b>For Applicants Virtual Job Fair:</b>				
Client/s may send their resume before the said Job Fair thru our email with the company and position desired to apply: pesotarlaccityapplicants2020@gmail.com	1. Encoding of Client/s data 2. Job Matching and Sending Clients Data Base to the company he/she desired to apply or qualified.	NONE	3 minutes 5 minutes	
	3. Qualified client/s will receive a text message indicating a link for the job interview		2 minutes	
		<b>TOTAL</b>	10 minutes	
<b>For Non-Virtual:</b>				
<b>Walk-in Applicants</b>				



Clients may register thru a registration form provided by Tarlac City PESO	1.Registration	None	2 minutes	
	2. Job Matching thru Job Vacancies board		3 minutes	
	3.Job Interview			
			5 minutes	
		<b>TOTAL</b>	10 minutes	



# CITY VETERINARY OFFICE

## I. **Mandate:**

RA 7160, Article XIX, Sec. 489 mandates the City Veterinarian to:

1. Advise the City Mayor on all matters pertaining to the slaughter of animals for human consumption and the regulation of slaughterhouse, poultry dressing plants and locally registered meat establishments;
2. Regulate the keeping of domestic animals;
3. Regulate and inspect poultry, milk and dairy products for public consumption;
4. Enforce all laws and regulations for the prevention of cruelty to animals; and
5. Take the necessary measures to eradicate, prevent or cure all forms of animal diseases;

"Be in the frontline of veterinary related activities, such as in the outbreak of highly contagious and deadly diseases, and in situations resulting in the depletion of animals for work and human consumption, particularly those arising from and in the aftermath of man-made and natural calamities and disasters"

## II. **Vision:**

To provide adequate veterinary health services and technologies, to control and eradicate dangerous communicable disease or exposure thereto, thereby promoting animal welfare thus preventing zoonosis.

## III. **Mission:**

To promote, develop, improve, maintain the livestock and poultry industries in the city in order to ensure and sustain an adequate food supply originating from animal protein in support to man's nutrition.



**EXTERNAL SERVICES**

**ANIMAL HEALTH SECTION**

**1. Dog and Cat Registration and Rabies Vaccination (walk-in)**

Annual registration and anti-rabies vaccination for dogs and cat in Tarlac City as mandated in R.A 9482 (Anti-Rabies Act of 2007).

<b>OFFICE:</b>		City Veterinary Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Client		
<b>WHO MAY AVAIL</b>		Tarlac City Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Valid ID with address or Certificate of residency			Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in the record book and undergo interview	1. Register and record owner and animal profile	None	1 minute	Vet Staff
2. Present the animal	2. Administer the vaccine	None	1 minute	Veterinarian
3. Receive vaccination certificate	3. Issue vaccination certificate	None	1 minute	Meat Inspector
<b>TOTAL</b>			<b>3 minutes</b>	

**2. Animal Treatment and Consultation (walk-in)**

To provide free veterinary assistance to companion animal owners of Tarlac City with regards to their pet’s health and welfare and most especially to those that need medical attention.

To provide free veterinary assistance to companion animal owners of Tarlac City with regards to their pet’s health and welfare and most especially to those that need medical attention.



<b>OFFICE:</b>		City Veterinary Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Client		
<b>WHO MAY AVAIL:</b>		Tarlac City Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Valid ID with address or Certificate of residency			Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in the record book and undergo interview	1. Register and record owner and animal profile	None	1 minute	Vet Staff
2. Present the animal	2.1. Inspect the animal and conduct basic procedure to establish a tentative diagnosis	None	5 minutes	Veterinarian
	2.2. Provide appropriate medicine or intervention if available.		2 minutes	Veterinarian
3. Receive prescription and take- home instructions	3. Prescribe medicine and provide take-home instructions	None	2 minutes	Veterinarian
<b>TOTAL</b>			<b>10 minutes</b>	

### 3. Request for Mass Rabies Vaccination, Farm Visitation and Veterinary Field Support and Information Education Campaigns (field work)

Provide Veterinary support such as Mass Vaccinations, Deworming, Vitamin Supplementation, Farm Visits and Information Education Campaigns to Barangay level, and other public and private groups.

<b>OFFICE:</b>		City Veterinary Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Client		
<b>Who may avail:</b>		Tarlac City Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Request Letter			Barangay, Group Representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit and present request letter	1.1. Accept and log-in the request	None	1 minutes	Vet Staff



2. Wait for schedule	2.1. Refer to the Veterinarian to assess available schedule and logistic support		2 minutes	Vet Staff
	2.2 Coordinate the available schedule to client		1 minute (schedule within 1 week)	Vet Staff
3. Assist in the activity	3. Conduct requested activity	None	60 minutes (as needed)	Veterinarian
<b>TOTAL</b>			<b>64 minutes</b>	

#### 4. Spay and Neuter Program

Free surgical operation to render dogs and cats sterile and unable to reproduce. This program is to control stray animal population and adjunct to anti-rabies program in Tarlac City.

<b>OFFICE:</b>	City Veterinary Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Client			
<b>WHO MAY AVAIL:</b>	Tarlac City Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Valid ID with address or Certificate of residency			Barangay	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enlist and fill-up registration form	1. Check and verify the registration form	None	1 minute	Vet Staff
2. Wait and book for schedule	2. Refer to the veterinarian for schedule of spay and neuter activity	None	5 minutes	Veterinarian
3. Present the animal on schedule	3. Assess patient, administer anesthetics, conduct surgery	None	30 minutes	Veterinarian
4. Wait until the animal is spayed/neutered	4. Issue prescriptions and provide post-op instructions	None	5 minutes	Veterinarian
<b>TOTAL</b>			<b>41 minutes</b>	



ANIMAL PRODUCTION SECTION

5. Farmer Livestock School on Goat Enterprise Management

A 28-week long comprehensive training module on goat raising, production and enterprise building for progressive farmers in Tarlac City.

OFFICE:	City Veterinary Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Tarlac City Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID with address or Certificate of residency			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist and fill-up registration form	1.1. Check and verify the registration form	None	1 minute	Vet Staff
	1.2. Check available slot or schedule of FLS-GEM	None	3 minutes	Veterinarian
2. Attend the training course	2. Conduct FLS-GEM on a weekly basis	None	180 minutes *28 sessions	Veterinarian/ Trainor's
3. Receive training completion certificate	3. Asses trainees and issue training completion certificate	None	5 minutes	Vet Staff
TOTAL				



6. Request for Livestock Production Training and Seminar

To provide technical trainings for our livestock and poultry farmers, to educate and help them enhance production performance and assist them on their farm concerns.

OFFICE:	City Veterinary Office	
Classification	Simple	
Type of transaction	G2C – Government to Client	
WHO MAY AVAIL:	Tarlac City Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter		Barangay, Group Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and present request letter	1.1. Accept and log-in the request	None	1 minutes	Vet Staff
2. Wait for schedule	2.1. Refer to the Veterinarian to assess available schedule and logistic support		2 minutes	Vet Staff
	2.2 Coordinate the available schedule to client		1 minute (schedule within 1 week)	Vet Staff
3. Assist in the activity	3. Conduct Training/ Seminar	None	60 minutes (as needed)	Veterinarian
TOTAL			64 minutes	



7. Estrous Synchronization and Artificial Insemination Program

To provide breeding assistance to farmers using semen from genetically superior animals thus improving productivity and efficiency.

OFFICE:	City Veterinary Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client			
WHO MAY AVAIL:	Tarlac City Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID with address or Certificate of residency			Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist and fill-up registration form	1.1. Check and verify the registration form	None	1 minute	Vet Staff
	1.2. Check schedule of ES and AI activity	None	3 minutes	Vet Staff
2. Present the animal on schedule	2.1 Assess animal for ES or AI	None	10 minutes	AI Technician
	2.2 Perform ES or AI	AI Fee	10 minutes	AI Technician
TOTAL			24 minutes	



MEAT INSPECTION SECTION

1. Ante-mortem/Post-mortem Inspection

Ante-mortem inspection shall be conducted prior to slaughter to ensure the protection of consumers and slaughterhouse personnel from zoonotic and/or meat-borne diseases, ensure animal health by monitoring animal diseases and uphold animal welfare practices.

OFFICE:	City Veterinary Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client			
WHO MAY AVAIL:	Slaughterhouse			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Veterinary Shipping Permit			Provincial Veterinary Office / Bureau of Animal Industry	
2. Veterinary Health Certificate			Provincial Veterinary Office	
3. Meat Transport Vehicle Registration			National Meat Inspection Service	
4. Livestock Handler's License			Bureau of Animal Industry	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required shipping documents	1. Review shipping documents	None	1 minute	Meat Inspector
2. Unload and present animal for ante-mortem inspection	2. Receive animal for lair aging and perform ante-mortem inspection	AM fee	10 minutes	Meat Inspector
3. Present carcass for post-mortem inspection	3.1 Conduct post mortem inspection	PM fee	10 minutes	Meat Inspector
	3.2 Branding of carcass	None	1 minute	Meat Inspector
	3.3 Condemn carcass/ parts that failed inspection and issue Condemnation Slip	None	3 minutes	Meat Inspector
4. Receive MIC (meat inspection certificate)	4. Issue MIC (meat inspection certificate)	None	1 minute	Meat Inspector
TOTAL			22 minutes	



2. Post-abattoir inspection

The inspection of carcass in the market shall be carried out systematically to ensure the detection and removal of unacceptable/hot meat in the market.

OFFICE:	City Veterinary Office	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2C – Government to Client	
WHO MAY AVAIL:	Market	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Meat Inspection Certificate (MIC)		City Veterinary Office

2.Certificate of Meat Inspection (COMI)			National Meat Inspection Service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present MIC/COMI	1. Review documents	None	1 minute	Meat Inspector
2. Present carcass and meat	2. Inspect carcass and meat 2.1 Condemn carcass/parts that	None	5 minutes	Meat Inspector
	failed inspection and issue Condemnation Slip 2.3 Issue Notice of Violation	None	1 minute	Meat Inspector
TOTAL	6 minutes			



# Business Permit and Licensing Office

## I.Mandate:

The Business Permit and Licensing Office (BPLO) is hereby created, which shall be in charge of the overall regulation, issuance and control of business permits and licenses of establishments, supervision of the operation of the Business-One-Stop-Shop (BOSS), protection of the interest of consumers, control and supervision of the issuance of motorized tricycles-for-hire and public utility vehicle permits, implement related ordinances in the city and such other functions as may be provided by law or ordinance.

## II.Vision:

A department in the City Government where qualities that characterize a high level of professionalism is expected from each of the employees; to become outstanding in the performance of duties towards perfecting a business-friendly atmosphere in providing excellent public service to the taxpayers.

## III.Mission:

To sustain the economic stability in terms of attaining the target revenue collection that would fully accomplish and implement the many socio- economic developmental projects of the City for the benefit of the Tarlaqueños.

## Organizational Outcome:

- Increased Collection of Revenues on Business Taxes, Transport fees & other charges.
- Consistently being recognized as one of the most Outstanding Business Friendly LGU in the Region and in the country.

## EXTERNAL SERVICES

### 1. ISSUANCE OF BUSINESS PERMIT FOR NEW AND RENEWAL

**New:** All New Businesses are required to secure Business Permit/ License to operate before the start of any commercial operations.

#### ❖ FOR NEW BUSINESS, ALL THESE ENUMERATED BELOW MAY BE FACILITATED AT THE BUSINESS ONE-STOP-SHOP

- Certificate of Zoning Compliance for Business Permit from the City Planning and Development Office.
- Business Inspection Clearance on Building/Occupancy from the City Engineering Office.
- Bureau of Fire Protection to schedule the inspection of the business establishment
- City Health Office to ensure health safety and check procedures for the issuance of Sanitary Permit.
- City Environment and Natural Resources Office to issue Environmental Compliance Clearance



**Renewal:** Existing Businesses are required to renew their Business Permit from January 1 to 20, every year. Penalties are imposed after this period,

Business taxes are computed based on the rates specified in the revised Revenue Code. Payment may be made annually, semi-annually or quarterly, for the business paying every quarter, taxes are due on the 20<sup>th</sup> day of the first month of each quarter. The process is under two offices, the Business Permit and Licensing Office (BPLO), and the Local Treasury Operations and Revenue Collection Division of the City Treasury Office located at the Business One Stop Shop (BOSS).

<b>OFFICE:</b>	Business Permit and Licensing Office	
<b>CLASSIFICATION:</b>	Simple	
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client	
<b>WHO MAY AVAIL:</b>	All new business owners who intend to put up investment in Tarlac City.	
<b>CHECKLIST OF BASIC REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Business:</b>		
1. Barangay Clearance for business		
2. On the type of Business Organization		
<ul style="list-style-type: none"> <li>For Single Proprietorship</li> </ul>		DTI Certificate of Registration
<ul style="list-style-type: none"> <li>For Corporation</li> </ul>		SEC Registration with Articles of Incorporation & By-Laws; Secretary's Certification resolving the opening of a Branch, authorizing representative to transact with the City Government and the Declaration of Capital Investment.
<ul style="list-style-type: none"> <li>For Partnership</li> </ul>		SEC Registration with Articles of Co-Partnership & By-Laws; Certification when branching out and the Declaration of Capital Investment.
<ul style="list-style-type: none"> <li>For Cooperative</li> </ul>		Certificate of Registration from the Cooperative Development Authority.
<ul style="list-style-type: none"> <li>For Non-Stock/Non-Profit Association and Foundation</li> </ul>		SEC Registration with By-Laws, and Certificate of Tax Exemption from the Bureau of Local Government Finance – Department of Finance.
3. On the Place of Business		
<ul style="list-style-type: none"> <li>Building/Occupancy Certificate, if owned</li> </ul>		
<ul style="list-style-type: none"> <li>Lease of Contract, if rented</li> </ul>		
<ul style="list-style-type: none"> <li>Notice of Award/Award Sheet, if inside a Mall</li> </ul>		
<ul style="list-style-type: none"> <li>Homeowner's/Neighborhood Certification of No Objection, if inside a subdivision or housing facility</li> </ul>		
<b>* DOCUMENTS TO BE SUBMITTED PRIOR TO THE RELEASE OF BUSINESS CERTIFICATE, BUSINESS PLATE AND BUSINESS STICKER</b>		
1. Community Tax Certificate		TREASURY
2. Valid Fire Safety Inspection Certificate / Official Receipt		BFP
3. Sanitary Permit		CHO
4. 2 pcs. latest 2x2 picture or corporate logo		
5. Copy of Tax Order of Payment & Official Receipt		BPLO
6. Compliance to the mandatory document(s) applicable for specific business activity being applied for.		
<b>*MANDATORY DOCUMENT(S) APPLICABLE FOR SPECIFIC BUSINESS ACTIVITY BEING APPLIED FOR:</b>		
1. Lessor		Tax Declaration / Occupancy Permit
2. School(S)		Deped/Ched Certification/Accreditation
3. Skills/Learning Center(S)/Manpower Training Center(S)		TESDA Certification/ Accreditation
4. Pharmacy		BFAD/FDA Certification/Accreditation; PRC license of the Pharmacist



5. Perya/Carnival	Barangay Resolution / Authority from the SP
6. Restaurant(S), Beerhouse, Carinderia, Beauty Parlor, Barber Shop, Massage Clinic, Grills And Resto Bar, Night Club And Other Related Businesses	Their workers must pay occupational tax
7. Internet Service Provider, Water And Electric Company, Cable Networks, Radio Station, Lottery, On-Line Betting Stations, Waste To Energy, Solar Panel, Waste To Organic	Congressional Franchise / Authority to operate from SP
8. E-Bingo	PAGCOR Certification
9. Local Recruitment/Placement/Manpower Employment Agency	DOLE permit to operate / Certificate of Registration
10.Security And Watchman Agency	License to operate from PNP-Crame; Workers must be paid with occupational tax
11.Foreign Placement Agency, Promotion Agency For Overseas Filipino Workers	POEA Accreditation
12.Business With Delivery Vans/Trucks	Payment for delivery van/truck permit
13.Car Repair Services	DTI accreditation
14.Dental Laboratories	License to operate from DOH-Region
15.Selling Cellphone And Radio Communication Units	National Telecommunications Commission (NTC) Clearance
16.Construction Business	Philippine Contractors Accreditation Board (PCAB) License
17.Banks, Pawnshops, Money Transfer, Money Remittance & Money Changer	Certification of Registration or Authority to Operate from Bangko Sentral ng Pilipinas or Central Bank of the Philippines; and provision of CCTV camera
18.Lending Investors, Financing Institutions	SEC Registration with Certificate of Authority; Provision of CCTV camera
19.Insurance Agency	Certificate of Authority from the Insurance Commission
20.Junk Shops	Police Clearance; Barangay Resolution of No Objection; and Environmental Compliance Certificate (ECC) from DENR
21.Water Refilling Stations	Tax Declaration for Machinery
22.For Business Selling Second Hand Auto Parts	Police Clearance to engage in business
23.Radio Station	Congressional Franchise or Authority from SP
24.Funeral Parlor, Crematory Cemeteries, Memorial Chapel, Memorial Parks, Lpg Refilling Plant, Septic Tank Disposal, Plastic Recycling, Metal Recycling, Crocodile Farm – Denr	Environmental Compliance Certificate (ECC) from DENR; Barangay Resolution of No Objection
25.Animal Control Facility, Aviary, Cattery, Cattle Farm, Kennel, Laboratory Animal Facility, Monkey Farm, Ostrich Farm, Pet Shop, Poultry Farm, Racetrack And Equestrian Establishment, Slaughterhouse, Stock Farm, Stockyard, Stud Farm, Veterinary Clinic, Veterinary Clinic, Veterinary Hospital, Wildlife Rescue Center And Zoo And Other Animal Facilities	Clearance from the Bureau of Animal Industry; Environmental Compliance Certificate (ECC) from DENR.
26.Gasoline And Diesel Station	Environmental Compliance Certificate (ECC) from DENR; Authority to operate from the Department of Energy
27.Selling Of Fireworks	License to operate from PNP; Clearance from BFP
28.Non-Stock Non-Profit Hospitals, Schools And Colleges	SEC registration
29.For Professionals	PRC license and PTR
30.For Business Engage In Manufacturing, Selling/Retailing, Dealer/ Distributor, Import And Export Or Transfer Of Any Drugs, Cosmetics Or Devise	Valid FDA license to operate
31.Hotels/Transient/Apartelle/Lodging	Accreditation from the Dept. of Tourism
32.Travel And Tours	Accreditation from the Dept. of Tourism
33.Resorts	Accreditation from the Dept. of Tourism
34.Quarry Operator	Quarry Clearance; Tax Declaration for private



	property; Barangay Resolution of No Objection
35.E-Sabong	Accreditation from PAGCOR; Barangay Resolution of No Objection.
36.E-Games	Gaming license from PAGCOR
37.Solar Power Plant	Reclassification Ordinance; Department of Energy License to Operate
<b>Renewal of Business:</b>	
1. Barangay Clearance for business	
<ul style="list-style-type: none"> <li>• <u>For Single Proprietorship</u></li> </ul>	Sworn Statement of Gross Sales/Receipts with P500,000 & above by the Registered owner or authorized Accountant/Bookkeeper; BIR forms for monthly or quarterly payment of percentage tax (for Vat and Non-VAT registered businesses)
<ul style="list-style-type: none"> <li>• <u>For Corporation/Partnership</u></li> </ul>	Sworn Statement of Gross Receipts by the Operation's Manager
<ul style="list-style-type: none"> <li>• <u>For Cooperative</u></li> </ul>	CDA Certificate of good standing; Current year Financial Statement or Certification of Gross Receipts
1. Photocopy of valid Fire Safety Inspection Certificate	
2. Photocopy of Previous Year's Sanitary Permit	
3. Photocopy of Previous CENRO Permit	
<b>Others:</b>	
<ul style="list-style-type: none"> <li>• <u>For Lessors</u></li> </ul>	Sworn Statement of the list of tenants with the attached Contract of Lease and Award Sheets for the year in consideration
<ul style="list-style-type: none"> <li>• <u>For Market Stall Owners</u></li> </ul>	<ul style="list-style-type: none"> <li>– Certificate of No Delinquency from Treasury (Downtown)</li> <li>– Market Stall Clearance from CEEMO (Downtown &amp; Uptown)</li> <li>– Certification from the Lessor (Uptown)</li> </ul>
<ul style="list-style-type: none"> <li>• <u>For Water Refilling Stations</u></li> </ul>	Clearance from the Tarlac City Water Refillers Association; Previous year's Sanitary Permit
<b>* DOCUMENTS TO BE SUBMITTED PRIOR TO THE RELEASE OF BUSINESS STICKER</b>	
1. Community Tax Certificate	TREASURY
2. Official Receipt from Bureau of Fire Protection	BFP
3. Sanitary Permit	CHO
4. Copy of Tax Order of Payment & Official Receipt	BPLO
5. Environmental Compliance Clearance from the City Environment & Natural Office (CENRO)	CENRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit fully accomplished form (new & renewal) and basic requirements at the receiving counter.	Receive and process the application together with all the requirements, evaluate declared capital investment for new business and gross receipts for business renewal	None	10 mins	Supervising Administrative Officer/ Licensing Officer II/ Administrative Aide IV
	Encoding of the application form.	None		Administrative Assistant V
	Assess payment and issue Statement of Accounts (SOA)	Computations of taxes, fees & charges- Based on the City Ordinance No. 018-019, Series of 2019, entitled: "An Ordinance adopting the Revised Revenue Code of the City of Tarlac"		Local Treasury Operations Officer
pay required fees at the cashier	Receive payment and issue official receipt (OR)	Computations of taxes, fees & charges- Based on the City Ordinance No. 018-019, Series of 2019, entitled: "An Ordinance adopting the Revised Revenue Code of the City of Tarlac"	5 mins	Revenue Collection Clerk III
claim permit- to submit document for BPLO files at the releasing counter	Issue Business Certificate, Business Plate and Sticker for New Business Issue Business Sticker for Renewal	None	2 mins.	Administrative Aide III
<b>TOTAL</b>			<b>17 mins.</b>	

## 2. ISSUANCE OF MAYOR’S PERMIT FOR MOTORIZED TRICYCLE-FOR-HIRE

Operators of motorized tricycles-for-hire are required to renew their mayor’s permit annually for continuous operation within city’s area of jurisdiction.

OFFICE:	Business Permit and Licensing Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Client



<b>WHO MAY AVAIL:</b>		All legitimate operators of motorized tricycles-for-hire with valid franchise (MTOP) to operate and public utility vehicles with valid franchise from LTFRB		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Inspection Report from POSO		POSO		
Motorized Tricycle Operator's Permit (MTOP)		BPLO		
LTO Certificate of Registration		LTO		
VALID LTO Official Receipt		LTO		
Barangay Clearance/Certification		From Your Barangay		
Voter's ID/Certification		Comelec		
Community Tax Certificate		treasury		
Driver's License		LTO		
<b>In case of Renewal and awaiting Decision from LTFRB:</b>				
Notice of hearing				
Application for extension of validity				
LTFRB Official Receipt (for extension of validity)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit complete requirements	Check requirements & verify previous permit and issue payment order form	None	5 minutes	BPLO Transport Section Staff
Pay required fee at City Treasurer's Office (CTO)	Accept payment and issue official receipt (OR)	Revised Revenue Code of Tarlac City	1 minute	Revenue Collection Clerk
Present OR	Validate OR and process permit	None	1 minute	BPLO Head Transport Div. Staff
Claim permit	Release permit	None	1 minute	BPLO Staff
<b>Total</b>			<b>8 minutes</b>	

### 3. ISSUANCE OF MAYOR'S PERMIT FOR PUBLIC UTILITY VEHICLES

Operators of public utility vehicles are required to renew their mayor's permit annually for continuous operation within Tarlac City.

OFFICE:	Business Permit and Licensing Office		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2C – Government to Client		
WHO MAY AVAIL:	All legitimate operators of motorized tricycles-for-hire with valid franchise (MTOP) to operate and public utility vehicles with valid franchise from LTFRB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Inspection report from POSO		POSO	
Decision /Order from LTFRB		LTFRB	
LTO Certificate of Registration		LTO	
VALID LTO Official Receipt		LTO	
Community Tax Certificate			
Driver's License			
*In case of Renewal and awaiting Decision from LTFRB:			
Notice of hearing			
Application for extension of validity			
LTFRB Official Receipt (for extension of validity)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements	Check requirements & verify last Mayor's Permit secured and issue payment order form	Revised Revenue Code of Tarlac City	5 minutes	BPLO Transport Section Staff
Pay	Accept payment and issue official receipt (OR)	Revenue Code of Tarlac City	1 minute	Revenue Collection Clerk
Submit OR	Validate OR	None	1 minute	BPLO Head Transport Div. Staff
Wait for the release of Mayor's Permit	Release Mayor's Permit	None	1 minute	BPLO Staff
TOTAL			8 minutes	

4. **ISSUANCE OF MOTORIZED TRICYCLE OPERATOR’S PERMIT (MTOP) (NEW/RENEWAL/AMENDMENTS TRANSFER)**

**NEW:** BPLO issues new MTOP to all operators of motorized tricycles-for-hire upon approval from the Sangguniang Panlungsod in order to operate within Tarlac City.

**RENEWAL:** BPLO renews the MTOP to all franchise holders every three (3) years upon approval from the Sangguniang Panlungsod

**AMENDMENTS:** Franchise holder is required to apply for amendments on the franchise (MTOP) in case of change unit or change address.

**TRANSFER:** Applicants are required to apply for transfer of franchise to operate motorized tricycles-for-hire to be approved by the Sangguniang Panlungsod in order to operate within Tarlac City.

OFFICE:	BPLO	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2C – Government to Client	
WHO MAY AVAIL:	Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
NEW:		
Approved request (referral slip) from M.O.		M.O.
LTO Certificate of Registration		LTO
VALID LTO Official Receipt		LTO
Barangay Clearance/Certification		BARANGAY
Voter's ID/Certification		COMELEC
Community Tax Certificate		TREASURY
Insurance policy		
2 pcs 2x2 pictures		
Driver's License		LTO
*In case the applicant is working abroad or not available during application period:		
Special Power of Attorney in Addition to the above-		



mentioned requirements	
<b>RENEWAL:</b>	
Near Expiring Motorized Tricycle Operator's Permit (MTOP)	BPLO
LTO Certificate of Registration	LTO
VALID LTO Official Receipt	LTO
Barangay Clearance/Certification	BARANGAY
Voter's ID/Certification	COMELEC
Community Tax Certificate	TREASURY
Insurance Policy	
2 pcs 2x2 pictures	
Driver's License	LTO
<b>*In case the applicant is working abroad or not available during application period</b>	
Special Power of Attorney in Addition to the above-mentioned requirements	
<b>AMENDMENTS:</b>	
Motorized Tricycle Operator's Permit (MTOP)	BPLO
LTO Certificate of Registration	LTO
VALID LTO Official Receipt	LTO
Barangay Clearance/Certification	BARANGAY
Voter's ID/Certification	COMELEC
Community Tax Certificate	TREASURY
Affidavit (Change of Motor Unit)	
Insurance Policy	
2 pcs 2x2 pictures	
Driver's License	
<b>*In case the applicant is working abroad or not available during application period</b>	
Special Power of Attorney in Addition to the above-mentioned requirements	
<b>TRANSFER:</b>	
Motorized Tricycle Operator's Permit (MTOP)	BPLO
LTO Certificate of Registration	LTO
VALID LTO Official Receipt	LTO
Barangay Clearance/Certification	BARANGAY
Voter's ID/Certification	COMELEC
Community Tax Certificate	TREASURY
Insurance Policy	
2 pcs 2x2 pictures	
Driver's License	
Deed of Sale	
Waiver of Rights from the Sangguniang Panlungsod	
<b>*In case of death of the operator, to include the following in addition to the above-mentioned requirements:</b>	
Deed of extra-Judicial Settlement with waiver of rights	
Death Certificate	
Marriage Certificate or Birth Certificate	
<b>*In case the applicant is working abroad or not available during application period</b>	
Special Power of Attorney in Addition to the above-mentioned requirements.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements and notarized application form	Accept and review requirements	None	5 minutes	BPLO Transport Section Staff
	Endorsed to Sangguniang Panlungsod for approval	None	1 week	Mayor's Office
Wait for the approval of the Sangguniang Panlungsod thru SP Resolution	Prepare payment order form	Revised Revenue Code of Tarlac City	2 minutes	BPLO Transport Section Staff
Get the payment order form and pay corresponding franchise fee	Accept payment and issue Official Receipt (OR)	Revised Revenue Code of Tarlac City	3 minutes	Revenue Collection Clerk
Present official receipt to Sangguniang Panlungsod	Issuance of the Kapasyahan	None	2 minutes	SP Secretary Staff
Submit Kapasiyahan to BPLO-Transport	Prepare MTOP and validate traffic violations, if any, prior to approval	None	1 day	BPLO Head Licensing Off. III Transport Div. Staff City Mayor
Claim MTOP	Issue MTOP	None	1 minute	BPLO Transport Section Staff
<b>TOTAL</b>			<b>8 days &amp; 13 minutes</b>	



5.PAYMENT OF TRAFFIC VIOLATIONS

BPLO issues the Payment Order Form to traffic violators apprehended by the Philippine National Police (PNP) and Public Order and Safety Office (POSO).

<b>OFFICE:</b>		BPLO		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Client		
<b>WHO MAY AVAIL:</b>		Drivers who have violated traffic rules and regulations		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Traffic Citation Ticket				
Release Order from POSO			POSO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Get Release Order from POSO	Issue release order	None	1 minute	POSO Staff
Present citation Ticket and release order	Check citation ticket. and number of offense and issue payment order form	None	2 minutes	Transport Division Staff
Payment of required fees at the City Treasurer's Office (CTO)	Accept payment and issue Official Receipt (OR)	Revised Revenue Code of Tarlac City	1 minute	Revenue Collection Clerk
Present official receipt	Record Official Receipt number	None	1 minute	Transport Division Staff
<b>TOTAL</b>			<b>5 minutes</b>	



# CITY AGRICULTURE OFFICE

## I. Mandate and Functions:

Pursuant to the provisions of the Local Government Code of 1991, R.A. 7160, the City Agriculture office shall exercise the following functions:

- Formulate measures and provide technical assistance to ensure the delivery of basic agricultural services as provided under Section 17 of the Local Government Code;
- Develop plans and strategies for implementation, particularly agricultural programs and projects;
- Ensure that assistance and access to resources in the production and processing of agricultural, fisheries and marine products are extended to farm families and fisherfolks.

## II. Vision:

To modernize the small-holder agriculture and fisheries, towards an economy that is dynamic, technologically advanced that is guided by the sound practices of reserve sustainability within the principles of social justice and strong private sector participation.

## III. Mission:

To help and empower the farming and fishing communities and the private sector to produce enough, accessible and affordable food for every Filipino and a decent income for all.

### I. Services Rendered by the City Agriculture Office.

#### A. Extension Delivery System:

Extend technical assistance/services to farmer clienteles, fisherfolks, youth and homemakers in the various field of agriculture in the different barangays of Tarlac City.:

### 1. Office

OFFICE:	CITY AGRICULTURE OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Service Slip			AGRICULTURE OFFICE	
2. Letter request/verbal request/thru text			AGRICULTURE OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Request for the Service: Inform Officer of the Day regarding the request. Officer of the Day provides slip for the service requested.	Extension Delivery System a. Office	N/A	Extension Delivery System	Officer of the Day
Submit Service Slip				City Agriculturist District Leaders
Submit service slip to the person concerned and wait for action to be taken.				Agricultural Extension Worker (AEW)

2. Barangay / Other Agencies

OFFICE:	CITY AGRICULTURE OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Service Slip			AGRICULTURE OFFICE	
2. Letter request/verbal request/thru text			AGRICULTURE OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordination with the Barangay Official & AT. (Optional)	Extension Delivery System b. Barangay / Other Agencies	N/A	1 hour	Brgy. Officials & AEW's
Request technical assistance and/or services needed.			1 Hour	City Agriculturist District Leaders  Program Coordinator Agricultural Extension Worker (AEW's)
Wait for the action to be taken or services to be rendered			10 Minutes	City Agriculturist AEW's Program Coordinators

a. Information Dissemination and Technology Transfer

To update clienteles in the latest package of technologies/projects/programs of the City Government of Tarlac, National Government and other Institutions thru meetings, Farmer Field School, Establishment of Demo Farms and Trainings/Seminars.



- Established linkages with Government Agencies (GA) and Non-Government Offices (NGO's)

OFFICE:	Business Permit and Licensing Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Market			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of participants			Business Permit and Licensing Office	
Request to the City Mayor/City Agriculturist/AT			City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schedule activity with the Barangay official	Information Dissemination and Technology Transfer	N/A	1 hour	Brgy. Officials
Attend meeting regarding the program/activity to be implemented.			2 Hours	City Agriculturist District Leaders Program Coordinator AEW's
Coordinate/communicate regarding the status of the program/activity to be implemented to the AT assigned in the barangay.			20 Minutes	City Agriculturist District Leaders Program Coordinator Agricultural Technologists

**b. Implementation of Programs / Projects / Activities**

Distribution of subsidized Certified Palay Seeds, fertilizers, fruit tree seedlings, vegetable seeds, tilapia fingerlings, zinc phosphide, artificial insemination to large animals and other agricultural inputs to the farmer clientele.:

OFFICE:	Business Permit and Licensing Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Market			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Updated Master list of Farmers			Business Permit and Licensing Office	
Letter Request			Business Permit and Licensing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Verify names of qualified farmer beneficiary in the updated master list	Implementation of Programs / Projects / Activities	N/A	5 Minutes	AEW's concerned. Records Officer
Farmer signing on the master list			5 Minutes	AEW's concerned. Records Officer
Submit signed master list to the Issuing Officer			1 Minute	Records Officer
Payment and issuance of release slip			20 Minutes	Records Officer
Release inputs			20 Minutes	Releasing Officer

c. Organize / Re-Organize / Rural Based Organizations

OFFICE:	Business Permit and Licensing Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Market			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Enrollment of youths, homemakers and farmers			Business Permit and Licensing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire to the Brgy. Official/AT assigned in the barangay.	Organize / Re-Organize / Rural Based Organizations	N/A	30 Minutes	Brgy. Officials, AEW's
Attend to the scheduled orientation regarding the rural based organization (RIC, 4H Club, Farmers Irrigations and Cooperatives)			2 Hours	Program Coordinator AEW's
Involvement to the program of the Rural Based Organization			2 Hours (Depend Upon the Program)	Program Coordinator AEW's



# OFFICE OF THE CITY ASSESOR

## I. Mandate:

City Assessor's Office shall take charge of the discovery, classification, appraisal, assessment and valuation of all real properties within the territorial jurisdiction which shall be used as the basis for taxation. The duties include the preparation, installation and maintenance of a system of tax mapping and records management and the preparation of a Schedule of Fair Market Values of the different classes of real property within its territory.

## II. Vision:

We envision the city assessors' office of Tarlac, to be of friendly dedicated public servants, with its goal of generating more income for the city through increased real property tax assessments, while providing honest, prompt & courteous service to the people of Tarlac.

## III. Mission:

The **City Assessor's Office (CAO)** commits:

To discover, list & appraise all real property situated within the jurisdiction of Tarlac City in accordance with existing assessment rules & regulation in order to increase the taxable value of the City.

To maintain a systematic & effective accounting & inventory of all real property units through computerized Real Property Tax Administration (RPTA) System.

To provide the taxpayers, with friendly, prompt, efficient & courteous assessment service at all times.

## IV. Service pledge:

**R** – Reliability, dependability, in workforce and assessment records

**P** – Perseverance, devotion and dedication to duty

**A** – Accountability, responsible and liable for results and actions

**T** – Teamwork, the important role and cooperative action of everyone

**S** – Service excellence with integrity and professionalism



## EXTERNAL SERVICES

### 1. Requests for Certified True Copy of Real Property Assessment Documents, Tax Mapping Information and certifications

#### Issuance of Certified True Copy of Tax Declaration

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division / Receiving & Releasing Section			
<b>CLASSIFICATION</b>	Simple Transaction (1 day transaction)			
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>			
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Data Subject Consent Form			City Assessor's Office, Receiving Section, Front Desk	
2. Photo copy of valid ID/Residence Certificate			Owner	
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification			Owner/Authorized Representative	
4. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney - Photo copy of valid ID			Owner/Authorized Representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits duly accomplished Data Subject Consent Form & Checklist Requirements 2 – 4	1.1 Validates request;  1.2Receives request and issue order of payment	None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php50.00 for personal or simple copy of TD	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
	2.2 Verifies property requested	Php1 00.00 for Certified True Copy	5 minutes	Assessment Records Section
	2.3 Prints computerized copy of TD or		5 minutes	Assessment Records Section



3. Presents corresponding OR 15 minutes	3.1 Attaches OR to the request and issues claim stub;  3.2 Stamps printed/photocopied TD	None	5 minutes	Assessment Records Management Division
4. Waits & Receives certified copy of TD	4.1 Submits for signature/ approval, Affixes Signature  4.2 Releases TD	None	5 minutes	Assessment Records Management Division Releasing Officers/Clerk
<b>TOTAL</b>		Php70.00 Or 100.00	35 minutes	

**2. Issuance of Property Holding Certification (With Property/No Property) & Certification of Improvement (No Improvement/With Improvement)**

Verification & Ocular inspection/Issuance of Computer Print-out

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division / Receiving & Releasing Section	
<b>CLASSIFICATION</b>	Simple Transaction (1 day transaction)	
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>	
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Data Subject Consent Form		City Assessor's Office, Receiving Section, Front Desk
2. Photo copy of valid ID/Residence Certificate		Owner
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner/Authorized Representative
4. Additional requirements for authorized representative requesting:  - Owner's authorization/special power of attorney  - Photo copy of valid ID		Owner/Authorized Representative



CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCE SSI NG TIME	PERSON RESPONSIBLE
1.Submits duly accomplished Data Subject Consent Form & Checklist Requirements 2 – 4	1.1 Validates request; 1.2 Receives request and issue order of payment	None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00 for Certification	10 minutes 5 minutes 5 minutes	Office of the City Treasurer, Billing/Cashier Officer
	2.2 Verifies property requested  (Conducts Ocular Inspection for Certificate of No-Improvement)  Prints certification	Php200.00	5 minutes 1 hour 3 minutes	Assessment Records Section  Field Appraisal & Tax Mapping Division  Admin & Records Division
3. Presents corresponding OR	3.1 Attaches OR to the request  Stamps printed/pho tocopied TD	None	5 minutes	Assessment Records Management Division
4. Waits & Receives certification	4.1 Submits for signature/ approval, Affixes Signature  4.2 Releases certification	None	5 minutes	Assessment Records Management Division Releasing Officers/Clerk
<b>TOTAL</b>		Php100.00 Or 300.00	1 hour, 26 minutes	



### 3. Requests for Tax Mapping Information

Certification of Adjoining Lot Ownership or existing road  
Certificate of Property Location & Vicinity

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division / Receiving & Releasing Section
<b>CLASSIFICATION</b>	Simple Transaction (1 day transaction)
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Data Subject Consent Form	City Assessor's Office, Receiving Section, Front Desk
2. Photo copy of valid ID/Residence Certificate	Owner
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification	Owner/Authorized Representative
4. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney Photo copy of valid ID	Owner/Authorized Representative

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits duly accomplished Data Subject Consent Form & Checklist Requirements 2 – 4	1.1 Validates request;  1.2 Receives request and issue order of payment	None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00 for Certification	10 minutes 5 minutes 5 minutes	Office of the City Treasurer, Billing/Cashier Officer
2.2 Verifies property requested  (Conducts Ocular Inspection for existing road)	Php200.00	5 minutes  1 hour	Assessment Records Section  Field Appraisal & Tax Mapping Division	2.4 Verifies property requested  (Conducts Ocular Inspection for existing road)



2.3 Prints certification		minutes	Admin & Records Division	2.5 Prints certification
3.1 Attaches OR to the request  Stamps printed/photocopied TD	None	5 minutes	Assessment Records Management Division	3.2 Attaches OR to the request  Stamps printed/photocopied TD
4.1 Submits for signature/ approval, Affixes Signature  Releases certification	None	5 minutes	Assessment Records Management Division Releasing Officers/Clerk	4.2 Submits for signature/ approval, Affixes Signature  Releases certification
<b>TOTAL</b>	Php100.00 Or 300.00	1 hour, 26 minutes		<b>TOTAL</b>

#### 4. Requests for Issuance of New Tax Declaration

Transfer (Lot only or Single Condominium Unit)

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division	
<b>CLASSIFICATION</b>	Simple Transaction (1 day transaction) / Complex	
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>	
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Data Subject Consent Form		City Assess Office, Front Desk or's
2. Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds)		Register of Deeds
3. Deed of Conveyance		Property Owner
4. Transfer tax receipt (original or certified copy from CTO & photo copy)		City Treasurer's Office
5. Tax Clearance or RPTR (present Original and/or photocopy of latest year full payment)		City Treasurer's Office
6. Electronic - Certificate Authorizing Registration (eCAR), duplicate or photocopy (AO 186, s2007)		Bureau of Internal Revenue



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Checklist of Requirements 1 - 6	1.1 Receives & validates requirements 1.2 Issues order of payment	None None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00/ tax declaration	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	3.1 Processes transfer 3.2 Attaches OR	None	5 minutes	Assessment Records Management Division
4. Waits & Receives Tax Declaration	4.1 Submits for signature/ approval,  Affixes Signature  Releases certification	None	5 minutes	Assessment Records Management Division  Approving Officer, City Assessor  Releasing Officers/Clerk
TOTAL		P100.00/parcel	25 minutes	



## 5. New Assessment (All building structures & machinery)

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division/Field Appraisal Division & Tax Mapping Division
<b>CLASSIFICATION</b>	Simple Transaction (1 day transaction) / Complex
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Data Subject Consent Form	CityDesk Assessor's Office, Front desk
2. Building Plan (with Building Permit) or Machinery Acquisition Cost (with OR any proof of cost or price)	Owner

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Checklist Of Requirements 1 - 2	1.1 Receives & validates requirements  1.2 Issues order of payment	None  None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00/ tax declaration  Php200.00 inspection fee	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	3.1 Inspects & Processes Assessed Value for tax Declaration  3.2 Attaches OR	None	1 hour	Field Appraisal Division & Tax Mapping Division  Assessment Records  Management Division
4. Waits & Receives Tax Declaration	4.1 Submits for signature/ approval,  Affixes Signature	None	5 minutes	Assessment Records Management Division  Approving Officer, City Assessor



	Releases Tax Declaration			Releasing Officers/Clerk
<b>TOTAL</b>		<b>P300.00/parcel</b>	<b>25 minutes</b>	

## Complex Transactions

### 6. Request for Issuance of New Tax Declaration

Transfer (Lot with Building/Machinery/Improvement)

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division			
<b>CLASSIFICATION</b>	Complex Transaction (1–3-day transaction) / Complex			
<b>TYPE OF TRANSACTION</b>	Government to Citizens ( <b>G2C</b> )			
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Data Subject Consent Form			City Assessor's Office, Front Desk	
2. Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds)			Register of Deeds	
3. Deed of Conveyance indicating the improvements as part of the sale			Property Owner	
4. Transfer tax receipt (original or certified copy from CTO & photo copy)			City Treasurer's Office	
5. Tax Clearance or RPTR (present Original and/or photocopy of latest year full payment)			City Treasurer's Office	
6. Electronic - Certificate Authorizing Registration (CAR), duplicate or photocopy (AO 186, s2007) – reflecting lot & building			Bureau of Internal Revenue	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Checklist of Requirements 1 - 6	1.1 Receives & validates requirements	None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
	1.2 Issues order of payment	None		
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00/ tax declaration of lot & building	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3. Presents corresponding OR	3.1 Processes transfer	None	5 minutes	Assessment Records Management Division
	3.2 Attaches OR			
4. Waits & Receives Tax Declaration	4.1 Submits for signature/ approval,	None	5 minutes	Assessment Records Management Division



	Affixes Signature			Approving Officer, City Assessor
	Releases certification			Releasing Officers/Clerk
<b>TOTAL</b>	<b>P200.00 for Lot &amp; Building</b>	<b>25 minutes</b>		

7. Requests for Correction/Cancellation of Assessment (re-assessment)

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division/Field Appraisal Division & Tax Mapping Division			
<b>CLASSIFICATION</b>	Complex Transaction (1 – 3-day transaction)			
<b>TYPE OF TRANSACTION</b>	Government to Citizens <b>(G2C)</b>			
<b>WHO MAY AVAIL</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Data Subject Consent Form			City Assessor Office, Front Desk's	
2. Application for Correction/Cancellation of Assessment (Land/Building/Machinery) with sworn statement			Owner	
3.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Checklist of Requirements 1 - 2	1.1 Receives & validates requirements  1.2 Issues order of payment	None  None	5 minutes	Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1 Cashier Section, City Treasurer's Office	Php100.00/ tax declaration  — correction or certificate of cancellation  Php200.00 inspection fee	10 minutes	Office of the City Treasurer, Billing/Cashier Officer



3. Presents corresponding OR	3.1 Inspects & Processes re-assessed value for tax declaration  3.2 Attaches OR	None	1 hour	Field Appraisal Division & Tax Mapping Division  Assessment Records / Management Division
4. Waits & Receives Tax Declaration or cancellation	Affixes Signature.  4.2 Releases Tax Declaration or cancellation	None	5 minutes	Assessment Records Management Division
<b>TOTAL</b>	<b>P300.00/parcel</b>	<b>1 hour 20 minutes</b>		

### 8. Request for Issuance of New Tax Declaration

Subdivision (Lots only & assigning of PIN to building or improvements)

<b>OFFICE:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division		
<b>CLASSIFICATION</b>	Complex Transaction (1–20-day transaction)		
<b>TYPE OF TRANSACTION</b>	Government to Citizens ( <b>G2C</b> )		
<b>WHO MAY AVAIL:</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Data Subject Consent Form		City Assessor's Office, Front Desk	
2. Transfer Certificate of Titles of the Subdivided Mother Lot & Subdivision Plan/Consolidation- Subdivision Plan		Register of Deeds (Titles) & Bureau of lands (Approved Subdivision/Conso.-Subd. Plan)	
3. Deed of Conveyance/Affidavit of Partition		Property Owner	
4. Transfer tax receipt (original or certified copy from CTO & photo copy)		City Treasurer's Office	
5. Tax Clearance or RPTR (present Original and/or photocopy of latest year full payment)		City Treasurer's Office	
6. (Optional) Electronic – Certificate Authorizing Registration (CAR), duplicate or photocopy (AO 186, s2007) – reflecting lot & building		Bureau of Internal Revenue	
7. Tax Declaration of Improvement if existing			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Checklist of Requirements 1 -7	1.1 Receives & validates requirements  1.2 Issues order of payment	None  None	5 minutes/lot	Owner/ Representative  Administrative & Records Management Division/ Receiving Officer, Clerk
2. Pay corresponding fee @ Fees Section, City Treasurer's Office	2.1Cashier Section, City Treasurer's Office	Php100.00/ tax declaration of lot & building	10 minutes	Office of the City Treasurer, Billing/ Cashier Officer
3. Presents corresponding OR	3.1 Processes Subdivision or Consolidation by assigning PIN on both lot/s & building/s & plot subd. plan on tax maps  3.2Attaches OR	None	5 minutes/ lot or building	Field Appraisal Division & Tax Mapping Division
4.Affixes signature& Receives Tax Declaration	4.1 Submits for signature/ approval a fixes Signature	None	5 minutes/lot or building	Assessment Records Management Division  Approving Officer, City Assessor, Releasing Officers/ Clerk
<b>TOTAL</b>		<b>P100.00/ Lot &amp; Building</b>	<b>Varies in time</b>	



**INTERNAL SERVICES**

**APPRAISAL REPORT**

<b>OFFICE/DIVISION/SECTION:</b>	<b>CITY ASSESSOR'S OFFICE/</b> Administrative & Records Division			
<b>CLASSIFICATION:</b>	Highly Technical (1–20-day transaction)			
<b>TYPE OF TRANSACTION:</b>	Government to Citizens <b>(G2C)</b>			
<b>WHO MAY AVAIL:</b>	All Tarlac City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Memorandum/Request from City Government Offices/Department or any Government Agencies			City Assessor's Office, Front Desk	
2. Subject Property Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds)			Register of Deeds	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Checklist of Requirements 1 - 6	1.1Receives & validates requirements	None	5 minutes	City Government Offices/Department or any Government Agencies  Administrative & Records Management Division/ Receiving Officer, Clerk
	2.1 Ocular Inspection  2.2 Data Gathering	None	10 days	Field Appraisal Division & Tax Mapping Division
	3.1Processing of gathered data and ocular inspection into an Appraisal Report  Affixes Signature to certify values		1 day	Administrative & Records Management Division  City Appraisal Committee
4. Receives Appraisal Report	4.1 Submits Appraisal Report	None	10 minutes	Assessment Records Management Division
<b>TOTAL</b>			<b>11 days</b>	



# CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

## I. Mandate:

The City Environment and Natural Resources Office (CENRO), is the primary agency responsible for conservation, management, development and proper use of the city's environment and natural resources, specifically grazing lands, mineral resources, including these in reservation and watershed areas, and lands of the public domain, as well as the licensing and regulation of all natural resources as may be provided for by law in order to ensure equitable sharing of the benefits derived therefrom for the welfare of the present and future generations of Tarlaqueños.

## II. Vision:

A clean and healthy environment in Tarlac City where people can live safely.

## III. Mission:

To sustain a clean and healthy environment, to protect and conserve our natural resources with the support of the people.

## IV. Service pledge:

We pledge to achieve quality environment and sustainable natural resources through good governance and high degree of professionalism, in consideration of the requirements of our stakeholders and in accordance with pertinent laws, rules and regulations.

## LIST OF SERVICES

### 1. Complaints re: Environmental Pollution

the contamination of the physical and biological components of the earth/atmosphere system to such an extent that normal environmental processes are adversely affected



<b>OFFICE:</b>	CENRO			
<b>CLASSIFICATION :</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C- Government to Citizen; Government to Government			
<b>WHO MAY AVAIL:</b>	Citizens of Tarlac City			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of complaints/request		Complainant		
social media via Facebook Page		Facebook page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

### A. PIGGERY, POULTRY

1. Provide information regarding the piggery/poultry	1.1 Receive letter of complaint	NONE	15 minutes	Administrative Aide III
	1.2 Schedule an ocular inspection	NONE	20 minutes	OIC-CENRO
	1.3 Actual Joint Inspection	NONE	1 day	OIC-CENRO, Environmental Management Specialist I
	1.4 Preparation of Joint Inspection Report	NONE	3 hours	OIC-CENRO, Administrative Aide III
	1.5 Submission of Inspection Report to concern department/offices	NONE	25 minutes	Administrative Aide III

### B. QUARRY

1. Provide information/details regarding the quarry	1.1Receiving of: Letter of complaint/request	NONE	15 minutes	Administrative Aide III
	1.2 Call of complaint/request	NONE	20 minutes	OIC-CENRO, Environmental Management Specialist I
	1.3 Schedule an Ocular Inspection	NONE	20 minutes	OIC-CENRO
	1.4Actual Ocular Inspection		1 day	OIC-CENRO, Environmental Management Specialist I



	1.5 Preparation of Inspection Report		2 hours	OIC-CENRO, Administrative Aide III
	1.6 Submission of Inspection Report/recommendations		25 minutes	Administrative Aide III

### C. DUMPSITE

1. Provide information/details regarding the quarry complaint	1.1 Receiving of: Letter of complaint	NONE	15 minutes	Administrative Aide III
	1.2 Call of complaint		20 minutes	OIC-CENRO, Environmental Management Specialist I
	1.3 Schedule an Ocular Inspection		20 minutes	OIC-CENRO
	1.4 Actual Ocular Inspection		1 day	OIC-CENRO, Environmental Management Specialist I

	1.5 Preparation of Inspection Report		2 hours	OIC-CENRO, Administrative Aide III
	1.6 Submission of Inspection Report/recommendations	NONE	25 minutes	Administrative Aide III

### D. OPEN BURNING

1. Provide information/details regarding the complaint	1. Receiving of:	City Ordinance No. 012-09 Section 8-b, The open burning of solid waste (Php300.00 or one (1) day Community Service)		
	a. Letter of complaint		15 minutes	Administrative Aide III
	b. Call of complaint		20 minutes	OIC-CENRO, Environmental Specialist I
	1.1 Schedule an ocular inspection		25 minutes	OIC-CENRO
	1.2 Actual/Ocular Inspection		1 day	OIC-CENRO, Environmental Specialist I



	1.3 Preparation of Inspection Report		2 hours	OIC-CENRO, Administrative Aide III
	1.4 Submission of Inspection Report/recommendations		25 minutes	Administrative Aide III

## 2. Issuance of Tree Cutting Clearance

The issuance of Mayor's Clearance to cut tree/s is in compliance to DENR mandate towards tree preservation and conservation.

<b>OFFICE:</b>	CENRO			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION:</b>	G2C-Government to Citizen			
<b>WHO MAY AVAIL:</b>	Citizens of Tarlac City			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of No Objection		Within your Barangay		
Letter of Request		Client		
Pictures of Trees to be cut		Client		
Land Title/Deed of Sale		Owner of Land		
Sketch of Location		Client		
Contact Number		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring your request letter to CENRO	1. Receive letter of request	Donation of seedlings according to Memorandum Circular No.2012-02 "Uniform replacement ratio for cut or relocated trees"	10 minutes	Administrative Aide III
	1.1 Schedule an Inspection		20 minutes	OIC-CENRO
	1.2 Actual Inspection		1 day	OIC-CENRO, Environmental Management Specialist I
	1.3 Preparation of Inspection Report and Clearance		25 minutes	OIC-CENRO, Administrative Aide III
	1.4 Submission of Inspection Report/recommendations		20 minutes	Administrative Aide III



### 3. Issuance of Tree Planting Certificate

Tree planting as a prerequisite to getting a marriage license is contained in an ordinance adopted by the municipal council3. Issuance of Tree Planting Certificate

OFFICE:	CENRO			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C-Government to Citizen			
WHO MAY AVAIL:	Citizens of Tarlac City			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Notice of Application of Marriage		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring your Notice of Application of Marriage to CENRO	1. Review the Notice	Donation of 2 seedlings	5 minutes	Administrative Aide III
	1.1 Prepare Tree Planting Certificate		5 minutes	Administrative Aide III
	1.2 Issue to client		2 minutes	Administrative Aide III

### 4. Issuance of Environmental Compliance Certificate

The Environmental Compliance Certificate or ECC refers to the document issued by the DENR-EMB that allows a proposed project to proceed to the next stage of project planning, which is the acquisition of approvals from other government agencies and LGUs, after which the project can start implementation.

OFFICE:	CENRO			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2B-Government to Business			
WHO MAY AVAIL:	Business Owners			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Pictures of trash cans in business establishment		1. Client/establishment		
2. ECC from DENR if poultry, piggery, hospitals, funeral parlor		2. DENR		
3. Service provider/hauler		3. Client/establishment		
4. Picture of placenta pit for birthing station/center		4. Client/establishment		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring all your requirements to CENRO	1. Review and receive all the requirements	NONE	10 minutes	Administrative Aide III
	1.1 Prepare ECC		1 day	Administrative Aide III
	1.2 Issue ECC if signed		6 minutes	Administrative Aide III



# CITY TREASURER'S OFFICE

## I. Mandate

LGC Section 470 (d) The Treasurer shall take charge of the treasury office, perform the duties provided for under Book II of this Code, and shall:

- 1) Advise the governor or mayor, as the case may be, the sanggunian, and other local government and national officials concerned regarding disposition of local government funds, and on such other matters relative to public finance;
- 2) Take custody of and exercise proper management of the funds of the local government unit concerned;
- 3) Take charge of the disbursement of all local government funds and such other funds the custody of which may be entrusted to him by law or other competent authority;
- 4) Inspect private commercial and industrial establishments within the jurisdiction of the local government unit concerned in relation to the implementation of tax ordinances, pursuant to the provisions under Book II of this Code;
- 5) Maintain and update the tax information system of the local government unit;
- 6) (f) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

## II. Vision

- To create an atmosphere of genuine trust and transparency between the taxpaying public and the fiscal managers of the city;
- To realize the goals of sustaining a well-funded government machinery working for a development-oriented program thru the taxpayer's conscientiousness;
- To establish a tax program based on fairness, equity, progressiveness and rationality;
- To run well-rounded treasury office oriented towards competency, resourcefulness, creativity and true public service.

## III. Mission

- To substantially achieve a realizable collection target fully supportive of the city government's programs;
- To install a fiscal mechanism that will be accepted by the majority of the taxpaying public;
- To establish a well-respected financial office that will work in union with another city
- departments or offices, as an effective partner in good governance;
- To sustain a well-coordinated office work force in carrying out the mandate of the treasury work without selfishness but with competence and dedication



**1. Service Name: Payment of Real Property Tax**

Real Property Tax Payments is required, in certain transactions (e.g., securing a Building Permit), to prove that taxes on real property have been paid and update

<b>OFFICE:</b>	Treasurer's Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Online Payments, Thru Mail/ Emails			
<b>WHO MAY AVAIL:</b>	Owner, administrators, representatives or property owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Copy of Latest Real Property Tax Declaration/ Copy of Last Official Receipt			Local Treasury Operations Division	
Official Receipt			Local Revenue Collection Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents to Window C (property name, address of property/ies)	1. Assess and review required documents	None	3 minutes	Admin Assistant VI
	2. Issue and print SOA			LTOA Admin Aide III
2. Proceed to Teller 7 and 8, present Statement of Account for payment of tax for payment	3. Issue Official Receipt	Real Property Tax	3 minutes	Revenue Collection Clerk III



# CITY CIVIL REGISTRY OFFICE

## I. Mandate:

As an implementing arm on Civil Registration in Tarlac City, the City Civil Registry Office is mandated to carry out the continuous, permanent and compulsory recording of vital events occurring in the life of an individual such as birth, marriage and death, as well as all court decrees and legal instruments affecting his civil status in appropriate registers as mandated by RA No. 3753, the Civil Registry Law, and other laws enacted for the said purpose.

## II. Vision:

An office dedicated towards the promotion and development of a more responsive, accurate and comprehensive civil registration system in the city, with the acquisition of modern equipment and facilities and adoption of improved system and procedures that will lead into a more efficient and effective delivery of services to the people.

## III. Mission:

An Office responsive, accurate & comprehensive in performing the civil registration system thru a systematic archiving and retrieval of records and registrable documents.

## IV. Service Pledge:

CCRO pledge to conceptualize and develop plans and ideas that will lead to a more improved civil registration program in the city; to maintain a systematic archiving and retrieval of records and other registrable documents; to provide timely and accurate information and reports to the Office of the Civil Registrar General; to issue certificates timely and accurate to the clients; and to provide the clientele with friendly, prompt and efficient and courteous service at all times.

## REGISTRABLE DOCUMENTS

### 1. Registration of Live Birth

#### a. Timely/ Regular Registration

The birth of a child, being a vital event for a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.



OFFICE:	CCRO- Registration Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizens (G2C
WHO MAY AVAIL:	Mother or Father of the Child

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Certificate of Live Birth (COLB) duly signed by the attending physician or midwife			Hospital/Birthing Clinic	
2.Marriage Certificate of parents			Personal Copy/ CCRO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C (Window A for Senior Citizens/ PWD/Pregnant Women)	Review the requirements submitted and issue payment order	n/a	5 minutes	Rhoda P. Reyes, Admin Aide VI  Ana Marie Y. Dabu, Admin Aide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	10.00	3 minutes	Fortunata M. Sanchez, RCO II
Present OR back to Window A/C	Attach the OR tothe COLB and submit to the CCR for review and approval.  CCRaffixes signature.  Assign a registry numberto the COLB and submit to the releasing window	n/a	20 minutes	Rhoda P. Reyes, Admin Aide VI  Ana Marie Y. Dabu, Admin Aide II  CCR Armin Leonardo F. Ibarra  Pearl Leah F. Baquiran, Admin Asst. III/Zyra Villanueva, Admin Aide III



	(Window D)			
Claim the registered document from Window D	Record and release the registered document	n/a	2 minutes	Susan B. Lachica, Admin Aide III
TOTAL			30 minutes	

**RA 9255: Use of the Surname of the Father for Unmarried Parents**

RA 9255 provides that “illegitimate children may use the surname of their father if their filiation has been expressly recognized by their father through the record of birth appearing in the civil register, or when an admission in a public document or private handwritten instrument is made by the father”.

OFFICE:	CCRO- Registration Unit	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizens (G2C	
WHO MAY AVAIL	Both parents of the child	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



1.Certificate of Live Birth (COLB) duly signed by the attending physician or midwife	Hospital/Birthing Clinic
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Affidavit of Acknowledgement/Paternity signed by the father and mother at the back portion of the COLB			City Legal Office or any Law Firm	
Affidavit of Use of Surname of the Father (AUSF)				
Valid IDs of parents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C (Window A for Senior Citizens/ PWD/Pregnant Women)	Review the requirements submitted and issue payment order	n/a	5 minutes	Rhoda P. Reyes, Admin Aide VI  Ana Marie Y. Dabu, Admin Aide II
Pay prescribed Fee. at Window H (Business One	Receive payment and issue official	610.00	3 minutes	Fortunata M. Sanchez, RCO II
Stop Shop/BPLD) A/C	Receive the OR; type entries needed in COLB; Issue Certificate of Registration of AUSF; attach all documents to the COLB and submit to the CCR for review/interview and approval.  CCR affixes signature.  Assign a registry number to the COLB and submit to the releasing window (Window D)	n/a	30 minutes	Rhoda P. Reyes, Admin Aide VI  Ana Marie Y. Dabu, Admin Aide II  Chona Gamboa, Casual  CCR Armin Leonardo F. Ibarra  Pearl Leah F. Baquiran, Admin Asst.III/Zyra Villanueva, Admin Aide III
Claim the registered document from Window D	Record and release the registered. document	n/a	2 minutes	Susan B. Lachica, Admin Aide III
TOTAL			40 minutes	



Legitimation Thru Subsequent Marriage of Parents

The father and mother of the child to go under legitimation must appear personally at the office of the City Civil Registrar and submit their Marriage Certificate and the original copy of Live Birth of the Child.

OFFICE:	CCRO- Registration Unit
CLASSIFICATION:	Simple

TYPE OF TRANSACTION:	Government to Citizens (G2C)
WHO MAY AVAIL:	Father/Mother/Document Owner (if of age)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Affidavit of Acknowledgement/Admission of Paternity (Certified Photocopy/Xerox Copy)	City Legal Office or any Law Firm
Joint affidavit of legitimation (Parents)	
Certification of registration of legal instrument (Affidavit of Legitimation)	
Certified true copy of birth certificate with remarks/annotation based on the legitimation by subsequent marriage.	CCRO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C (Window A for Senior Citizens/ PWD/Pregnant Women)	Review the requirements submitted and issue payment order	n/a	5 minutes	Rhoda P. Reyes, Admin Aide VI  Ana Marie Y. Dabu, Admin Aide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	600.00	3 minutes	Fortunata M. Sanchez, RCO II
Present OR back to Window A/C	Attach OR to documents	n/a	40 minutes to 1 hour	Rhoda P. Reyes, Admin Aide VI



	Assign registry number to the Affidavit of Legitimation and enter/record it in the logbook for Legal Instruments			Ana Marie Y. Dabu, Admin Aide II
	Issue a Certificate of Registration for the Affidavit of Legitimation, make the amendments/ annotations in the Register of Births and prepare endorsement letter to PSA			
	Review and sign the amended COLB, Certificate of Registration and endorsement letter			CCR Armin Leonardo F. Ibarra
	Advice client to mail the documents, how and when to claim them.			Ana Marie Y. Dabu, Admin Aide II
Claim the registered document from Window D	Record and release the registered document	n/a	2 minutes	Susan B.
				Lachica, Admin Aide III
<b>TOTAL</b>			Up to 1 hr, 30 mins	



2. Registration of Death

Timely/Regular Registration

The death of a person must be registered within the 30-day reglementary period at the Office of the City Civil Registrar.

OFFICE:	CCRO- Registration Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizens (G2C			
WHO MAY AVAIL:	Nearest kin of the deceased			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Death (Form 103) if person died in a hospital/clinic			Hospital or City Health Unit	
2. Certificate of Fetal Death (Form 103A) if fetus died in a hospital				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C (Window A for Senior Citizens/ PWD/Pregnant Women)	Review the requirements submitted and issue payment order	n/a	5 minutes	Rhoda P. Reyes,  Admin Aide VI   Ana Marie Y. Dabu,   Admin Aide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	150.00	3 minutes	Fortunata M. Sanchez, RCO II
Present OR back to Window A/C	Attach the OR to the COD and submit to the CCR for review and approval.    CCR affixes signature.	n/a	20 minutes	Rhoda P. Reyes,  Admin Aide VI   Ana Marie Y. Dabu,   Admin Aide II  CCR Armin Leonardo F. Ibarra



	Assign a registry number to the COD and submit to the releasing window (Window D)			Janet V. Paez, CMD I
Claim the registered document from Window D	Record and release the registered document	n/a	2 minutes	Susan B. Lachica, Admin Aide III
TOTAL			30 minutes	

3. Registration of Marriage

Issuance of Marriage License

Before getting married each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside. Marriage licenses are valid in any part of the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

OFFICE:	CCRO- Registration Unit	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizens (G2C	
WHO MAY AVAIL:	Both groom and bride	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CENOMAR (Certificate of No Marriage)		Hospital or City Health Unit
Certificate of Tree Seedling Donation		CENRO
Certificate of attendance to a Pre-Marriage		POPCOM
Birth Certificate of Applicants		CCRO
Residence Certificate (Cedula) of Applicants		BPLD
If one of the applicants is not a Filipino Citizen: Original Copy of Certificate of Legal Capacity to Contract Marriage and Photocopy of passport		Philippine Embassy/DFA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements for compliance at Window G	Review the requirements submitted and issue payment order	n/a	5 minutes	Reliza Ocampo, Admin Aide III
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	850.00 (sponsor's fee not yet included)	3 minutes	Fortunata M. Sanchez, RCO II
Present OR back to Window G	Interview the applicants	n/a	10 days posting	Relia Ocampo, Admin Aide III
	Record the transaction in the logbook and advise client to return after 10 days for mandatory posting period for release of Marriage License.			CCR Armin Leonardo F. Ibarra
	Signing of ML			CCR Armin Leonardo F. Ibarra
Claim the registered Document from Window G	Record and release the registered document	n/a	2 minutes	Reliza Ocampo, Admin Aide III
TOTAL			8 Minutes & 10 days posting period	



4. Registration of Marriage Certificate

For ordinary marriages, the time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. For marriages exempt from the license requirement, the prescribed period is 30 days.

OFFICE:	CCRO- Registration Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizens (G2C
WHO MAY AVAIL:	Both groom and bride

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Marriage Contract (Form 97)			Solemnizing Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit 4 copies of Form 97 for registration of marriage to Window G	Review the requirements submitted  Submit to the CCRO for review and approval.	n/a	20 minutes	Reliza Ocampo, Admin Aide III
	CCRO affixes signature.  Assign a registry number to the document and submit to the releasing window (Window D)			
Claim the registered document from Window G	Record and release the registered document	n/a	2 minutes	Reliza Ocampo, Admin Aide III
TOTAL			22 minutes	



5. Delayed Registration of Birth/Marriage/Death

In cases where births, marriages, and death were not registered and/or reported on time, it shall be the responsibility of the person concerned or their nearest relatives to file the necessary registration. Out-of-Town Registration shall also be reported and filed in the hometown of the concerned person, pursuant to Rule 20 of Administrative Order No.1 Series of 1993.

OFFICE:	CCRO- Registration Unit	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizens(G2C	
WHO MAY AVAIL:	Mother/Father (Birth), Nearest kin (Death), Bride/Groom (Marriage)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<div>Delayed Registration of Births</div> <ul style="list-style-type: none"><li>Negative Certification from Philippine Statistics Authority</li><li>(PSA) formerly known as National Statistics Office (NSO)</li><li>Baptismal Certificate</li><li>Joint Birth Affidavit</li><li>School Records (where the date &amp; place of birth are indicated)</li><li>Voter's registration Records</li><li>Other supporting documents as may be required</li><li>Delayed Registration of Death</li><li>Negative Certification from PSA</li></ul>		<div>PSA</div> <div>Church</div> <div>City Legal Office or any Law Firm</div> <div>School attended</div> <div>COMELEC</div>



<ul style="list-style-type: none"> <li>• Certificate from the barangay to confirm the death</li> <li>• Joint Death Affidavit</li> <li>• Picture of Tombstone</li> <li>• Picture of the tomb of the deceased</li> <li>• Certificate from the Funeral Parlor</li> <li>• Other supporting documents as may be required</li> </ul>	PSA
	Barangay Hall
	City Legal Office/Law Firm
	Cemetery
	Funeral Service
<i>Delayed Registration of Marriage</i>	
<ul style="list-style-type: none"> <li>• Negative certification from PSA</li> <li>• Affidavit of Delayed Registration</li> <li>• Joint Marriage Affidavit of Two Disinterested Persons</li> <li>• Certificate from church, judge or any other institution where the event occurred</li> </ul>	SA
	City Legal Office/Law Firm

<ul style="list-style-type: none"> <li>• Birth Certificates of at least 2 children where the date &amp; place of marriage are indicated</li> <li>• Other supporting documents as may be required</li> </ul>			Solemnizing Officer	
			LCR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C/G	Accept and review requirements and issue payment order form	n/a	10-20 mins (plus 10 days posting period)	Rhoda P. Reyes, Pearl Leah Baquiran, Reliza Ocampo, Janet Paez
Pay prescribed Fee at Window H (Business One Stop/BPLD)	Receive payment and issue official receipt	TBD	3 minutes	Fortunata M. Sanchez, RCO II



Present OR back to Window C/G	Attach the O.R. to documents and instruct client to return after 10 days for the mandatory posting requirement and forward the document to CCR for signature and approval on the 10th day.	n/a	10 days	Rhoda P. Reyes, Pearl Leah Baquiran, Reliza Ocampo, Janet Paez
	Evaluate and review the documents and interview the registrant.	n/a	10 mins	Rhoda P. Reyes, Pearl Leah Baquiran, Reliza Ocampo, Janet Paez, and CCR Armin
	Signing of the documents.			Leonardo F.Ibarra

	Prepare/assign registry number to the document		2 mins	Rhoda P. Reyes, Pearl Leah Baquiran, Reliza Ocampo, Janet Paez
			2 mins	
Claim registered document from Window D	Record and release the document	n/a	2 mins	Susan B. Lachica, Admin Aide III
TOTAL			10 days, 36 mins	



3. Foundlings/Abandoned Children Certifications

Registration of the foundling in the Office of the Civil Registrar of the city/municipal where the child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child. Any report made after the 30-day period shall be considered late, and the concerned party shall be required to state in a sworn statement the circumstances that caused the late reporting to the civil registrar.

OFFICE:	CCRO- Registration Unit	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizens (G2C	
WHO MAY AVAIL:	Mother/father of child	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certification issued by the concerned Barangay Chairman		Barangay Hall
Police Blotter/report		PNP
Affidavit of Finder		City Legal Officer
Certification from CSWD		CSWD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements to Window C	Accept and review requirements	n/a	5 mins	Rhoda P. Reyes, Admin Aide VI
	Process the documents and submit to the CCR for approval and signature	n/a	10-15 mins	Pearl Leah Baquiran, Admin Asst. II  CCR Armin Leonardo F. Ibarra
	Record and release the Foundling Certificate	n/a	2 mins	Pearl Leah Baquiran, Admin Asst. II
TOTAL			22 mins	



4. Issuance of Certified True Copy of Birth/Marriage/Death Record

Civil Registry documents such as birth, marriage and death certificates maybe availed by securing a certified transcript from the City Civil Registry Office and upon payment of the prescribed fees and after thorough verification.

OFFICE:	CCRO- Registration Unit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizens (G2C			
WHO MAY AVAIL	Mother/father of child/Nearest kin; <b>Authorized</b> Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-out request form			CCRO	
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Window B and duly accomplished request form	Assess the filled-out form and issue a Payment Order	n/a	5 mins	Marlene C. Flores, Admin Aide II  Leonardo Saavedra, AdminAide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive paymentand issue official receipt	80.00 (Record)  110.00 (Abroad)	3 minutes	Fortunata M. Sanchez, RCO II



Present OR back to Window B	Record data, inform the client to wait and forward request form to verifier  Verify and prepare requested document and forward to the City Civil Registrar.  Review, approve/disapprove and sign the document	n/a	1 hour	Marlene C. Flores, Admin Aide II  Verifiers: Larry Lobo, Admin Aide IV/Gilbert Flores, Admin Aide II/Mercenario Ferrer, Admin Aide  CCR Armin Leonardo Ibarra
Claim the requested document from Window D	Release the requested document	n/a	2 mins	Susan B. Lachica, Admin Aide III
<b>TOTAL</b>			1 hr, 10mins	



Issuance of Certified Photocopy of Birth/Marriage/Death Record

The copy of Birth/Death/Marriage Certificate presented is certified in the City Civil Registrar after thorough verification.

OFFICE:	CCRO- Registration Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizens (G2C
WHO MAY AVAIL	Mother/father of child/Nearest kin; Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Photocopy of the document to be certified			CCRO	
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Proceed to Window B and duly accomplished request form	Examine the photocopy of the document and issue a Payment Order	n/a	5 mins	Marlene C. Flores, Admin Aide II  Leonardo Saavedra, Admin Aide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	80.00 (Record) 110.00 (Abroad)	3 minutes	Fortunata M. Sanchez, RCO II
Present OR back to Window B	Forward the document to verifier  Verify and prepare requested document and forward to the City Civil Registrar.	n/a	1 hour	Marlene C. Flores, Admin Aide II  Verifiers: Larry Lobo, Admin Aide IV/Gilbert Flores, Admin Aide II/Mercenario Ferrer, Admin Aide



	Review, approve/disapprove and sign the document			CCR Armin Leonardo Ibarra
Claim the requested document from Window D	Release the requested document	n/a	2 mins	Susan B. Lachica, Admin Aide III
<b>TOTAL</b>			1 hr., 10mins	



Supplemental Report

The registrant may apply for Supplemental Report in cases wherein some important data/entries such as date of birth/death/marriage, names of parents etc., are lacking in the documents issued by the PSA (NSO) certification

OFFICE:	CCRO- Registration Unit			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	Government to Citizens (G2C			
WHO MAY AVAIL	Mother/father of child/Nearest kin; <b>Authorized Representative</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authenticated document issued by the PSA			PSA	
Affidavit of Supplemental report duly signed by the affiant			City Legal Office	
Baptismal certificate			Church	
School Record (Where the date and place of Birth are indicated)			School attended	
Voter's Registration Record			COMELEC	
Medical Certificate (in case of missing entry in Gender)			Physician	
Other supporting documents as may be required				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the supporting documents for Supplemental Report at Window A	Accept and evaluate the documents for approval and issue payment order form	n/a	10 mins	Ana Marie Dabu, Admin Aide II
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	200.00	3 minutes	Fortunata M. Sanchez, RCO II



Present OR back to Window B	Prepare the certifications and transmittals necessary for the supplemental report.  Review, approve and sign the documents.	n/a	1 hour	Ana Marie Dabu, Admin Aide II  CCR Armin Leonardo Ibarra
Claim the requested document from Window D	Release the requested document	n/a	2 mins	Susan B. Lachica, Admin Aide III
<b>TOTAL</b>			1 hr, 15 mins	

### QUASI-JUDICIAL

#### 5. Change of First Name; Correction of Clerical Error (CCE: RA 9048); CCE in Gender, Day and Month in the Date of Birth (RA 10172)

Republic Act No. 9048 and Republic Act No. 10172 authorize the City or Municipal Civil registrar or the Consul General to correct a clerical or typographical error in an error in an entry and/or change the first name or nickname, correction on gender and day and month in the date of birth in the civil registry without need of a judicial order.

<b>OFFICE:</b>	CCRO- Registration Unit	
<b>CLASSIFICATION</b>	Simple	
<b>TYPE OF TRANSACTION</b>	Government to Citizens (G2C	
<b>WHO MAY AVAIL</b>	Document owner or authorized representative	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
PSA Authenticated copy of the document to be corrected		PSA
Marriage Contract of Petitioner/Parents		CCRO
Baptismal certificate		Church
School Record (Where the date and place of Birth are indicated)		School attended
Voter's Registration Record		COMELEC
Medical Certificate (in case of missing entry in Gender)		Physician



Other supporting documents as may be required for Registration of Legal Instruments.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the documents for Supplemental Report at Window F	Accept and evaluate the documents for approval and issue payment order form	n/a	10 mins	Yolanda Lacsina, Reg Officer III
Pay prescribed Fee at Window H (Business One Stop Shop/BPLD)	Receive payment and issue official receipt	CCE 1,000  CFN 3,000 RA 10172 3,000	3 minutes	Fortunata M. Sanchez, RCO II

**COURT DECREE/LEGAL INSTRUMENT**

**6. Court Decree/Annotation/Legal Instruments**

Court Decision and Certificate of Finality by the court are registered within 30 days of issuance. All decisions affecting the civil status/documents issued in the Regional Trial Court Branches in Tarlac City should be registered at the Tarlac City Civil Registry Office

Annotations are made pursuant to court decrees.

Legal Instruments such as Pre-Nuptial Agreement, Affidavit of Re-Appearance, Acquisition of Citizenship, Marriage Settlements, etc. are likewise registered if executed within Tarlac City.

OFFICE:	CCRO- Registration Unit
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizens (G2C
WHO MAY AVAIL	Document owner or authorized representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



5 Certified True Copies of Court Decision			Issuing RTC Branch	
5 Certified True Copies of Certificate of Finality			Issuing RTC Branch	
Photocopy of the document to be annotated				
Other supporting documents as may be required				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents for at Window E	Accept and evaluate the documents and prepare a verification letter to be sent to the concerned RTC/LCR  Inform the client that she/he will be contacted upon the receipt of the confirmation from the RTC/LCR	n/a	5-10 mins	Ma. Cecilia Juliano, CAO III
Return to Window E for the payment order form	Issue an order payment form	n/a	3 minutes	Ma. Cecilia P. Juliano, CAO III
Pay the prescribed fee at Window H	Receive payment and issue official receipt	TBD	3 minutes	Fortunata M. Sanchez, RCO II
Present the OR back at Window E	Instruct the client to return the next day for the release of the documents.	n/a	TBD	Ma. Cecilia P. Juliano, CAO III



	Prepare the Certificate of Authenticity, Certificate of Registration; Annotate the Document; Certify the Court Decree and Certificate of Finality.			
	Submit to the CCR for review and approval.  Review and sign the documents.			CCR Armin Leonardo F. Ibarra
Claim the requested document from Window F	Release the requested document	n/a	2 mins	Ma. Cecilia Juliano, CAO III
<b>TOTAL</b>			1 day	



## SCHEDULE OF FEES

Based on the 2019 New Local Revenue Code of Tarlac City

DOCUMENT TYPE	FEES
<b>Marriage Fees:</b>	
Affidavit of legal Capacity to contract marriage (foreigner)	500.00
Application for Marriage License	150.00
Marriage License Fee	200.00
Marriage Solemnization Fee	400.00
Pre-Marriage Orientation and Counseling	100.00
Sponsor's Fee/Head	50.00
<b>Registration Fees of Court Decrees:</b>	
Per guardianship or custody of minor	300.00
Per registration of legal separation	300.00
Per registration of annulment of marriage	300.00
Naturalization	400.00
Adoption	300.00
Correction of Entry	300.00
Emancipation of minor	300.00
Acknowledgment of Paternity	300.00
Other court decrees	300.00
<b>Legal Instruments:</b>	
Affidavit of re-appearance	300.00
AUSF	300.00
Citizenship	300.00
Legitimation	300.00
Distribution of properties	300.00
Other legal instruments	300.00
<b>Certified Copies (Birth/Marriage/Death):</b>	
Certified document per page, per copy	80.00 local 120.00 abroad



Certified Photocopy on file per page	50.00
Other registered records	50.00
Burial permit	150.00
Permit for exhumation of cadaver	150.00
Permit to Transfer cadaver	150.00

<b>Quasi-Judicial:</b>	
Correction of Clerical Error (RA 9048)	1,000.00
Change of First Name	3,000.00
CCE (RA 10172)	3,000.00
Migrant Petitioner (Service Fee):	
Correction of Typographical Error	500.00
Change of First Name	1,000.00
Correction of Gender/day or month of date of birth	1,000.00
<b>Other Fees:</b>	
Penalty for late registration of registrable documents	200.00
Endorsement and supplemental report	200.00
Out-of-Town Reporting of birth	200.00
Filing Fee for birth	10.00



# CITY HEALTH OFFICE

**I. Vision:**

A healthy tomorrow for Tarlaqueños

**II. Mission:**

To administer high quality, cost-effective care to individuals, support preventive and promotive health care program for community members, and maintain a supportive environment for health manpower development.

**III. Goal:**

To improve the health status of the people of Tarlac City through preventive and promotive health care, community participation, available basic health services, accessible health care facilities, and clean environment.

**IV. Philosophy:**

The City Health Office believes that life and health are primary goods. Together with the DOH, it has the responsibility of providing adequate and accessible care to the people.

## 1. ISSUANCE OF HEALTH CERTIFICATE (for employment)

### ABOUT THE SERVICE

Health Certificate for employment comes in two forms- YELLOW card and GREEN card. Yellow cards are issued to employees of food-handling companies while green cards are given to employees belonging to other type of businesses that require issuance of health certificate for employment.

OFFICE:	CITY HEALTH OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Tarlac city citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 pc- 1x1 picture				
Chest X-Ray Result			Laboratory Clinic	
Urinalysis Result			Laboratory Clinic	
Focalizes Result			Laboratory Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Requirements (at 3 <sup>rd</sup> Floor CHO Building)	Assess & validate medical exams/lab. Results; Release	Assess validate medical exams/lab.	&7 mins	Sanitation Inspector



	the Health Certificate approval	Results; Release the Health Certificate approval		
Proceed to Business-One- Stop Shop Window 4 (at the City Hall Building) to secure CEDULA and pay the health Fee	Accept payment and issue official receipt	Accept payment and issue official receipt	15 mins	Teller
Present Official Receipt at OSAC (One Stop Application Center) for the release of Health Card.	Release of Health Card	Release of Health Card	7 mins	Teller
<b>TOTAL</b>				

1. ISSUANCE OF SANITATION CLEARANCE FOR BUSINESS PERMIT

ABOUT THE SERVICE

Sanitary Permit is a basic requirement in securing Business Permit for establishments that are engaged in businesses that could possibly affect the health of their clients, such as but not limited to food establishments.

HOW TO AVAIL THE SERVICE

<b>OFFICE:</b>	CITY HEALTH OFFICE			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client			
<b>WHO MAY AVAIL:</b>	Tarlac city citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Fully Accomplished Application Business Permit				
Official Receipt for business license				
1x1 picture of owner(self-employed) or Employer and employees				
Medical /Lab. results of (self-employed) or Employer and employees				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present the required documents (at 3 <sup>rd</sup> Floor CHO Building)	Assess the required documents and release the approval Form	None	10 mins	Sanitation Inspector



Present Official Receipt at OSAC (One Stop Application Center) for the release of Health Sanitation Permit	Release of Sanitation Health Permit	Sanitation Health Permit- P100	10 mins	Teller
<b>FOR ESTABLISHMENTS THAT NEEDS INSPECTION:</b>				
Wait for the SCHEDULE (Date & Time of the OCULAR INSPECTION)	Inform client about the Schedule of Ocular Inspection	None	10 mins	Sanitation Inspector
On the Day of Ocular Inspection: Assist the Sanitation Inspector	Conduct Ocular Inspection Then Prepare report & submit to the City Health Officer for approval	None	4 hours	Sanitation Inspector
Receive Inspection Report; (In case of non-compliance, comply with corrective measures recommended by the Sanitation Insp.)	Provide Inspection report	None	3 mins	Sanitation Inspector

## 1. ISSUANCE OF DEATH CERTIFICATES & BURIAL PERMIT

### ABOUT THE SERVICE

When someone passes away, his death is deemed to be registered. If the death occurred at the hospital, a death certificate is issued to the bereaved family member.

If the death occurred at home, the closest relative will have to secure a DVF (Death Verification Form) from the Barangay Council in order to be able to secure a death certificate from the CHC (City Health Center) to which the barangay belongs.



# HOW TO AVAIL THE SERVICE

OFFICE:	CITY HEALTH OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Tarlac city citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DVF (Death Verification Form) from the Barangay Council if death occurred at home			Barangay Council	
DOA certificate if death occurred as DOA (Death on Arrival) at the hospital			Hospital	
Any ID's (SSS, UMID, Senior Citizen,) and birth certificate of the deceased				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>If Death Occurred At Home / or DOA at the hospital:</b> Go to the respective City Health Center &amp; present the requirements....</p> <p>Received Death Certificate/Burial Permit</p> <p><b>Note:</b> If DOA (deceased) is from another City or province GO TO the Main City Health Office for the ISSUANCE OF DEATH CERT. &amp; BURIAL PERMIT</p>	Interview the client & prepare the Death Cert & Burial Permit; Release the Cert & permit	None	10 mins	CHC Admin. Staff/ CHC Physician
Go to 2 <sup>nd</sup> floor CHO, present the Death Certificate and other requirements for final review & signature of City Health Officer	Review the Death Certificate; fill-up the Burial Permit and Signature of CHO	None	10 mins	CHO
Bring Death Cert/Burial Permit to LCR for Registration	Registration	P 150	10 mins	City Registrar Officer



# 1. ISSUANCE OF MEDICAL CERTIFICATE /REQUEST FOR MEDICAL CONSULTATION / REQUEST FOR MEDICINES

## ABOUT THE SERVICE

Bona fide indigent residents of Tarlac City with symptoms of simple medical illness may request for check-up, treatment as may needed...

## HOW TO AVAIL THE SERVICE

OFFICE:	CITY HEALTH OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Tarlac city citizens			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any ID for the Medical Certificate			Government released ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go to the respective City Health Center, and secure number for consultation	Interview and take the Vital Signs of patient upon admission	None	10 mins	BHW/Midwife/ Nurse
Wait for the Admission	Encoding of patient's data through WAH	None	5 mins	CHC Admin staff
Undergo consultation, Claim Medical Certificate (if requested)	Examine patient Prepare Medical Certificate (if requested)	None	10 mins	City Health Physician
Prescribed meds to be secured at Angel's Pharmacy	Prescribed meds	None	2 mins	City Health Physician

# 2. AVAILMENT OF ANTI-RABIES TREATMENT TO TARLAC CITY RESIDENTS-Post-exposure Prophylaxis (PEP) or Pre-exposure Prophylaxis (PrEP)

## ABOUT THE SERVICE

Bonafide residents of Tarlac City who are exposed to potentially rabid animals are assessed and given proper management and treatment.



# HOW TO AVAIL THE SERVICE

<b>OFFICE:</b>	CITY HEALTH OFFICE			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client			
<b>WHO MAY AVAIL:</b>	Tarlac city citizens			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>Residents must present at least two (2) of any of the following proofTarlac City Residency:</p> <ul style="list-style-type: none"> <li>• COMELEC Voter's ID / Voter's Certification</li> <li>• Updated Postal ID</li> <li>• UMID</li> <li>• Passport</li> <li>• 4P's / Conditional Cash Transfer ID</li> <li>• Office of the Senior Citizen Affairs (OSCA) ID</li> <li>• Persons with Disability (PWD) ID</li> <li>• Proof of Latest Billing (Tarelco, Prime Water, etc.)</li> <li>• Student ID</li> <li>• In Case of minor, Parent's ID</li> </ul>			Business Permit and Licensing Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Number Registration	Interview for basic information for new patient; for follow-up, secure records	None	5-10 minutes	Admin. Aide
Assessment and Treatment	History taking and physical examination of patient; proper management and treatment given based on category Exposure	None	45 minutes - 1hour	Doctor / Nurse
Encoding and scheduling of follow-up	Patient Prophylaxis cardis issued and Advised follow-up schedule	None	5-10 minutes	Nurse



# **PUBLIC ORDER AND SAFETY OFFICE**

## **I. Mission**

Regulate, plan and develop an efficient and well-integrated traffic and transport system that serves the public interest

## **II. Vision**

To deliver an effective traffic and transport system that contributes to the economic growth, quality of life and environmental sustainability of the City.

## **III. Objectives**

Reduction of volume of vehicles traversing on traffic congested intersections through:

1. Improvement and opening of roads.
2. Installation of signage and pedestrian lane.
3. Removal of extension of establishments and obstructions along sidewalks.
4. Implementation of Tarlac City Traffic Code Ordinances and amendment of the same if the need arises.

## **IV. General functions**

1. Shall encourage law abiding citizens of Tarlac City to participate more actively in the maintenance of peace and order
2. Shall coordinate with different law enforcement agencies for Intelligence Networking
3. Shall make a comprehensive set of activities that covers all aspects of disaster preparedness through relief and response, to recovery and mitigation.
4. Shall provide assistance to persons who are victims of disasters
5. Shall conduct widespread public information drives against lawless elements in all barangay level
6. Shall provide team training and seminar on community defense against lawlessness, rescue operation, disaster management and the like
7. Shall spearhead the anti-drug abuse activities and handle matters involving illegal drug abuse problems in the city and thereby contribute to the demand reduction scheme to eradicate drug addiction
8. Shall take necessary measures to improve the traffic condition in the city and to effect observance of existing traffic rules and regulations
9. To regulate the operation of Public Utility Vehicles operating within the city
10. Shall respond to emergency situations like accidents and lawless incidents
11. Shall perform other duties and functions necessary in the prevention and maintenance of peace and order.



# 1. ISSUANCE OF INSPECTION REPORT FOR PUBLIC TRANSPORT AND MOTORIZED TRICYCLE FOR HIRE

<b>OFFICE:</b>	Public Order and Safety Office (POSO)			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client			
<b>WHO MAY AVAIL:</b>	Legitimate transport operator of Motorized Tricycle, Public Utility Vehicles, Public Utility Bus, Mini-Bus and School Bus			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Voter's ID			1.OR / CR (Original & photocopy)	
Barangay Clearance			2.Driver's License (photocopy)	
OR/CR (original & photocopy)			3.Community Tax Certificate (photocopy)	
Driver's License (photocopy)			4.LTFRB Franchise (original & photocopy)	
MTOP (original & photocopy)				
Engine and Chassis stencil				
Community Tax Certificate (photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit requirements	Checks and validates the submitted requirements	None	5 mins	Administrative Clerk
Unit subject for inspection procedure in accordance with checklist for Physical Inspection	Conduct Physical Inspection in accordance to City ordinance # 05 – 008, Sec. 10 (for MTOP) and City Ordinance # 006-06, Sec II no. 9 (for PUV)	None	5 mins	Inspector
	Verification and Approval of Inspection Report	None	1 min	Inspection Supervisor / POSO Chief
Receives Inspection Report	Release of Inspection Report / request the client to sign on the logbook	None	1 min	Administrative Clerk
<b>END OF TRANSACTION</b>				



2. SERVICE NAME: ISSUANCE OF RELEASE ORDER AN IMPOUND

OFFICE:	Public Order and Safety Office (POSO)			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	GOVERNMENT TO CITIZENS (G2C)			
WHO MAY AVAIL:	Person apprehended for Traffic Violation and CO-017-2020 (Wearing of Face Mask)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duplicate copy of the Traffic Citation Ticket (TCT) or Ordinance Violation Ticket (OVT)			Traffic Enforcer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duplicate copy of Traffic Citation Ticket (TCT) or Ordinance Violation Ticket (OVT)	Accomplishes and issues release order	None	1 min	Administrative Clerk
• For Impounded Vehicle (Additional) : Provide the Official Receipt (OR) of payment	Releases the Impounded Vehicle	None	2 mins	Administrative Clerk
END OF TRANSACTION				



# CITY PLANNING & DEVELOPMENT OFFICE

## I. Mandate:

City Planning and Development Office (CPDO), is the arm and head of the technical local planning structure. It is envisioned to become a champion of harmonized and rationalized planning and development, driven to mold Tarlac City as a SMART green and economic giant in the Philippines. One of its goals is to faithfully comply with the applicable provisions of the Local Government Code of 1991 (RA 7160); coordinating various sectoral/functional committees that provide detailed inputs to the comprehensive multi-sectoral development plan and investment program. Its mandated functions are (1) formulate economic, social, physical and other development plans and policies for consideration of the local government development council; (2) conduct continuing studies, researchers, and training programs necessary to evolve plans and programs for implementation; (3) integrate and coordinate all sectoral plans and studies undertaken by different functional groups of agencies; (4) monitor and evaluate the implementation of different development programs, projects and activities in the local government units concerned and accordance with the approved development plan; (5) prepare comprehensive plans and other development planning documents for consideration of the local development council; (6) analyze the income and expenditure patterns and formulate and recommend fiscal plans and policies for consideration of the finance committee of the Local government unit concerned; (7) promote people participation in development planning within the local government unit; (8) exercise supervision and control over the secretariat of the local development council; and (9) exercise such powers and perform such others functions and duties as maybe prescribed by the law or ordinance. Furthermore, CPDO aims to harmonize or dovetail the planning guidelines set by the National Government Agency (NGA) to curtail planning process and accommodates the imperatives of multi-stakeholder participation and consultation

## II. Vision:

Envisioned to become a champion of harmonized and rationalized planning and development, inspired to achieve Tarlac City as a SMART Green City, emerging as an economic giant in the Philippines.

## III. Mission:

The **City Planning and Development Office (CPDO)** commits to be a dynamic partner in achieving sustainable progress through rationalized and harmonized development planning.

Towards this, CPDO shall advocates the following **Developmental Objectives**:

Track and evaluate programs, projects and activities as basis for **improving**

**effectiveness; Analyze and formulate a research-based Development Plans and**



**Strategic Approaches;** Regulate the development in the city while achieving **progress** through proper zoning;

Lend a hand to encourage community’s **smart and active participation** in development planning;

Administrative **support provision** to assist in programming; and

Create a **Sustainable Urban Development** within the integrated planning framework for guidance and development visions.

#### IV. Service Pledge:

The CPDO pledge to become a champion of harmonized and rationalized planning and development, driven to mold Tarlac City as a SMART green and economic giant in the Philippines. Faithfully comply with its mandates under the provisions of the Local Government Code of 1991; coordinating various sectoral/functional committees that provide detailed inputs to the comprehensive multi-sectoral development plan and investment program. Furthermore, CPDO aims to harmonize or dovetail the planning guidelines set by the National Government Agency (NGA) to curtail planning process and accommodates the imperatives of multi-stakeholder participation and consultation

### EXTERNAL SERVICES

#### 1. ISSUANCE OF ZONING CERTIFICATE FOR BUILDING PERMIT

A Building Permit is a document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, demolition, or other work activity of a specific project/building/structure after the accompanying principal plans and specifications and other pertinent documents that are found satisfactory and substantially confirming with the Implementing Rules and Regulations of the National Building Code.

<b>OFFICE:</b>	CPDO- Zoning Section for Building Permit	
<b>CLASSIFICATION:</b>	Simple	
<b>TYPE OF TRANSACTION:</b>	Government to Business (G2B)	
<b>WHO MAY AVAIL:</b>	Citizens/Client	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Application Form		CPDO
Brgy. Clearance		Barangay
Locational Sketch/ map/picture		
Tax Declaration		Assessor’s Office
Latest RPT payments		Assessor’s Office
TCT		
One (1) Set of Plan, Estimate and specification		
Lease Contract (if rented)		



Deed of Sale/ Authorization (if not reg. owner)				
Others as needed				
Payment Order and Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Requirements	Receives application and required documents. Check for completeness	None	5 mins	Admin Aide
			½ DAY	Zoning Officer / Project Devt. Officer
Receives Order of Payment	Review, evaluate, Inspect (If needed) and submit for approval	None	5 mins	
	Issue order of payment			Zoning Officer / Project Devt. Officer
Pays the fee at the Treasurer's Office and secure Official Receipt	RECEIVES THE O.R.	Zoning/ Locational ; Clearance schedule of Fees	5 MIN.	Zoning Officer / Project Devt. Officer
Proceed to CPDO & present O.R.	Prepares the Zoning Certificate and Locational Clearance		20 MIN.	Admin Aide
Receives the zoning certificate / locational clearance	Signs ZO and / LC	None	5 MIN.	CPDC/ Zoning Administrator
	Record transaction in the logbook prior releasing of ZC/LC		5 MIN.	Admin. Aide
<b>TOTAL</b>			1 DAY	



2. ISSUANCE OF DEVELOPMENT PERMIT

The Development Permit is the final permit issued or granted to any developer already issued with PALC which will allow him/her proceed with the detailed and necessary development activities as reflected in the approved plans.

OFFICE:	CPDO- Zoning Section for Development Permit			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government to Business (G2B)			
WHO MAY AVAIL:	Citizens/Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form		CPDO		
Brgy. Resolution		Barangay		
Locational Sketch/ map/picture				
Latest RPT payments		Assessor's Office		
Tax Declaration		Assessor's Office		
TCT				
Seven (7) sets of Plans				
Cost estimate & Specifications (if applicable)				
Others as needed				
Accomplished Evaluation Form/s				
Payment Order/Original Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application and required documents	Receives application and required documents.	None	20 mins	Admin Aide
	Check for completeness			
Receives results of evaluation of plans and documents	Review, Evaluate, inspect (If needed) and submit for approval	None	3 to 5 Days	Zoning Officer/Project Devt. Officer
Receives Order of Payment	Issue order of payment		5 mins	Zoning Officer/Project Devt. Officer
Pays the fee at the Treasurer's Office and secure official receipt.	Receives the OR	Zoning/Locational Clearance	5 mins	Zoning Officer/Project Devt. Officer
Proceed to CPDO & present O.R.	Prepares the Development Permit	Schedule of Fees	20 mins	Admin Aide
Receives the Development permit and signed plans	Accomplished DP and stamped plans	None	1 day	CPDC/Zoning Administrator, Mayor and Vice Mayor
TOTAL			7 days	



3. ISSUANCE OF ZONING CERTIFICATE FOR BUSINESS PERMIT

The Business Permit is a key compliance document which entitles and enables a business to legally operate and do business in the area in which the business is registered. In short, the Business Permit can be considered as a “license to operate” within that specific area.

OFFICE:	CPDO-Zoning Section for Business Permit			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Business (G2B)			
WHO MAY AVAIL:	Citizens/Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Bus. Permit Form		BPLD		
Brgy. Clearance		Barangay		
Vicinity Map (Google Earth Map)				
TCT/Latest RPT payments/ Tax Declaration/ or Lease Contract (if rented)		Assessor's Office		
Pictures (Front & Inside)				
CEEMO Clearance (if located at public market)		CEEMO		
Others as needed				
Payment Order / Original Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application and required documents	Receives application and required documents.	None	2 mins	Zoning Officer/Project Devt. Officer
	Review, Evaluate and submit for approval			
	Prepared the Zoning Certificate and or Locational Clearance	Locational Clearance or Zoning Clearance schedule of fees	2 mins	Zoning Officer/Project Devt. Officer
			10 mins	Admin. Aide
	Signs the ZC, LC		2 mins	CPDC/Zoning Administrator
Receives the Zoning Certificate	Record transaction to logbook and issue ZC	None	2 mins	Admin. Aide
TOTAL			20 ins	

4. PROVISION OF TECHNICAL INFORMATION

To conduct continuing studies, research and training programs necessary to evolve plans and programs designed for implementation. Integrate all plans & studies undertaken by various offices and units. Formulate integrated social, economic, environmental, institutional & infrastructure plans and policies for reference of the Local Development Council (LDC). This section is headed by a Project Development Officer



who shall be in charge of collating the interdepartmental programs, projects and activities.

<b>OFFICE:</b>	CPDO-Planning and Research Section			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C, G2B, G2G			
<b>WHO MAY AVAIL:</b>	All individuals, Business Establishments and Government Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request for the data/documents needed (with email and contact details)		Clients		
Valid ID		Barangay		
Vicinity Map (Google Earth Map)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Provides letter of request to CPDO	Receives and endorse the request	None	2 minutes (if data are available)	Admin. Aide/Research Assistant/Statistician I
Wait for the requested data/documents	Provide information needed through email/ hard copy	None	10 minutes	Project Evaluation Officer III/Research Assistant/ Statistician I
	Record the requested date in the logbook and release the requested data/documents		3 minutes	Statistician I
<b>TOTAL</b>			15 mins	



INTERNAL PROCESS

1. EVALUATION OF SUBMITTED ANNUAL INVESTMENT PLAN PROPOSAL

OFFICE:	CPDO-Planning and Research Section			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2G			
WHO MAY AVAIL:	All Offices of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescribed Template AIP Summary Form 1 (Hard and Soft Copies)		CPDO-Planning and Research Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit of the AIP Summary form in hard and soft copies	Consolidate hard and electronic copies of propose projects, program and activities from all	None	Depends on the number and complexities of project proposals	Project Evaluation Officer III

	departments for the inclusion in the AIP		submitted by office	
Review and Evaluation of Office AIPs	Evaluate proposed AIP based on required format and guidelines;  If okay, return to the concerned office for final printing and signature of the dept. head  If NOT okay, return to the concerned office for revision and resubmission to the CPDO for consolidation	None	Depends on the number and complexities of Project Proposals submitted by office.	Project Evaluation Officer III
TOTAL			None	



# CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE

## I. History

- Created in 1998 as the City Cooperative Office, it became operational on April 1, 2002 with 3 personnel.
- Renamed the City Cooperative and Enterprise Development Office (CCEDO) in 2009 to reflect the office's 2 client types – the cooperatives and the micro, small and medium enterprises (MSMEs) of Tarlac City.
- Major Programs:
  - **“Tulong Anghel sa Kooperatiba”** Program for cooperatives;
  - **“Kabuhayan para sa Tarlakenyo”** Program for MSMEs (City Ordinance No. 023-09);
  - and
  - The **Microfinance Program**

## II. Vision

Be a catalyst of sustainable economic development in an organized and progressive city where people live in harmony anchored on the spirit of cooperation, equality and integrity.

## III. Mission

To transform city-based cooperatives into self-reliant, independent, and development- oriented organizations by enhancing their capabilities through the provision of technical and financial assistance.

## IV. MAJOR FUNCTIONS:

1. To strengthen organizational set up of existing cooperatives and entrepreneurs in the city.
2. To organize new cooperatives in areas where there are no existing ones;
3. To identify entrepreneurs in different barangays whose potential to develop their products to become “Tarlac City's very own” is high;
4. To assist cooperatives and entrepreneurs in identifying income generating projects and in the proper management thereof;
5. To tap new technologies applicable for cooperatives and entrepreneurs and to link them to other entities for possible tie-ups;
6. To tap possible sources of financial assistance to be extended to qualified cooperatives & entrepreneurs;
7. To conduct various seminars, training and other activities to further strengthen the capabilities of both officers and members;
8. To monitor development, growth and progress of assisted cooperatives and entrepreneurs



LIST OF SERVICES

FOR COOPERATIVES:

1) APPLICATION FOR COOPERATIVES ACCREDITATION

a) ABOUT THE SERVICE

This service enables a registered cooperative based in the Tarlac City to be accredited under the “Tulong Anghel sa Kooperatiba Program” of the City Government of Tarlac.

HOW TO AVAIL THE SERVICE

OFFICE:	CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	G2C – Government to Client	
WHO MAY AVAIL:	Citizens/Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>a) REQUIREMENTS</p> <ul style="list-style-type: none"><li>• At least 26 members</li><li>• At least 26,000.00 paid in share capital</li><li>• Copy of Articles of Cooperation and By Laws (ACBL)</li><li>• Copy of Cert. of Registration with Cooperative Development Authority (CDA) and Bureau of Internal Revenue (BIR)</li><li>• Board Resolution requesting for accreditation</li><li>• List of coop officers with bio data</li><li>• List of members with corresponding amount of Share Capital</li><li>• Installed book of accounts</li><li>• Copy of policies, system and procedures</li><li>• Financial statements<ul style="list-style-type: none"><li>• Coop with more than 1 yr. of operation- Audited Financial Statement</li><li>• Coop with less than 1 yr. of operation-Interim Financial Statement</li></ul></li><li>• Simplified feasibility study or business plan</li><li>• Cert. of trainings/seminars attended by officers and members certified by accredited cooperative training providers</li></ul>		CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE



Copy of surety bond of accountable officer – if newly • renewed	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documentary requirements	CCEDO	N/A	5 minutes	REGINA G. DAVID (Account Officer)
Assessment/ evaluation and endorsement to City Government Accredited Bank	DEPT. HEAD (CCEDO)	N/A	30 minutes	REGINA G. DAVID (Account Officer)
Approval of the Credit Facilities Proposal	M.O SO. ADMIN CCEDO	N/A	3 days	PROGRAM MANAGEMENT COMMITTEE (CCEDO HEAD)  SP COMMITTEE CHAIR ON COOP DEVELOPMENT  CITY ADMINISTRATO R CITY MAYOR



2) AVAILMENT OF COOPERATIVE LOAN

a) ABOUT THE SERVICE

It aims to extend financial assistance to all accredited cooperatives under the “Tulong Anghel sa Kooperatiba Program”.

HOW TO AVAIL THE SERVICE

OFFICE:	CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Citizens/Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"><li>• Deposit Account w/ LBP – minimum of P10,000.00 as a maintaining balance</li><li>• Board Resolution requesting for loan availment or re-availment</li><li>• Latest financial statement</li><li>• Schedule of Sub-promissory Notes as applicable</li><li>• Copies of Sub-promissory Notes as applicable</li><li>• Mother Promissory Note &amp; Disclosure statement</li><li>• Copy of surety bond of accountable officers – if newly renewed</li><li>• Simplified feasibility study or business plan</li></ul>			CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documentary requirements Submit all mandatory requirements for checking & review by the Account Officers The Account Officer will prepare the by the department head and City Mayor.	CCEDO          DEPT. HEAD (CCEDO)       endorsement letter to DEPOSITORY ACCREDITED BANK	N/A	30 minutes	REGINA G. DAVID (Account Officer)   KATHRINA JOY GAMPOY (CCEDO Staff)



RELEASE OF LOAN The loan will be accredited to the cooperatives account with the and will be withdrawn by the cooperative's authorized signatories from the bank The Account officers will assist the cooperative authorized signatories in the releasing loan	CITY GOVERNMENT DEPOSITORY ACCREDITED BANK	N/A	1 day	REGINA G. DAVID (Account Officer)
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3) APPLICATION FOR INCREASE IN CREDIT LINE

- a) ABOUT THE SERVICE  
This transaction aims to increase the amount of credit line extended to a cooperative for expansion of business operations.
- b) REQUIREMENTS

HOW TO AVAIL THE SERVICE

OFFICE:	CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	G2C – Government to Client		
WHO MAY AVAIL:	Citizens/Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>• Board Resolution requesting for additional creditline or increase in line as the case may be</li></ul>		CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE	
<ul style="list-style-type: none"><li>• Latest financial statement</li></ul>			
<ul style="list-style-type: none"><li>• Latest list of members with corresponding amount of Share Capital</li></ul>			
<ul style="list-style-type: none"><li>• Copy of fidelity bond of accountable officers – if newly renewed</li></ul>			
<ul style="list-style-type: none"><li>• Simplified Project Proposal or business plan</li></ul>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit all documentary requirements</p> <p>The applicant submits all mandatory requirements for Account Officers</p> <p>The application is assessed by the Dept Head. After thorough evaluation, the application and all pertinent documents will be endorsed by the Dept. Head with notation by the City Mayor to the LBP-Lending Center.</p>	DEPT. HEAD (CCEDO)	N/A	1 hour	REGINA G. DAVID (Account Officer)
Approval of Credit Facilities Proposal (CFP)	PROGRAM MANAGEMENT COMMITTEE (CCEDO HEAD) SP COMMITTEE CHAIR ON COOP DEVELOPMENT CITY MAYOR	N/A	3 days	<ul style="list-style-type: none"><li>CITY GOVERNMENT ACCREDITED DEPOSITORY BANK</li></ul>

4) APPLICATION FOR CREDIT LINE RENEWAL

ABOUT THE SERVICE

Credit Line renewal is applied by the cooperative on or before maturity date of their existing credit line. It is a must for them so that they can sustain availment of their loan from the “TULONG ANGHEL sa Kooperatiba Program”.



# HOW TO AVAIL THE SERVICE

<b>OFFICE:</b>		CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Client		
<b>WHO MAY AVAIL:</b>		Citizens/Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Board Resolution requesting for renewal of credit line</li> <li>Latest financial statement</li> <li>Latest list of members with corresponding amount of Share Capital</li> <li>Copy of surety bond of accountable officers – if newly renewal</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all documentary requirements  Submission of documents. Assessment/ review of documentary requirements.	CCEDO	N/A	5 minutes	REGINA G. DAVID (Account Officer)
Preparation and approval of endorsement letter	REGINA G. DAVID (Account officer) KATHRINA JOY GAMPOY (CCED O Staff) DEPT. HEAD (CCEDO) CITY MAYOR	N/A	10 minutes	
Credit Facilities Proposal (CFP) Approval	<ul style="list-style-type: none"> <li>DEPT. HEAD: CCEDO</li> <li>CITY ADMINISTRATOR</li> <li>Chair, SP Committee on Cooperatives &amp; agriculture</li> <li>City Government Accredited Depository BANK</li> <li>City Mayor</li> </ul>	N/A	3 days	



5) APPLICATION FOR ACCREDITATION OF MSMEs

ABOUT THE SERVICE

Accreditation of Micro Small and Medium Enterprise or MSMES is done for the official approval of the newly registered MSMES with existing micro or small-scale businesses, to qualify to the MSMES Program under the City Government of Tarlac.

a) REQUIREMENTS

- Barangay Clearance
- Community Tax Certificate
- Business Permit or Registration with DTI
- 2x2 Picture
- Voter’s ID or Certificate
- Application Form

HOW TO AVAIL THE SERVICE

OFFICE:	Business Permit and Licensing Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Client			
WHO MAY AVAIL:	Citizens/Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"><li>• Barangay Clearance</li><li>• Community Tax Certificate</li><li>• Business Permit or Registration with DTI</li><li>• 2x2 Picture</li><li>• Voter’s ID or Certificate</li><li>• Application Form</li></ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Product demonstration Presentation of products, food tasting and interviews. If the product/s presented needs to undergo product development, the applicant is advised. Recommendation and suggestions will be provided by the Account officer & Dept. Head.	CCEDO          DEPT. HEAD (CCEDO)	N/A	30 minutes	LILY A. RAMOS ESTRELITA DE LEON (Account Officers)



After reaching an agreement of the schedule of the next product presentation validation and actual visitation of their production area, the Account Officer will monitor the development of the products until it becomes qualified to be accredited.				
Submission of mandatory requirements  Present all mandatory requirements needed for checking, review and assessment.	CCEDO	N/A	15 minutes	LILY A. RAMOS ESTRELITA DE LEON (Account Officers)
The Account Officer will prepare the recommendation for the Dept. Head's approval		N/A		

**b) REQUEST FOR TECHNICAL ASSISTANCE FOR COOPERATIVES AND MSMEs**

**c) ABOUT THE SERVICE**

Technical assistance is also being provided to cooperatives and MSMEs in the city.

CCEDO is an Accredited Training Provider of the Cooperative Development Authority thus all its modules based on the specific needs of the clients and as prescribed by the Authority and RA 9520

Accredited MSMEs are also given specific training and seminars based on their needs as well as participation in trade fairs and also given the opportunity to display their profiled products at the Tarlac Pabalubong Center as part of their actual exposure to market and product development.

**HOW TO AVAIL THE SERVICE**

<b>OFFICE:</b>	CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client
<b>WHO MAY AVAIL:</b>	Citizens/Clients



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>Letter requesting for the module or trade fair participation</li> <li>Presentation and product validation</li> </ul>			CITY COOPERATIVE AND ENTERPRISE DEVELOPMENT OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Submit request to Account Officer Submit all required documents to the Account Officer</p> <p>The concerned Account Officer will conduct training needs analysis of the concerned coop or MSMEs and discuss with the requesting party the module of the training or seminar</p> <p>The Account Officer prepares the module for the approval of the Head.</p> <p>Activity design will be prepared if seminar is to be conducted on a city level or coop or barangay level.</p>	CCEDO	N/A	1 hour	<p>LILY A. RAMOS ESTRELITA DE LEON (Account Officers)</p> <p>REGINA G. DAVID (Account Officer)</p> <p>CITY COOPERATIVES OFFICER (Accredited Trainor)</p>
<p>Attend the seminar training</p> <p>If the seminar or training is on city level, CCEDO will prepare for the training or seminar.</p> <p>If the seminar or training is on coop or barangay level, the requesting party will prepare the venue and food for the activity.</p> <p>Certificates of completion will be issued to the participants</p>	CCEDO	N/A		<p>ACCREDITED TRAINORS ONLY</p> <p>ACCOUNT OFFICERS</p> <p>CITY COOPERATIVE OFFICER</p>



# OFFICE FOR SENIOR CITIZENS AFFAIRS (OSCA)

## I. Mandate

The Office of the Senior Citizens Affairs was established by virtue of Republic Act No. 7432 as amended by Republic Act No. 9257 as hereby further amended by Republic Act No. 9994 also known as the Expanded Senior Citizens Act of 2010 under Article 21 Rule VI and its **primary functions** are as follows: **(1)** to regularly maintain an updated list of senior citizens to whom appropriate identification cards and purchase booklets will be issued; **(2)** to plan, implement and monitor work programs intended to benefit the elderly; **(3)** to identify activities & services within the programs provided for the elderly; and, **(4)** to serve as general information and liaison center to respond to the needs of senior citizens in as far as complaints or grievance be properly addressed.

## II. Vision

Conceived to create conditions for a more privileged, productive, dynamic and just social environment for senior citizens of Tarlac City that will ensure the provision of adequate services, uplifted standard of living with active involvement in community endeavors.

## III. Mission

To provide astounding service to senior citizens of Tarlac City, ensuring their rights and privileges with equal and mutual benefits among its members; motivating, encouraging and supporting their projects and plans for the betterment of the society as a whole.

## IV. Commitment

This office pledges to exemplify in the discharge of its functions and in unifying its members and in fostering camaraderie among elderly thereby creating avenues for them to be further encouraged, motivated and productive partners in the community.

### LIST OF SERVICES

#### 1. ISSUANCE OF SENIOR CITIZENS IDENTIFICATION CARD AND PURCHASE BOOKLETS

The Office for Senior Citizens Affairs (OSCA) issues national Identification Card and releases purchase booklets (for Medicine, Basic Necessities and Prime Commodities) which shall be valid anywhere in the country as mandated by a forecited act. The Identification Card is a proof of being a senior citizen which shall be used to avail the benefits and privileges under the said law.



<b>OFFICE:</b>	OSCA-Registration/ Releasing Section			
<b>CLASSIFICATION</b>	Simple - 3 days			
<b>TYPE OF TRANSACTION</b>	Government to Citizens (G2C)			
<b>WHO MAY AVAIL</b>	Resident of Tarlac City, 60 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
New Applicants For 60 years old with at least 6 months residency Application Form ID pictures, 1x1, 2 pcs Certificate of Residency from the Barangay Chairman Photocopy of any of the following: Birth Certificate Any government issued IDs (SSS, GSIS, Driver's License, Passport, Voter's ID) For 61 years old and above Items 1-4 from 1.1.a Voter's ID or Valid Passport	OSCA Office Personal Barangay Hall			
	Civil Registrar or PSA Personal			
For Dual Citizens Items 1- 4 from 1.1.a Certificate of Dual Citizenship or Oath of Allegiance	COMELEC/Personal			
	Philippine Embassy or Immigration			
1.2. Transfer a From Other Barangay OSCA ID Certificate of Residency issued by the Barangay Chairman of new residence	Barangay Hall			
From Other City or municipality Application Form ID picture, 1x1, 2pcs. Certificate of Residency Certificate of Cancellation issued by OSCA issuing the ID card	OSCA Office			
	Barangay Hall			
	City/Municipality where the OSCA ID was issued			
Replacement Lost ID Affidavit of Loss ID picture, 1x1, 2 pcs.	Legal Office			

Correction of Entry/ies OSCA ID Basis of Correction  ID picture, 1x1, 2 pcs. Booklet/s OSCA ID			Birth Certificate/ any government issued ID	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS- ING TIME</b>	<b>PERSON RESPONSIBLE</b>



submit application forms with complete documents	1. Receive application form and requirements submitted	None	30 seconds	ROBERT GONZAGA Admin Aide III MARVIN CARALDE Job Order employee
	2. Validation and evaluation with the requirements and approval. of application form together		30 seconds	SERGIO I. CAMPOS OSCA Head IMELDA T. MANLUTAC Admin Officer
	3. Verify the name of applicant in the master list per barangay.		30 seconds	LYNN B. MANALOTO Admin Aide VI CONRADO J. PASCUA Casual employee
	4. Designate ID control number and include the name in the roster.		30 seconds	RODELIO D. GUERRERO Admin Aide IV JUANITA D. SARMIENTO Admin Asst. 1
	5. Typewrite ID card.		30 seconds	JUANITA D. SARMIENTO Admin Asst. 1 RODELIO D. GUERRERO Admin Aide IV
		TOTAL	2 ½ minutes	
	6. For signature of OSCA Head and City Mayor	N/A	one day	SERGIO I. CAMPOS OSCA Head MARIA CRISTINA ANGELES City Mayor
	7. Update master list per barangay.		1 day	LYNN B. MANALOTO Admin Aide VI CONRADO J. PASCUA Casual employee

RELEASING OF ID CARD/ PURCHASE BOOKLETS				
Receive ID cards and P Booklets	8. Record ID card and issue Purchase Booklets.	N/A	3 — 5 minutes	ZENAIDA VILLAPANA Admin Aide III MARVIN CARALDE Job Order employee
	9. Facilitate the approval of roster per month		2 days	JUANITA D. SARMIENTO Admin Asst.1 ROBERT GONZAGA Admin Aide III



## 2. FINANCIAL ASSISTANCE (DEATH AID) FOR SENIOR CITIZENS

Granting of financial assistance to the bereaved families of deceased members of any senior citizens association in the city is mandated by City Ordinance No. 004-06.

<b>OFFICE:</b>		OSCA- Claims Section		
<b>CLASSIFICATION</b>		Monthly releasing		
<b>TYPE OF TRANSACTION</b>		Government to Citizens (G2C)		
<b>WHO MAY AVAIL</b>		Bereaved families of deceased members of OSCA		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requirements- 4 pcs. Xerox copy each <ol style="list-style-type: none"><li>OSCA ID</li><li>Certified Xerox Copy of Death Certificate</li><li>ID of Claimant (Nearest of Kin)</li><li>Birth Certificate or Marriage Contract of Claimant</li><li>Authorization Letter (Parent, Sibling/s)</li><li>ID of Authorizing Person/s</li></ol>			Civil Registrar Civil Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESS- ING TIME</b>	<b>PERSON RESPONSIBL E</b>
Submit required documents needed	1.Assess and evaluate the required documents with referral from Office of the	None	5 minutes	MYRNA B. LAYUG Admin Officer I ROBERT GONZAGA Admin Aide III MARVIN CARALDE Job Order employee
	2.Interview Claimant Mayor		10 minutes	MYRNA B. LAYUG Admin Officer I ROBERT GONZAGA Admin Aide III MARVIN CARALDE Job Order employee
	3. Approval of Certificate of eligibility		1 minute	SERGIO I. CAMPOS OSCA Head CAROLYN SERRANO CSWDO Officer
		TOTAL	16 minutes	
	4. Facilitate documents needed for processing	N/A	Availability of funds	JOSEPH MALONZO Staff -Office of the City Mayor



3. SENIOR CITIZENS YEAR-END BENEFITS

City Ordinance No. 019-08 Series of 2008 was adopted and enacted granting the yearend benefit for all registered senior citizens in the city and was amended by the adoption of City Ordinance No. 027-17 which authorized the increase of subject benefit to Five Hundred Pesos (PhP500.00).

OFFICE:	OSCA- Administrative Section
CLASSIFICATION	Yearly releasing
TYPE OF TRANSACTION	Government to Citizens (G2C)
WHO MAY AVAIL	All registered senior citizens of Tarlac City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSCA ID 2. Authorization Letter 3. ID of Authorized Representative	OSCA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Wait for alert message from Mayor's office for the date of releasing.	1. Update list of all registered members of Senior Citizens of Tarlac City per barangay.	None	1 month	LYNN B. MANALOTO Admin aide VI CONRADO J. PASCUA Casual employee
	2. Prepare payrolls and vouchers per barangay.	N/A	30 days	LYNN B. MANALOTO Admin aide VI RODELIO D. GUERRERO Admin Aide IV CONRADO J. PASCUA Casual employee MARVIN CARALDE Job Order employee
	3. Approval and signature of the Mayor and other proper authorities.	N/A	5 days per district	City Mayor and other concerned offices
	4. Preparation of schedule and resources re: pay-out and coordination of the same with the	N/A	5 days	IMELDA T. MANLUTAC Admin Officer LYNN B. MANALOTO Admin Aide VI



	different offices involved and barangays.			
	5. Information dissemination to all concerned barangays.	N/A	5 days	RODELIO D. GUERRERO Admin Aide IV CONRADO J. PASCUA Casual employee
	5. Releasing of benefit per barangay thru scheduled date. Missed schedule may claim their benefit at the Treasury Office.	N/A	5 days	Treasury Office staff OSCA Staff CSWD Staff Mayor's Office Staff

4. SOCIAL PENSION FOR INDIGENT SENIOR CITIZENS

Pursuant to DSWD Administrative Order No. 15 Series of 2010, guidelines were defined for the implementation of the program: Social Pension for Indigent Senior Citizens as mandated by RA 9997. This office plays significant role towards the execution of subject program.

OFFICE:		OSCA- Administrative Section		
CLASSIFICATION		Quarterly releasing		
TYPE OF TRANSACTION		Government to Citizens (G2C)		
WHO MAY AVAIL		Indigent senior citizens		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Social Pension Intake Form/Validation Form			OSCA/CSWDO	
b. Xerox copy of Senior Citizen ID card			OSCA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
Submit application forms recommended by the barangay senior citizens presidents	1. Identification of Social Pensioners thru recommendation of the Barangay senior citizens Presidents.	None	Upon receipt	LYNN B. MANALOTO Admin Aide VI CONRADO J. PASCUA Casual Employee



	2. The list will be encoded and submitted at DSWD Regional Office III as waitlisted.		Upon completion	LYNN B. MANALOTO Admin Aide VI CONRADO J. PASCUA Casual Employee
Interview and validation of potential social pensioners	3. Consolidation of the Social Pensioner list.  OSCA with the assistance of the C/MSWDO will conduct the necessary verifications and home visits to potential Social Pensioners and to those already identified Social Pensioners upon receipt of approved list.		It depends on the availability of the data from the DSWD Regional Office	LYNN B. MANALOTO Admin Aide VI  CONRADO J. PASCUA Casual Employee RODELIO D. GUERRERO Admin Aide IV DIVINA GALANG OSCA/CSWD Focal Person
	4. Finalization of the list of Social Pensioner. Update list of approved Social Pension beneficiaries per barangay.		2 days	LYNN B. MANALOTO Admin Aide VI CONRADO J. PASCUA Casual Employee
	5. Coordination and preparation of scheduled date of releasing.  Information dissemination to all concerned barangays		5 days	SERGIO I. CAMPOS OSCA Head IMELDA T. MANLUTAC Admin Officer V CONRADO J. PASCUA Casual Employee DIVINA GALANG OSCA/CSWD Focal Person



Claim/receives soc pension per barangay	6. Releasing of Social Pension Certifies xerox copies of identified Social Pensioners as requirement during pay-out. The Social Pension will be released by the Regional Social Pension focal persons		5 days  2 days	SERGIO I. CAMPOS OSCA Head CAROLYN SERRANO CSWDO Officer  DSWD Personnel DIVINA GALANG OSCA/CSWD Focal Person OSCA staff LYNN B. MANALOTO CONRADO J. PASCUA RODELIO D. GUERRERO ZENaida VILLAPAÑA MARVIN CARALDE
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# SANGGUNIANG PANLUNGSOD

## I. **Mandate:**

To serve as the Legislative Arm of the City Government for the enactment of resolutions, ordinances and other legislative measures aimed at facilitating the delivery of services and the promotion of the welfare of the inhabitants of the city.

## II. **Vision:**

A team of highly capable and productive personnel working in harmony with both co-workers and superiors in the Local Government Unit to attain a highly effective, responsive and accountable legislation performance by providing assistance in:

- 1) Legislative evaluation, review, monitoring and research;
- 2) Records and information management;
- 3) Identification of development priorities and formulation of legislative agenda;
- 4) Mobilization of legislative agenda;
- 5) Legislative personnel development; and
- 6) Other legislative–related functions that may be required during the conduct of sessions, administrative investigations, committee meetings and committee hearings.

## III. **Mission:**

To provide assistance to the Sangguniang Panlungsod and its Members in the efficient and effective discharge of their mandated duties, powers, and functions towards the attainment of a responsive and accountable legislation for the people of the City of Tarlac.

## IV. **Pledge:**

The Office of the Sangguniang Panlungsod Secretary, as the service arm and technical working group of the SP Members, pledges:

- to provide a fast, efficient and effective secretariat services to them;
- assist them in their legislative researches;
- keep and safeguard all legislative documents and records for future references.



## **v. General functions**

The Secretary to the Sangguniang Panlungsod shall take charge of the office of the Sangguniang Panlungsod, and shall

- (1) Attend meetings of the Sangguniang Panlungsod and keep a Journal of its proceedings;
- (2) Keep the Seal of the City and affix the same with his signature to all ordinances, resolutions, and other official acts of the Sangguniang Panlungsod and forward the same to the Presiding Officer for his signature, and forward the enacted ordinances to the City Mayor for approval;
- (3) Furnish, upon request of any interested party, certified copies of records of public character in his custody, upon payment to the City Treasurer of such fees as may be prescribed by ordinance;
- (4) Record in a book kept for the purpose, all Ordinances and Resolutions enacted or adopted by the Sangguniang Panlungsod, with the dates of passage and publication thereof;
- (5) Take custody of the local archives and, where applicable, the local library and annually account for the same; and
- (6) Perform such other duties and functions and exercise such other powers as provided for under the Local Government Code of 1991, and those that are prescribed by law or ordinance.



## LIST OF SERVICES

### 1. REQUEST FOR LEGISLATIVE OR LEGISLATIVE RELATED DOCUMENTS

Private individuals and juridical entities require certain legislative or legislative related documents from time to time for a variety of reasons, ranging from their own personal concerns or to facilitate other official public or private transactions. The Office of the Secretary to the Sangguniang Panlungsod, being the custodian of the records and archives of the Sangguniang Panlungsod, is mandated under the Local Government Code to furnish copies of these public documents, with the exception of those which are confidential in nature, to any interested person or party. The public documents include:

- Resolutions
- Ordinances
- Minutes of Sessions
- Committee Reports
- Certifications

<b>OFFICE/SECTION:</b>	SP Sec Ofc - Records Management Section SP Sec Ofc – Session Secretariat Services Section SP Sec Ofc – Committee Secretariat Services Section
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<b>TYPE OF TRANSACTION</b>	Government to Citizens (G2C), Government to Business (G2B) and Government to Government (G2G)	
<b>WHO MAY AVAIL</b>	Any interested person or party who has concerns, either personal or to facilitate other official public or private transactions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Written request specifying the purpose for which the document will be used and the number of copies required, the contact number of the person/s (or representative) making the/their request and contact person.		1. Client
2. Payment of corresponding fees prescribed under City Ordinance Nos. 018-19 series 2019 and 05-001 series 2005.		2. Treasury



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit written request to the Office of the Secretary to the Sangguniang Panlungsod, Records Management Section	Receiving of request		2 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) Carina Policarpio (Admin Officer V) Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II)
2. Secure Payment Order Form from the same person who received the request	Billing of Secretarial Fees		3 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) Carina Policarpio (Admin Officer V) Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II)
3. Proceed to either window 3 or window 4 of the Local Collection Division located at the Business One Stop Shop	Payment	Php 10 (Photo copy)  Php 20 (Certified Photo copy)	10 minutes or less  (Depends considerably on the volume of people transacting payments)	TELLER 3 or TELLER 4, Business One Stop Shop



(BOSS), present payment order to the teller, pay the corresponding ng fee/s, and claim the Official Receipt.		Php.30 (certified Original)		
4. Have the receipt photocopied and present the same along with the original copy to the same person who received your request at the Office of the Sanggunian g Secretary.	Present proof of payment		3 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) CarinaPolicarpio (Admin Officer V) Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II)
5. Records / Com Sec /Loc. Leg. Sections retrieves / processes requested document	Processing		10 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) CarinaPolicarpio (Admin Officer V) Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II) Emma Navarro (Admin Asst. V) Tin Pangilinan (Sr. Admin Asst. I) Via Pomarejos (LLSO V)



6. Requested document will either be issued thereupon or requestee will be Advised to come back	Claiming		5 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) Carina Policarpio (Admin Officer V)
within 15 days for the release.  (NOTE: Period within which document, or written reply to the request, will be released may vary depending on volume / quantity, availability or accountability of document requested)				Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II)

Exemption:

- Requests emanating from other departments, divisions, or units of the City Government for official business are exempted from payment of fees.
- Requests from member of the media for purposes of publication / information dissemination are exempted from payment of fees

2. REQUEST FOR DOCUMENTS PERTAINING TO THE CONDUCT OF ADMINISTRATIVE INVESTIGATIONS FILED AGAINST BARANGAY OFFICIALS

Private individuals and Barangay officials involved in Administrative Complaints from time-to-time request documents pertaining to their Administrative Case, and Barangay Officials also require at times documents that signify their unblemished performance:

- Complaints
- Counter Affidavits
- Committee Reports
- Orders



- Decisions
- Certifications Of No Pending Case

<b>OFFICE / DIVISION / SECTION</b>	SP Sec Ofc - Records Management Section SP Sec Ofc – Committee Secretariat Services Section / Quasi-Judicial Unit
<b>TYPE OF TRANSACTION</b>	Government to Citizens (G2C) and Government to Government (G2G)
<b>WHO MAY AVAIL</b>	Persons and Barangay officials involved in Administrative Complaints, and all Incumbent Barangay Officials
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Written request specifying the purpose for which the document will be used and the number of copies required, the contact number of the person/s (or	1. Client

representative) making the/their request and contact person.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1.Submit written request to the Office of the Secretary to the Sangguniang Panlungsod, Records Management Section	Receiving of request  (After which request endorsed to Admin Investigation Unit)		3 minutes or less	Chormin Borlongan (LLSE II) Geline Tañedo (Admin Aide III) Dacze Torres (Admin Aide III) Ruben Dela Cruz (Sr. Admin Asst. II) Carina Policarpio (Admin Officer V) Catherine Mangrobang (LLSO III) Arienne Maglanoc (LLSE II)
2. Admin Investigation Unit retrieves/processes requested document	Processing		5 minutes or less	Luisa Santos (Admin Asst. IV) Lita Zarate (Sr. Admin Asst. II) Rovi Lugay (LLSO III) Via Pomarejos (LLSO V)
3. Requested document will either be issued thereupon or requestee will be advised to come back Within 15	Releasing		3 minutes or less	Luisa Santos (Admin Asst. IV) Lita Zarate (Sr. Admin Asst. II) Rovi Lugay (LLSO III) Via Pomarejos (LLSO V)



days for the release.				
(NOTE: Period within which document, or written reply to the request, will be released may vary depending on volume / quantity, availability or accountability of document requested)				

3. REQUEST FOR KAPASIYAHAN

Private individuals in the Tricycle-For-Hire business requires documents issued from the Office of the Sangguniang Panlungsod Secretary for the approval of their application for Franchise to Operate Tricycle-For-Hire. These documents include:

- Kapasiyahan
- Waiver Of Rights (Transfer of Franchise)

KAPASIYAHAN	
OFFICE/SECTION	SP Sec Ofc – Committee Secretariat Services Section / Tricycle Franchising Unit
TYPE OF TRANSACTION	Government to Citizens (G2C)
WHO MAY AVAIL	Tarlac City residents in the Tricycle-For-Hire business
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acceptable photocopy of the Official Receipt of corresponding fees for the application 2. Acceptable photocopy of the Application	1. Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presentation of Photocopy of Application & OR	Receiving of request		2 minutes or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)
2. Applicant advised to affixed cellphone number on the photocopy and instructed to wait for text message for the day of release of Kapasiyahan and/or to return after 2 to 3 working days if no text is received or no cellphone available	Processing		3 days or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)
3. Presentation of applicant's copy of Application & OR.	Retrieval		5 minutes or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)
4. Applicant affixes signature on Logbook thereby acknowledging receipt of requested document.	Releasing		3 minutes or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)



4. Applicant affixes signature on Logbook thereby acknowledge receipt of requested document.	Releasing		3 minutes or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)
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WAIVER OF RIGHTS / TRANSFER OF FRANCHISE				
OFFICE/SECTION	SP Sec Ofc – Committee Secretariat Services Section / Tricycle Franchising Unit			
TYPE OF TRANSACTION	Government to Citizens (G2C)			
WHO MAY AVAIL	Tarlac City residents in the Tricycle-For-Hire business			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Cedula (for Waiver / Transfer) 2. Original IDs of transacting Parties (for Waiver / Transfer) 3. Original MTOP (for Waiver / Transfer)			1. Client /s	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presentation of Cedula, Identification Cards of Transacting Parties, and Original MTOP	Receiving of request		5 minutes or less	Aries Paras (Admin Aide III) Mayline Tiamzon (Admin Aide VI) Rico Malig (Admin Asst. IV) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)
2. Franchising Unit Processes Waiver of Rights	Processing		15 minutes or less	Mayline Tiamzon (Admin Aide VI) Fe Lanuza (Admin Asst. IV) Dollie Dizon (Admin Officer IV)



<div>3. Applicant affixes signature on Logbook thereby acknowledging receipt of requested document and advised to have document notarized</div> <div>(NOTE: Period within which document will be released may vary depending on availability of Transacting Parties)</div>	Releasing		5 minutes or less	<div>Aries Paras (Admin Aide III)</div> <div>Mayline Tiamzon (Admin Aide VI)</div> <div>Rico Malig (Admin Asst. IV)</div> <div>Fe Lanuza (Admin Asst. IV)</div> <div>Dollie Dizon (Admin Officer IV)</div>
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# CITY POPULATION OFFICE

## I. Mandate

The City Population Office mandated to ensure the strong bond of families. They take part in providing pre-married couples with knowledge and skills prepare them with family responsibilities and strengthen family relationship.

## II. Mission

To keep a well-informed, well educated, well-motivated, manageable and capable family that is truly responsible to its basic needs with consideration to the concept of balanced interrelationship of population, resources and environment.

## III. Vision

The City Population Office, envisioned Tarlac City to have a well-planned, healthy and happy families, responsible individuals, empowered communities, guided by the divine providence living harmoniously to attain sustainable development and social equity.

### Who Can Avail of the Service?

All couples can apply for a pre-marriage counselling certificate even if they already have a child.

## 1. Pre-Marriage Counselling Schedule

- Pursuant to PD 965, a decree requiring applicant for Marriage License to receive instructions and information on Family Planning and Responsible parenthood before they are issued the marriage license.
- This is a 4-hour class that tackle sessions on Marriage and Relationship, Maternal and Child Health, Human Sexuality, Responsible Parenthood and Family Planning, STI and HIV-AIDS, Rights of a Child, Duties and Responsibilities of Parents, Home Management and Healthy Lifestyle.



OFFICE:	CITY POPULATION OFFICE			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C – Government to Citizen			
WHO MAY AVAIL:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished the requirements for marriage license			Civil Registrar office	
Accomplished Marriage Expectation Inventory Form (MEIF)				
Attendance in Pre-Marriage Orientation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Marriage Expectation Inventory Form	Conduct Responsible Parenthood and Family Planning, Budgeting, Birth Spacing Number of children desired, Home Management, Sexual and reproductive health		2 mins	Popcom Staff
Couples Interview			2-3 mins	Population Officer II
Attend Pre-Marriage Counseling			4 Hours	-Population Officer -Population Officer II -CSWD Health Worker -City Health (Nurse)
Accept Certificate			1 min	Popcom Staff

- Wednesday and Friday



# OFFICE OF THE CITY ENGINEER

## I. **Mandate**

The City Engineer's Office is the over-all in-charge of construction, maintenance of roads, drainage, bridges, streetlights, planning and design of various infrastructure and supervision of public works in the city; implementation of PD 1096 National Building Code of the Phils. and BP 344 - Enhancing mobility of disabled and all City ordinances in connection to practice of infrastructure development.

## II. **Vision**

Envisions a place harmonious to Almighty God, mankind and nature geared towards modernization of infrastructures to step up economic, physical and social development environmentally friendly and ecologically balance with nature.

## III. **Mission**

To deliver to the people with Courtesy, Efficiency and Orderliness, the service above all things guided by the Almighty God specifically in the practice of infrastructure development for best design and maximum safety, best use and occupancy, and best maintenance of structures.

## IV. **Service pledge**

The City Engineer's Office pledges to ensure that the construction, improvement and existence of infrastructure and other community facilities are undertaken with maximum results; takes charge of all infrastructure development, public works and other engineering matters, cleaning, ditching, declogging of drainage lines, repair of drainage lines and manholes, asphalt patching of roads and potholes, repair and maintenance of bridges, paintings and repair of street signs, restoration of damaged pavement; to constantly monitor the overall condition of all necessary infrastructure facilities in order to sustain their usefulness and to address vital engineering concerns in critical areas of the city. We will provide technical advice on cost estimates, program of works and other staff support needed in policy formulation and project implementation; promptly assess and issue building, electrical, mechanical, sanitary, demolition, fencing and excavation permits; and conduct inspection to all building establishments within the city.

## 1. **ISSUANCE OF CONSTRUCTION PERMITS**

Construction permits are secured prior to the construction, alteration, repair, conversion, demolition, or addition of any building or structure or any portion thereof, within the territorial jurisdiction of Tarlac City.

### A. **Building Permit (New/Renovation)**

- i. Simple Permit Applications- those which pertain to simple structures. Simple structures are those with a maximum floor area of 1,500 sq.m.;



- a. Single dwelling residential building which are not more than three (3) story high;
  - b. Commercial buildings which are not more than two (2) story high;
  - c. Interior renovations inside a building which already has a building permit and certificate of occupancy;
  - d. Warehouse of not more than two (2) story high, which is not for the storage of hazardous or combustible materials.
- ii. Complex Permit Applications- those which do not pertain to simple structures as above defined.

**B. Ancillary Permits**

- i. Mechanical Permit
- ii. Sanitary / Plumbing Permit
- iii. Electronics Permit
- iv. Electrical Wiring Permit

**C. Accessory Permits**

- i. Fencing Permit
- ii. Repair Permit
- iii. Demolition Permit
- iv. Temporary Sidewalk Enclosure
- v. Ground Preparation and Excavation Permit
- vi. Structural Signboard / Billboard Permit

<b>OFFICE:</b>	Office of the Building Official through the: 1. Permit Processing for Simple Applications in collaboration with the City Planning and Development Office and the Bureau of Fire Protection;
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)
<b>WHO MAY AVAIL:</b>	Any person, firm or corporation, including any agency or instrumentality of the government, who wants to construct, alter, repair, convert, move, demolish, add any building or structure or any portion thereof within the territorial jurisdiction of Tarlac City shall apply for a corresponding construction permit. (Section 301, Paragraph 1 of the NBCP).
<b>DOCUMENTARY REQUIREMENTS:</b>	For a more detailed list of requirements specific for each type of application, please visit City Engineer's Office, 2nd floor, Tarlac City Hall.



CHECKLIST REQUIREMENTS	WHERE TO SECURE
<b>FOR SIMPLE BUILDING PERMIT APPLICATIONS (New &amp; Renovation)</b>	
Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. Additional legal document showing right to build when applicant is not the registered owner)	Land Registration Authority for the Certified True Copy Transfer Certificate of Title Applicant, for the legal document
Real property tax declaration on land	Office of the City Assessor
Real property tax payments (updated)	City Treasurer's Office
Previous Building Permit or previous Certificate of Occupancy and previous approved plans (if for renovation)	- Applicant. If applicant no longer has a copy, this may be requested from the Office of the Building Official through its Administrative Staff which will be received by the receiving personnel.
Locational Clearance Application form	CPDO
Fire Safety Evaluation Clearance Application form	Fire Department
Building Permits Application forms	CEO
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant

<b>FOR SIMPLE BUILDING PERMIT APPLICATIONS (Interior renovation inside malls)</b>	
Lease Contract or Mall Certification	Applicant
Locational Clearance Application form	CPDO
Fire Safety Evaluation Clearance Application form	Fire Department
Building Permits Application forms	CEO
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant



FOR COMPLEX BUILDING PERMIT APPLICATIONS (New & Renovation)	
Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. Additional legal document showing right to build when applicant is not the registered owner)	Land Registration Authority for the Certified True Copy Transfer Certificate of Title Applicant, for the legal document
Real property tax declaration on land	Office of the City Assessor
Real property tax payments (updated)	City Treasurer's Office
Previous building permit or previous Certificate of Occupancy and previous approved plans (if for renovation, addition or extension)	Applicant. If applicant no longer has a copy, this may be requested from the Office of the Building Official through its Administrative Staff which will be received by the receiving staff.
Locational Clearance (LC)	This will be received by the receiving personnel of the Office of the Building Official and will be transmitted to the City Planning and Development Office (CPDO).
Fire Safety Evaluation Clearance (FSEC)	This will be received by the receiving personnel of the Office of the Building Official and will be transmitted to the Bureau of Fire Protection
Building Permits Application forms	Applicant
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant

FOR DEMOLITION PERMIT APPLICATIONS	
- Proof of ownership and/or right to demolish the structure / improvement (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner.	- Land Registration Authority for the Certified True Copy Transfer Certificate of Title
- Additional legal document showing right to demolish the structure / improvement when applicant is not the registered owner)	- Applicant, for the legal document
Real property tax declarations (lot and building)	Office of the City Assessor
Real property tax certification/ clearance (lot and building)	City Treasurer's Office
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant



PRC IDs & PTRs	Applicant
Supporting Technical documents (signed & sealed)	Applicant

FOR GROUND PREPARATION AND EXCAVATION PERMIT APPLICATIONS	
Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. Additional legal document showing right to build when applicant is not the registered owner)	Land Registration Authority for the Certified True Copy Transfer Certificate of Title Applicant, for the legal document
Real property tax declarations on Land	Office of the City Assessor
Locational Clearance (LC) Application Form	This will be received by the receiving personnel of the Office of the Building Official and will be transmitted to the City Planning and Development Office (CPDO)
Application form	Applicant
PRC IDs & PTRs	Applicant
Building plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant
Cash bond (Section 304, Paragraph 4, NBCP)	Applicant

FOR REPAIR/RENOVATION PERMIT APPLICATIONS	
Previous Building Permit or Certificate of Occupancy with Approved Plans	Applicant. If applicant no longer has a copy, this may be requested from the Office of the Building Official through its Administrative staff which will be received by the receiving personnel.
Real property tax declarations for Land and Improvement	Office of the City Assessor
Real property tax certification/ clearance	Office of the City Treasurer
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant
PRC IDs & PTRs	Applicant



FOR FENCING PERMIT APPLICATIONS	
Proof of ownership and/or right to build on property (Certified True Copy of Transfer Certificate of Title, if applicant is the registered owner. Additional legal document showing right to build when applicant is not the registered owner)	Land Registration Authority for the Certified True Copy Transfer Certificate of Title Applicant, for the legal document
Real property tax declarations	Office of the City Assessor
Real property tax certification/ clearance	City Treasurer's Office
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant
PRC IDs & PTRs	Applicant
Lot plan (indicating the length of the fence, location and width of the gate/ opening)	Applicant
Building Plans (with Structural Plan for fence more than 1.80 meters)	Applicant
Supporting Technical documents (signed & sealed)	Applicant

FOR STAND-ALONE SANITARY/PLUMBING PERMIT APPLICATIONS	
Previous Building Permit	Applicant. If applicant no longer has a copy, this may be requested from the Office of the Building Official through its Administrative staff which will be received by the receiving personnel.
Application form	Applicant
PRC IDs & PTRs	Applicant
Plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant



FOR TEMPORARY SIDEWALK ENCLOSURE PERMIT APPLICATIONS	
Building Permit (On-going Project)	Applicant. If applicant no longer has a copy, this may be requested from the Office of the Building Official through its Administrative staff which will be received by the receiving personnel.
Barangay Clearance	Barangay Hall having territorial jurisdiction
Application form	Applicant
PRC IDs & PTRs	Applicant
Plans (signed & sealed)	Applicant
Supporting Technical documents (signed & sealed)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEEs TO BE PAID	PROCESSING TIME	PERS ON RESPONSIBLE
1	<b>How to file your application</b>			
Submit complete documentary requirements at the Receiving area	- Check for completeness of documents. Inform applicant, through phone call or text message., if submitted documents are complete or not (along with list of deficiencies)		- 30 minutes checking by receiving staff of the completeness of the documentary requirements as per generated checklist	- <i>Receiving staff</i>

	Internal Process (verification and evaluation): (Day 1 to Day 5) for Simple Applications (Day 2 to Day 10) for Complex Applications		5 working days (Day 1 to Day 5) for simple applications, 9 working days (Day 2 to Day 10) for complex applications.	<i>Evaluators and Building Official</i>
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[illegible]



		call or text message to claim the Compliance Report together with the application documents.			
4	Pay at the Cashier of the City Treasurer's Office at Window 4 or 5.	(Issue the official receipt)	Refer to Sched of Fees		(Cashier of the Tarlac City Treasure r's Office at window 13 or 14)
5	Return O.R. of payment along with listed deficiencies (See Notice of Deficiency, if any)	5a) Encode O.R.;  5b) Receive submitted deficiencies based on the Notice of Deficiency 5c) If compliant, instruct applicant to pick up the Approved Permits and documents. Internal Process: Print the Approved Permits and release the approved documents to the applicant for duplication		Real Time          5 minutes	Applicant          Releasing Staff at Releasing Area
6	Reproduce Approved Building Plans and submit duplicate copies to Releasing Area Affidavit of Undertaking prior to the release of permit	Receive the duplicate copies of approved plans, permits and clearances.		Real Time       10 minutes	Applicant       Releasing Staff at Releasing Area



TOTAL:		If application documents are compliant 5 working days for simple application. 10 working days for complex application	
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1. ISSUANCE OF ELECTRICAL OR WIRING PERMITS WITH CERTIFICATES OF FINAL ELECTRICAL INSPECTION

Electrical permits with certificate of electrical inspection are secured prior to application for electrical service connection, reconnection, and relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official		
CLASSIFICATION:	Highly Technical		
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business / Government to Government (G2C/G2B/G2G)		
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to get a new electrical connection, reconnection, relocation or remodeling of existing electrical installation or for energization of temporary construction facility within the territorial jurisdiction of Tarlac City shall apply for an electrical permit with certificate of electrical inspection (CEI).		
DOCUMENTARY REQUIREMENTS:	For a more detailed list of requirements specific for each type of application, please visit City Engineer's Office, 2nd floor, Tarlac City Hall.		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
General Requirements			
Application forms		Applicant	
PRC IDs & PTRs		Applicant	
Building Permit for Temporary Meter Connection)		Applicant	
Location Map/Sketch (in a bond paper)		Applicant	
Affidavit of Undertaking and Commitment		Applicant	
Notarized Authorization Letter (for applicant's representative)		Applicant	
Electrical Plans (if more than 5kW w/ signed & sealed) –minimum size: 20" x 30" Fire Clearance		Applicant	



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to file your application				
	Submit complete application documents.	Internal Process: Encode the details of the application		10 Minutes	Receiving Staff
		Internal Process (verification and evaluation). If the application is compliant, issue the order of Payment. If the application is not compliant, inform the applicant through phone call or text message of the Compliance Report		5 Working Days	Electrical Inspector
2	How to follow up the release of your Order of Payment (after 5 working days):				
		a.) If the application is compliant, inform the applicant to pick up the order of payment (OP). 2b.) If the application is not compliant, inform the applicant to get the application documents and complete deficient documents based on the Comprehensive Compliance Report.		Real Time	
3	How to claim your Order of Payment (O.P.)				



	Present a valid ID and authorization letter (if representative) to the Releasing Staff at Window 1. Get the Order of Payment	Release the Order of Payment (O.P.).		5 minutes	<i>Releasing Staff</i>
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4	Pay at the Cashier of the City Treasurer's Office at Window 4 or 5.	(Issue the official receipt)	Refer to the sched of fees		<i>(Cashier of the Tarlac City Treasurer's Office at Window 4 or 5)</i>
5	Present a valid ID and authorization letter (if representative). Bring the official receipt (O.R.) to the OBO - Releasing Staff	Internal Process: Encodes the O.R. number.  Print Certificate of Final Electrical Inspection (CFEI)  Release Electrical Permit with Certificate of Final Electrical Inspection (CFEI).		3 minutes  5 minutes  10 minutes	<i>Releasing Staff</i>  <i>Electrical inspector Evaluator,</i>  <i>Releasing Staff</i>
<b>TOTAL:</b>				5 working days	



2. ISSUANCE OF CERTIFICATES OF FINAL ELECTRICAL INSPECTION (CFEI)

A Certificate of Final Electrical Inspection is secured prior to energizing a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who wish to get a new permanent electrical connection for a newly constructed building/structure within the territorial jurisdiction of Tarlac City shall apply for a corresponding certificate of final electrical inspection. (Section 309, Paragraph 1 of the NBCP)
DOCUMENTARY REQUIREMENTS:	For a more detailed list of requirements specific for each type of application, please visit City Engineer’s Office, 2nd floor, Tarlac City Hall.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Photocopy of the approved Building Permit	Applicant
Photocopy of the approved Wiring Electrical permit	Applicant
Certificate of Completion for Electrical Works w/ PRC ID & PTR	Applicant
Approved Electrical Plans	Applicant
Supporting Technical Documents	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBL E
1	How to file your application			
	Submit complete application documents.	Internal Process: Encode the details of the application	10 Minutes	Receiving Staff



		Internal Process (verification and evaluation). If the application is compliant, issue the order of Payment (O.P.) If the application is not compliant, inform the applicant of the Compliance Report		5 Working Days	<i>Electrical Inspector</i>
2	<b>How to follow up your application (after 5 working days):</b>				
	Through telephone call or text message	2a.) If application is compliant, instruct applicant to pick up the order of payment (OP).  2b.) If the application is not compliant, instruct applicant to get the application documents and complete the deficient		Real Time	
		documents based on the Comprehensive Compliance Report.			
4	<b>How to claim your CFEI:</b>				
	Present a valid ID and notarized authorization letter (if representative) to the Releasing Staff	Release the CFEI.		5 to 10 minutes	<i>Releasing Staff</i>
TOTAL:				5 working days	



3. ISSUANCE OF STAND-ALONE MECHANICAL PERMITS

Mechanical permits are secured prior to the installation of machineries or the legalization of installation, operation and usage of machineries within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)			
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to install machineries or legalize installed machineries within the territorial jurisdiction of Tarlac City shall apply for a corresponding mechanical permit. (Section 309, Paragraph 1 of the NBCP)			
DOCUMENTARY REQUIREMENTS:	For a more detailed list of requirements specific for each type of application, please visit City Engineer's Office, 2nd floor, Tarlac City Hall.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Photocopy of the approved building permit		Applicant		
Barangay Clearance (if mechanical permit for tower crane)		Barangay Hall having territorial jurisdiction		
Fire Safety Clearance (except for Generator Sets)		Bureau of Fire Protection		
Mechanical permit application form		Applicant		
PRC IDs & PTRs		Applicant		
Mechanical Plans (signed and sealed)		Applicant		
Structural Stability		Applicant		
Supporting Technical Documents (signed and sealed)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBL E
1	How to file your application			



	Submit complete documentary requirements at the Receiving area.	- Check for completeness of documents. Inform applicant, through phone call or text message if submitted documents are complete or not (along with list of deficiencies).		- 30 minutes checking by receiving personnel of the completeness of the documentary requirements as per generated checklist	- Receiving staff
		Internal Process (verification and evaluation). If the application is compliant, transmit documents for the assessment of fees. If the application is not compliant, inform applicant of fees		5 working days  1 working day	mechanical inspector,
2	<b>How to follow up your application (after 5 working days):</b>				
		2a.) If the application is compliant to pick up the order of payment (OP). 2b.) If the application is not compliant, instruct applicant to get the application documents and complete the deficient documents based on the comprehensive Compliance Report.		Real Time	Receiving staff
3	<b>How to claim your Order of Payment (O.P.)</b>				
	Present valid ID and notarized authorization letter (if representative).	Releases the Order of Payment (O.P.).		5 minutes	Releasing Staff
4	Pay at the City Treasurer's Cashier at Window 4 or 5.	(Issue the official receipt)	Refer to the Sched of Fees		(Cashier of the Tarlac City Treasurer's at Window 4 or 5)



5	Claiming of approved permit and documents along with official receipt (O.R.) to the Releasing Area.	Encode the O.R. number and release the approved plans to the applicant for duplication. Release the permits and approved plans upon receipt of duplicated plans.		10 minutes	Releasing Staff at Releasing Area
6	Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.	Receive the approved plans with duplications		10 minutes	Releasing Staff
	<b>TOTAL:</b>			5 working days	

#### 4. ISSUANCE OF ELECTRONICS PERMITS and/or ELECTRONICS CERTIFICATE

Electronics permits and certificates are secured prior to the installation of electronic equipment or the legalization of installation, operation and usage of such equipment within the territorial jurisdiction of Tarlac City.

<b>OFFICE:</b>	Office of the Building Official	
<b>CLASSIFICATION:</b>	Highly Technical	
<b>TYPE OF TRANSACTION:</b>	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
<b>WHO MAY AVAIL:</b>	Any person, firm or corporation, including any agency or instrumentality of the government who wants to install electronic equipment or legalize installed electronic equipment within the territorial jurisdiction of Tarlac City shall apply for a corresponding electronic permit. (Section 309, Paragraph 1 of the NBCP)	
<b>DOCUMENTARY REQUIREMENTS:</b>	For a more detailed list of requirements specific for each type of application, please visit City Engineer's Office, 2nd floor, Tarlac City Hall.	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Photocopy of the approved building permit		Applicant
Electronics permit application form		Applicant
Certificate of Completion (electronics		Applicant



installation)	
PRC IDs & PTRs	Applicant
Plans (signed and sealed)	Applicant
Supporting Technical Documents (signed and sealed)	Applicant

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to file your application				
	Submit complete documentary requirements at the Receiving area.	- Check for completeness of documents. Inform applicant, through phone call or text message if submitted documents are complete or not (along with list of deficiencies).		- 30 minutes checking by receiving staff of the completeness of the documentary requirements as per generated checklist	Receiving staff
		Internal Process (verification and evaluation): Day 1 to Day 5) for Simple Applications (Day 2 to Day 10) for Complex Applications		5 working days (Day 1 to Day 5) for simple applications, 9 working days (Day 2 to Day 10) for complex applications.	Evaluators and the Building Official
2	How to follow up your application (after 5 working days):				
		2a.) If the application is compliant, instruct applicant to pick up the order of payment (OP).		Real Time	Receiving Staff



		2b.) If the application is not compliant, instruct applicant to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.		Real Time	Receiving Staff
3	<b>How to claim your Order of Payment (O.P.)</b>				
	Present valid ID, and notarized authorization letter (if representative ).	Releases the Order of Payment (O.P.).		5 minutes	Releasing Staff
4	Pay at the City Treasurer's Cashier at Windows 4 or 5.	(Issue the official receipt)	Refer to the Sched of Fees		(Cashier of the Tarlac City Treasurer's at Window 4 or 5)
5	Claiming of approved permit and documents. Bring official receipt (O.R.) to the Releasing Area.	Encode the O.R. number and release the approved plans to the applicant for duplication. Release the permits/ certificates and approved plans upon receipt of duplicated plans.		10 minutes	Releasing Staff at Releasing Area
6	Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.	Receive the approved plans with duplications and inform the applicant on the schedule of the release of permits/ certificates.		10 minutes	Releasing Staff at Releasing Area.
<b>TOTAL:</b>				7 working days (for clarification)	



5. ISSUANCE OF FINAL CERTIFICATES

A certificate of occupancy or certificate of use shall be secured prior to the occupancy and/ or use of any building/structure, or any portion thereof within the territorial jurisdiction of Tarlac City

OFFICE:	Office of the Building Official	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to occupy and/ or use any building/structure, any portion thereof within the territorial jurisdiction of Tarlac City shall apply for a corresponding Certificate of Occupancy / Use. (Section 309, Paragraph 1 of the NBCP)	
DOCUMENTARY REQUIREMENTS:	For a more detailed list of requirements specific for each type of application, please visit City Engineer's Office, 2nd floor, Tarlac City Hall.	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
CERTIFICATE OF OCCUPANCY FOR SIMPLE APPLICATIONS		
Fire Safety Inspection Certificate (FSIC) Application Form		Applicant
Photocopies of all Fire Safety Clearances and Fire Safety Checklist		Applicant
Photocopies of the Locational Clearance (LC)		Applicant
Photocopies of all approved permits		Applicant
Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs		Applicant
Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs		Applicant
Certificate of Completion Form (for the plumbing/sanitary) w/ PRC IDs & PTRs, if applicable		Applicant
Certificate of Completion Form (for the electronics) w/ PRC IDs & PTRs, if applicable		Applicant
Certificate of Completion Form (for the machinery) w/ PRC IDs & PTRs, if applicable		Applicant
Approved plans		Applicant



As-built plans, if with deviation / changes / alterations made on approved plans	Applicant
Certifications and Affidavits, if applicable	Applicant
<b>CERTIFICATE OF OCCUPANCY FOR COMPLEX APPLICATIONS</b>	

Application Form for Fire Safety Inspection Certificate (FSIC)	- Applicant This will be received by the Receiving Staff of the Office of Building Official and will be transmitted to the Bureau of Fire Protection
Photocopies of the Locational Clearance (LC)	Applicant
Photocopies of all approved permits	Applicant
Certificate of Completion Form (for the structure) w/ PRC IDs & PTRs	Applicant
Certificate of Completion Form for Electrical Works w/ PRC IDs & PTRs	Applicant
Certificate of Completion Form (for the plumbing/sanitary installation) w/ PRC IDs & PTRs, if applicable	Applicant
Certificate of Completion Form (for the electronics installation) w/ PRC IDs & PTRs, if applicable	Applicant
Certificate of Completion Form (for the machinery installation) w/ PRC IDs & PTRs, if applicable	Applicant
Approved plans	Applicant
As-built plans, if with deviation / changes / alterations made on approved plans	Applicant
Certifications and Affidavits, if applicable	Applicant



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to file your application</b>				
	Submit complete documentary requirements at the Receiving Area.	<p>- Check for completeness of documents. Inform applicant, through phone call or text message if submitted documents are complete or not (along with list of deficiencies).</p> <p>Internal Process (Site Inspection): (Day 1 to Day 5) for Simple Applications (Day 2 to Day 10) for Complex Applications</p>		<p>- 30 minutes checking by receiving staff of the completeness of the documentary requirements as per generated checklist</p> <p>5 working days (Day 1 to Day 5) for simple applications, 9 working days (Day 2 to Day 10) for complex applications.</p>	<p>- <i>Receiving staff</i></p> <p><i>Inspectors and the Building Official</i></p>

2	<b>How to follow up your application (after 5 working days for simple applications and 10 working days for complex applications)</b>				
		<p>2a.) If the completed project is conforming to the approved plans, instruct applicant, to pick up the order of payment</p> <p>2b.) If the completed project is not conforming to the approved plans, instruct applicant to get the application documents and implement the necessary corrective measures based on the Comprehensive Inspection Report, and then request for a re- inspection.</p>		Real Time	<i>Receiving staff</i>



3	<b>After 5 working days for simple applications and 10 working days for complex applications:</b>				
	<p>3a.) If the project is conforming to the approved plans, get the Order of Payment (O.P.) at the Releasing Area.</p> <p>3b.) If the project is still not conforming to the approved plans, get the application Documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the Comprehensive Inspection Reports and request for re inspection.</p> <p>3c.) Submit the corrected documents to Receiving Area for disinfection.</p>	<p>3a.) Release the Order of Payment (O.P.).</p> <p>3b.) Release the application documents together with the Comprehensive Inspection Report to the applicant.</p> <p>Inspect if the necessary corrective measures were implemented to conform to the approved plans. If conforming, instruct the applicant to claim the Order of Payment or, if still not conforming, instruct the applicant to claim the application documents</p>			<p><i>Releasing Staff</i></p> <p><i>Receiving, Inspectors, the Building Official</i></p>
4	Pay at the City Treasurer's Cashier at Window 4 or 5.	<p>(Issue the official receipt)</p> <p>Internal Process: Encode the O.R. number and release the approved plans to the applicant.</p>	Refer to the Sched of Fees	<p><i>5 minutes</i></p>	<p><i>(Cashier of the Tarlac City Treasurer's at window 4 or 5)</i></p> <p><i>Releasing Staff</i></p>



5	<b>How to get your occupancy permit:</b>				
	present valid ID, authorization letter (if representative).  **For simple and complex applications, present application for tax declaration for the new improvement (Sworn Statement of the True, Current & Fair Market Value of Real Properties)	Release the certificate of occupancy / use and get the copy of tax declaration.		5 minutes	Releasing Staff
<b>TOTAL:</b>				5 working days ( <i>simple Application</i> ) 10 working days ( <i>complex Application</i> )	

1. ISSUANCE OF CERTIFICATES OF OPERATION/ USE (MACHINERIES)

A Certificate of Operation/Use is secured prior to the operation/use of the installed duly permitted machineries within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/ Government to Government (G2C/G2B/G2G)	
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who wants to use any installed duly permitted machinery or equipment within the territorial jurisdiction of Tarlac City shall apply for a corresponding final certificate to operate. (Section 309, paragraph 1 of the NBCP)	
DOCUMENTARY REQUIREMENTS:	For a more detailed list of requirements specific for each type of application, please visit City Engineer’s Office, 2nd floor, Tarlac City Hall.	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
FOR CERTIFICATE TO OPERATE (MACHINERIES)		
Approved Mechanical Permit		Applicant
Certificates of Completion Form w/ PRC ID & PTR		Applicant
Approved Mechanical Plans		Applicant



CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1	<b>How to file your application</b>				
	submit complete application documents.	Give instruction to the applicant on when and how to follow up documents		5 minutes	<i>Receiving Staff</i>
		Inspection and Evaluation Process (Day 2 to Day 7)		6 working days (Day 2 to Day 7)	<i>Inspectors and the Building Official</i>
2	<b>How to follow up your application (after 7 working days):</b>				
		Give the status of the application. 2a) If compliant, advise applicant to claim the release of Order of Payment at the Releasing Section.  2b) If for compliance, inform applicant of advice of action.		5 minutes	<i>Receiving Staff</i>
3	<b>After 7 working days:</b>				
	Claiming of Order of Payment, Claiming of application documents for compliance, or Return corrected documents for compliance.	Inspect if conforming to the approved plans and compliant to the applicable codes:			
	3a.) If the application is compliant, wait for 2 working days, as advised by the OBO inspector before claiming your certificate	a.) If compliant, advise applicant to claim the Certificate to Operate at the Releasing area		6 working days (Day 2 to Day 7)	<i>the Building Official</i>



	3b.) If the application is not compliant, get deficient documents from the Releasing Area. (Refer with your professionals on record for the necessary corrections as indicated on the advice of action.)  3c.) Submit the corrected documents to Receiving Area for sterilization. If approved, go to Step 3.	b.) If the application is not compliant, issue the advice of action.  Internal Process: Evaluate corrected documents if compliant to the NBCP and other referral codes.  If approved, notify the applicant through phone call or text message for the claiming of the Certificate.  If the documents are still incomplete, notify the applicant through phone call or text message to claim the Compliance Report together with the application documents.		6 working days (Day 2 to Day 7)	<i>the Building Official</i>  <
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I. ISSUANCE OF SIGN PERMIT

Sign permits are secured prior to the installation and usage of signage within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION	Government to Citizen/ Government to Business (G2C/G2B)	
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who shall install and display signage.	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
I.A. For NEW SIGN (BUSINESS SIGN) PERMIT		
I.A.1. Sign Permit Application Form	Applicant	
I.a.2. Business Permit (2 photocopies)	Applicant	
I.a.3. Barangay Clearance for Sign Permit (original + photocopy)	Applicant	
I.a.4. Photocopy of PRC ID & PTR of the professional w/ 3 specimen signatures in Blue Ink (2 copies)	Applicant	
I.a.5. Notarized Authorization Letter (if representative)	Applicant	
I.B. For RENEWAL OF SIGN (BUSINESS SIGN) PERMIT		
I.B.1. Previous Sign Permit (2 Photocopies)	Applicant	
I.B.2. Notarized Authorization Letter (if representative)	Applicant	
II.A. For NEW SIGN PERMIT OF BILLBOARD – WALL MOUNTED		
II.A.1. Sign Permit Application Form	Applicant	
II.A.2. Business Permit (2 photocopies)	Applicant	
II.A.3. Contract of Lease (2 photocopies)	Applicant	
II.A.4. Barangay Clearance for Sign Permit (original + photocopy)	Applicant	
II.A.5. Building Permit of the Base Building	Applicant	



II.A.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Staff
II.A.7. Joint Structural Stability Certification (original + photocopy)	Applicant
II.A.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details and structural calculations showing that the structure is capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer	Applicant
II.A.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
II.A.10. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
<b>II.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL MOUNTED</b>	
II.B.1. Business Permit (2 photocopies)	Applicant
II.B.2. Contract of Lease (2 photocopies)	Applicant
II.B.3. Previous Sign Permit (original + photocopy)	Applicant
II.B.4. Joint Structural Stability Certification (original + photocopy)	Applicant
II.B.5. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Office of Building Official through its Administrative staff.
II.B.6. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
II.B.7. Notice of Inspection / Inspection Report from the Annual Building Inspection Division	Applicant
<b>III.A. For NEW SIGN PERMIT OF BILLBOARD – WALL STICKER</b>	
III.A.1. Sign Permit Application Form	Applicant
III.A.2. Photocopy of Business Permit (updated)	Applicant
III.A.3. Photocopy of Contract of Lease (updated)	Applicant
III.A.4. Barangay Clearance for Signage (original + photocopy)	Barangay Hall
III.A.5. Building Permit of the Base Building	Applicant
III.A.6. Photocopy of Certificate of Occupancy	Applicant. If applicant no longer has a copy, this



of the Base Building (if Sworn Affidavit was only submitted)	may be requested from the Office of Building Official through its Administrative staff.
III.A.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
III.A.8. Notarized Letter of Consent from the Adjacent Property Owner (original + photocopy)	Applicant
<b>III.B. For RENEWAL OF SIGN PERMIT OF BILLBOARD – WALL STICKER</b>	
III.B.1. Business Permit (2 photocopies)	Applicant
III.B.2. Contract of Lease (2 photocopies)	Applicant
III.B.3. Previous Sign Permit (original + photocopy)	Applicant
III.B.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Office of Building Official through its Administrative staff
III.B.5. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
<b>III.C. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED</b>	
III.C.1. Sign Permit Application Form	Applicant
III.C.2. Business Permit (2 photocopies)	Applicant
III.C.3. Contract of Lease (2 photocopies)	Applicant
III.C.4. Barangay Clearance for Sign Permit (original + photocopy)	Applicant
III.C.5. Building Permit of the Base Building	Applicant
III.C.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Office of Building Official through its Administrative staff
III.C.7. Joint Structural Stability Certification (original + photocopy)	Applicant
III.C.8. Propose/ As-Built Plans of the wall sign duly signed and sealed by a Structural Engineer. (Anchorage details and structural calculations showing that the structure is capable of withstanding wind and earthquake loads aside from its dead load in A3 size duly signed and sealed by a Structural Engineer	Applicant
III.C.9. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant



III.D. For RENEWAL OF SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
III.D.1. Business Permit (2 photocopies)	Applicant
III.D.2. Contract of Lease (2 photocopies)	Applicant
III.D.3. Barangay Clearance for Sign Permit (original + photocopy)	Applicant
III.D.4. Previous Sign Permit	Applicant
III.D.5. Joint Structural Stability Certification (original + photocopy)	Applicant
III.D.6. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Office of Building Official through its Administrative staff
III.D.7. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
IV.A. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
IV.A.1. Sign Permit Application Form	Applicant
IV.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
IV.A.3. Business Permit (2 photocopies)	Applicant
IV.A.4. Barangay Clearance for Signage for Display Area more than 4.00 square meter (original + photocopy)	Applicant
IV.B. For NEW SIGN PERMIT OF BILLBOARD – ROOF MOUNTED	
IV.B.1. Photocopy of Previous Sign Permit	Applicant
IV.B.2. Photocopy of Business Permit	Applicant
V.A. For BUSINESS SIGN (GROUND SIGN) – NEW APPLICATION	
V.A.1. Sign Permit Application Form	Applicant
V.A.2. Photocopy of PRC Identification/ PTR with three (3) specimen signature in blue ink	Applicant
V.A.3. Building Permit of Base Building	Applicant
V.A.4. Photocopy of Certificate of Occupancy of the Base Building (if Sworn Affidavit was only submitted)	Applicant. If applicant no longer has a copy, this may be requested from the Office of Building Official through its Administrative staff
V.A.5. Photocopy of Business Permit	Applicant
V.A.6. Barangay Clearance for Signage (original + photocopy)	Applicant
V.A.7. Structural Plans with site development plan and complete material specifications duly signed and sealed by the Structural	Applicant



Engineer	
V.A.8. Structural Design Analysis and Calculations duly signed and sealed by the Structural Engineer (if height is more than 4.00 meters from the Natural Ground Line)	Applicant
V.A.9. Photocopy of Accident Insurance Policy for Billboards (Comprehensive General Liability Insurance – CGLI) with Coverage of at least Php100,000.00	Applicant
V.B. For BUSINESS SIGN (GROUND SIGN) - RENEWAL	
V.B.1. Photocopy of Previous Sign Permit	Applicant
V.B.2. Photocopy of Business Permit (updated)	Applicant
V.B.3. Joint Structural Stability Certification for the pole/structure (if height is more than 4.00 meters from the Natural Ground Line)	Applicant

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	How to file your application				
	submit complete documentary requirements at the Receiving area	completeness of documents. Inform applicant, through phone call or text message if submitted documents are complete or not (along with list of deficiencies).	N/A	30 minutes checking by receiving staff of the completeness of the documentary requirements as per generated checklist	Receiving staff
		Internal Process (verification and evaluation)	N/A	6 working days	Evaluators, and the Building Official
2	How to follow up your application				



		3a.) If the application is compliant, instruct applicant to pick up the order of payment (OP).  3b.) If the application is not compliant, instruct applicant to get the application documents and complete the deficient documents based on the Comprehensive Compliance Report.	N/A	5 minutes	<i>Receiving Staff at Receiving Area</i>
3	<b>After 6 working days:</b>				
	Claiming of Order of Payment, Claiming of application documents for compliance, or Return corrected documents for compliance.		N/A		

	3a.) If compliant, get the Order of Payment at the Releasing Area.	3a.) Release the Order of Payment (O.P.).	N/A		<i>Releasing Staff at Releasing Area.</i>
	3b.) If for compliance, get deficient documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.	3b.) Release the non-compliant documents to the applicant.	N/A		<i>Inspectors and Evaluators</i>



	4c.) Submit the corrected documents to Receiving Area for sterilization.	4c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to claim OP.	N/A		Receiving staff, Evaluators, and the Building Official
4	Pay at the City Treasurer's Cashier at Window 4 or 5.	(Issue the official receipt)	Refer to the Sched of Fees		(Cashier of the Tarlac City Treasurers at window 4 or 5)
5	Claiming of approved permit and documents. Bring official receipt (O.R.) to the Releasing Area.	Encode the O.R. number	N/A	5 minutes	Releasing Staff at Releasing Area.
6	<b>How to get your Sign Permit</b>				
	Present a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at	Release the permits.	N/A		Releasing Staff at Releasing Area.

	Releasing Area and claim the permit.		N/A		
<b>TOTAL:</b>				If application documents are compliant to the NBCP and other referral codes, 9 working days.	



2. ISSUANCE OF EXCAVATION PERMIT

Excavation permits are secured prior to the excavation for utility purposes within the territorial jurisdiction of Tarlac City.

OFFICE:	Office of the Building Official	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Citizen/ Government to Business/Government to Government (G2C/G2B/G2G)	
WHO MAY AVAIL:	Any person, firm or corporation, including any agency or instrumentality of the government who shall excavate for utility purposes.	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
FOR EXCAVATION PERMIT/ CLEARANCE (COMPLEX – PROJECT BASIS) New Applications		
Excavation Permit Application Form	Applicant	
Indorsement Letter from the Utility Company (i.e. TEI, etc.)	Utility Company (i.e., TEI, etc.)	
Barangay Clearance for Excavation for Utility Purposes (original + photocopy)	Barangay Hall having territorial jurisdiction	
Notice to Proceed/ Notice of Award (for TEI)	Utility Company (i.e., TEI, etc.)	
Certification for Accredited Contractor (for Telecommunication Company, i.e., PLDT, Globe, et.al.)	Telecommunication Company (ie. PLDT, Globe, et.al.)	
Project Plans/ Layout	Applicant	
List of Locations for Excavations (for project with various locations/ streets and barangays)	Applicant	
Work Schedule/ Time Line	Applicant	
Notarized Authorization Letter of the Authorized Representative	Applicant	

EXCAVATION COMPLEX
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CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>How to file your application</b>				
	submit complete documentary requirements at the Receiving area	Check for completeness of documents. Inform applicant, through phone call or text message if submitted documents are complete or not (along with list of deficiencies).		30 minutes checking by receiving staff of the completeness of the documentary requirements as per generated checklist	<i>Receiving staff</i>
		Internal Process:  - Site verification and inspection  - Indorse back to OBO, attached Excavation Clearance and Inspection Report  - Verification and Evaluation		3 working days	<i>Inspectors Evaluators and the Building Official</i>
2	<b>How to follow up your application</b>				
		2a.) If application is compliant, instruct applicant to pick up the order of payment 2b.) If application is for compliance, instruct applicant to get the application documents.		5 minutes	<i>Receiving Staff at Receiving Area</i>
3	<b>After 4 working days:</b>				
	Claim Order of Payment, Claim application documents for compliance, or Return corrected documents for compliance.				



	3a.) If compliant, get the Order of Payment at the Releasing Area. 3b.) If for compliance, get deficient	3a.) Release the Order of Payment (O.P.).  3b.) Release the non-compliant			<i>Releasing Staff at Releasing Area</i>  <i>Evaluators.</i>
	documents from the Releasing Area. (Refer with your design professionals for the necessary corrections as indicated on the evaluation sheets.)	documents to the applicant			
	3c.) Submit the corrected documents to Receiving Area for sterilization.	3c.) Evaluate corrected documents if compliant to the NBCP and other referral codes. If approved, instruct applicant to pick up OP.			<i>Receiving staff, Inspectors and Evaluators, and the Building Official</i>
4	Pay at the City Treasurer's Cashier at Window 13 or 14.	(Issue the official receipt)	Refer to the Schedule of Fees		<i>(Cashier of the Tarlac City Treasurer's at window 13 or 14)</i>
5	claiming of approved permit and documents. Bring the official receipt (O.R.) to the Releasing Area.	Encode the O.R. number and release the approved plans to the applicant for duplication		5 minutes	<i>Releasing Staff at Releasing Area.</i>
6	Submit the approved plans together with duplications to the Releasing Staff at Releasing Area.	Receive the approved plans with duplications and inform the applicant for the schedule of release of permits.		10 minutes	<i>Releasing Staff at Releasing Area.</i>
7	<b>How to get your Excavation Permit</b>				



Present a valid ID and a notarized authorization letter (if representative) to the Releasing Staff at Releasing Area and claim the permit.	Release the permits			Releasing Staff at Releasing Area.
TOTAL:			7 working days.	

3. Issuance of Certificate of Annual Inspection

This Certificate is issued to clients whose *Buildings/Business Establishments* are found to be *Architecturally Presentable, Structurally Safe* and all *Electrical Installations* are in order as well as all *Mechanical and Plumbing Installations*, through the conduct of an ocular inspection of the building in accordance with *The National Building Code of the Philippines (P.D. 1096)*.

The *Total Processing Time* indicated below is the ideal process duration and it does not include the time frame given to clients to settle the *Annual Inspection Fee*.

OFFICE:	Building Inspection and Management Team – City Engineer’s Office			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTIONS:	G2B - Government-to-Business G2G - Government-to-Government			
WHO MAY AVAIL:	Business Establishments and other Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice to Inspect the Building			City Engineer’s Office	
2. Approved Building Plans (Plans from Building Permit and Occupancy Permit issued by the City Engineer’s Office)			Establishment Owners	
3. Letter of Request to Inspect the Building (In case a Government Agency is requesting)			Requesting Government Agency	
AGENCY ACTION	CLIENT STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue <i>Notice to Inspect the Building</i> Owners wherein the date of inspection is indicated	-Receive the <i>Notice to Inspect the Building</i>	-None	-Issuance of Notice within Fifteen (15) minutes (Depending on the location of the establishment	-Driver / Electrician II



2. Conduct of Annual Building Inspection.	-Inform an Architect or Engineer, preferably those who prepared the plan, to conduct a joint inspection with the Annual Building Inspection Team	-None	-One (1) Hour (Depending on the building area and number of equipment utilized by the building)	- All technical members of the team ( <i>Civil Engineer, Mechanical Engineer, Architect and Electrical Engineer</i> )
3.Preparation of Report / Recommendations / Assessment of Fees	-Prepare and submit pertinent documents being requested by the Annual Building Inspection Team, if any	-None	-One (1) day	- All technical members of the team ( <i>Civil Engineer, Mechanical Engineer, Architect and Electrical Engineer</i> )

4. Furnishing of copy of <i>Inspection Report / Recommendations / Assessment of Fees</i>	-Receive the copy of <i>Inspection Report / Recommendations / Assessment of Fees</i> and <i>pay the corresponding fees within thirty (30) days</i> upon receipt and present a copy of the Official Receipt. <i>Failure to pay within the prescribed period, a 25% penalty shall be imposed.</i>  -Comply all recommendations and submit all necessary documents	-Variable fees (in accordance with the fees stated in the <i>National Building Code of the Philippines</i> , under <i>New Schedule of Fees and Other Charges</i> )	-Within Ten (10) days after inspection	-Driver / Electrician II
5. Issuance of <i>Certificate of Annual Inspection</i> (Certificate will not be issued unless all recommendations are complied with and all requested documents are	-Receive the Certificate of Annual Inspection	-None	-Preparation and issuance of Certificate within One (1) day (Certificate is delivered on site)	-Driver / Electrician II



submitted)				
END OF TRANSACTION	TOTAL:	Variable	12days, 1hour and 15minutes	

Annual Inspection Fees

Division A-1 and A-2:	Fee, (P)
Single detached dwelling units and duplex are not subject to annual inspections	As stated,
If the owner request inspections, the fee for each of the services enumerated below is Land Use Conformity Architectural Presentability Structural Stability Sanitary and Health Requirements Fire-Resistive Requirements	120.00
Divisions B-1/D-1, 2, 3/ E-1, 2, 3/ F-1/ G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial and Institutional buildings and appendages shall be assessed area as follows;	Fee, (P)

Appendages of up to 3.00 sq. m.	150.00
Floor area up to 100.00 sq. m.	120.00
Above 100.00 sq meters up to 200.00 sq meters	240.00
Above 200.00 sq meters up to 350.00 sq meters	480.00
Above 350.00 sq meters up to 500.00 sq meters	720.00
Above 500.00 sq meters up to 750.00 sq meters	960.00
Above 750.00 sq meters up to 1,000.00 sq meters	1,200.00
Every 1,000.00 sq meters or portion thereof in excess of (first) 1,000.00 sq meters	1,200.00



Division C-1, 2, Amusement Houses, Gymnasia and the like:		Fee, (P)
	First class cinematographs or theaters	1,200.00
	Second class cinematographs or theaters	720.00
	Third class cinematographs or theaters	520.00
	Grandstands/Bleachers, Gymnasia and the like	720.00
Annual plumbing inspection fees, each plumbing unit		Fee, (P) 60.00
Electrical Inspection Fees:		Fee, (P)
	A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.	As stated,
	Annual Inspection Fees are the same as in Section 4. e.	As stated,
Annual Mechanical Inspection Fees:		Fee, (P)
	Refrigeration and Ice Plant, per ton;	
	Up to 100 tons capacity —	25.00
	Above 100 tons up to 150 tons —	20.00
	Above 150 tons up to 300 tons	15.00
	—Above 300 tons up to 500 tons —	10.00



	e) Every ton or fraction thereof above 500 tons-	5.00
	Air Conditioning Systems: a) Window type air conditioners, per unit –	40.00
	Packaged or centralized air conditioning systems: First 100 tons, per ton –	25.00
	Above 100 tons up to 150 tons, per ton –	20.00
	Above 150 tons up to 300 tons, per ton –	15.00
	Above 300 tons up to 500 tons, per ton –	10.00
	Every ton for fraction thereof above 500 tons –	8.00
	Mechanical Ventilation, per unit per kW: Up to 1kW –	10.00
	Above 1kW to 7.5kW –	50.00
	Every kW above 7.5kW –	20.00
	Escalators and Moving Walks; Funiculars and the like: Escalator and Moving Walks, per unit	120.00
	–Funiculars, per kW or fraction thereof	50.00
	–	10.00
	Per lineal meter or fraction thereof of travel-	25.00
	Cable Car, per kW or fraction thereof –	2.00
	Per lineal meter of travel –	
	Elevators, per unit: Passenger elevators –	500.00
	Freight elevators –	400.00
	Motor driven dumb-waiters –	50.00
	Construction elevator for materials	400.00
	–Car elevators –	500.00
	Every landing above first five (5) landings for all the above elevators –	50.00



	Boilers, per unit:	
	Up to 7.5kW —	400.00
	7.5kW up to 22kW	550.00
	—22kW up to 37kW	600.00
	—37kW up to 52kW	650.00
	—52kW up to 67kW	800.00
	—	900.00
	67kW up to 74kW —	
	g) Every kW or fraction thereof above 74kW —	4.00
	Pressurized Water Heaters, per unit —	120.00
	Automatic Fire Extinguisher per sprinkler head —	2.00
	Water, Sump and Sewage pumps for buildings/structures for commercial/ industrial purposes, per kW:	
	Up to 5kW —	55.00
	Above 5kW to 10kW —	90.00
	Every kW or fraction thereof above 10kW —	2.00
	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:	
	Per kW, up to 50 kW —	15.00
	Above 50 up to 100kW	10.00
	—	2.40
	Every kW or fraction thereof above 100 kW-	
	Compressed air vacuum, commercial/institutional/industrial gases, per outlet-	10.00
	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. Meter or fraction thereof, whichever is higher —	2.00



	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like: Power unit up to 10kW –	100.00 3.00
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	Every kW above 10kW –	
	Other machineries and/or equipment for commercial/ industrial/ institutional use not elsewhere specified, per unit: Up to ½ kW –	8.00
	Above ½ kW up to 1kW –	23.00
	Above 1kW up to 3kW –	39.00
	Above 3kW up to 5kW –	55.00
	Above 5kW up to 10kW –	80.00
	Every kW above 10kW or fraction thereof –	4.00
	Pressure Vessel, per cu. Meter or fraction thereof –	40.00

	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter of fraction thereof –	2.00
	Weighing Scale Structures, per ton or fraction thereof —	30.00
	Testing/ Calibration of pressure gauge, per unit –	24.00
	a) Each Gas Meter, tested, proved and sealed per gas meter —	30.00
	Every mechanical ride inspection, etc., used in amusement center of fair, such as Ferris wheel, and the like, per unit –	30.00
	Annual electronics inspection fees shall be the same as the fees in Section 7 of this Schedule.	Fee, (P) As stated,



	Certified true copy of building permit –	Fee, (P) 50.00
	Certified true copy of Certificate of Occupancy/Use	50.00
	Issuance of Certificate of Damage –	50.00
	Certified true copy of Certified of Damage –	50.00
	Certified true copy of Electrical Certificate –	50.00
	Issuance of Certificate of Gas Meter Installation –	50.00
	Certified true copy of Certificate of Operation –	50.00
	Other Certifications –	50.00

1.PREPARATION OF DETAILED ENGINEERING

Survey of proposed site, proposed site inspection, preparation of design plans, technical specification, quantity and cost estimates, program of works and construction schedule.

A. INFRASTRUCTURE PROJECTS OF CITY GOVERNMENT OF TARLAC  
(End- user – Various Barangays)

Project approval is depended on the availability / downloading of funding.  
(General / Trust / Disaster Risk Reduction and Management Funded Projects)  
For Development Funded Projects, the list of projects will undergo the approval of the Local Development Council.

Office or Division:	Planning & Programming Section			
Classification:	Highly Technical			
Type of Transactions:	G2B - Government-to-Business G2G - Government-to-Government			
Who may avail:	Tarlac City Residents Thru Barangay Chairperson			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			City Engineer's Office	
2. Barangay Resolution			Establishment Owners	
3. Proof of Ownership of the proposed site.			Requesting Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Letter of Request and Brgy Resolutionfrom various brgys chairperson / school heads / residents of Tarlac City				
	1. Request received at the Office of the Mayor.	None	1 day	Ms. Charito Vargas
	2. Request forwarded at the City Engineer's Office	None	1 – 2 days	Engr. Jesus P. Cawigan Jr.



	3. Inspector Delegation / Scheduling of Site Inspection.	<i>None</i>	<i>1 - 2 days</i>	Engr. Tristan P. Gozum
	4. Site Inspection / Assessment	<i>None</i>	<i>1 day</i>	Dante Labutong ; Elizabeth Torres
	5. Preparation of Prop. Project Plans	<i>None</i>	<i>2 - 3 days</i>	Carla Vinluan, Franciso Garcia, Junior patwaran
	6. Preparation of Project Cost and Estimates & Program of Works	<i>None</i>	<i>2 days</i>	Dante Labutong, Ricky Bueno, Dhaniel Paz, Arnel Calma, Elizabeth Torres
	<b>TOTAL</b>		<b>11 to 16 days</b>	<b>TOTAL</b>

**A. TECHNICAL ASSISTANCE TO VARIOUS BARANGAY INFRASTRUCTURE PROJECTS**

The Tarlac City Engineer's Office has NO participation on the implementation of bidding process and execution of the any specific infrastructure project in the Barangay Funded Projects.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request and Barangay Resolution from various barangay chairperson / school heads / residents of Tarlac City	1. Request received at the Office of the Mayor.	<i>None</i>	<i>1 day</i>	Ms. Charito Vargas
	2. Request forwarded at the City Engineer's Office	<i>None</i>	<i>1 day</i>	Engr. Jesus P Cawigan
	3. Inspector Delegation / Scheduling of Site Inspection.	<i>None</i>	<i>1 - 2 days</i>	Engr. Tristan P. Gozum
	4. Site Inspection / Assessment	<i>None</i>	<i>1 day</i>	Engr. Dante Labutong
	5. Preparation of Proposed Project Plans / Project Cost and Estimates and Program of Works	<i>None</i>	<i>3 - 5 days</i>	Arch. Catherine Rodriguez Engr. Dhaniel Paz
	6. Checking and revisions.	<i>None</i>	<i>1 - 2 days</i>	Engr. Bernadette Escalona
<b>TOTAL</b>			<b>8 to 12 days</b>	Engr. Tristan Gozum



**A. PARTIAL BILLING FOR HORIZONTAL/VERTICAL INFRASTRUCTURE PROJECTS**

Periodical accomplishment billing /Project site inspection and preparation of statement of accomplishment.

Office or Division:	CEO / Planning & Programming Section- Monitoring			
Classification:	Highly Technical			
Type of Transactions:	G2B - Government-to-Business			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of Request for billing addressed to City Engineer 2.DOLE Certification 3.2 sets of Project Implementation Pictures (Before / During) 4.Performance Bond			City Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Letter of Request	1. Scheduling of Joint Project Inspection	None	1 - 3 day(s)	Ms. Angel Eugenio
	2. Project Inspection	None	1 day	Engr. Dante Labutong Engr. Dhaniel Paz
	3. Preparation of Statement of Accomplishment	None	2 days	Engr. Bernadette Escalona Engr. Tristan Gozum
	4. Request approval or disapproval	None	2 days	Engr. Jesus P. Cawigan Jr.
	TOTAL		6-7 DAYS	

**B. FINAL BILLING FOR HORIZONTAL/VERTICAL INFRASTRUCTURE PROJECTS**

Issuance of remaining unbilled contract after the infrastructure project hasbeen satisfactorily completed.

*SCOPE OF WORK:*

Project site inspection and preparation of statement of accomplishment.



OFFICE:	CEO / Planning & Programming Section- Monitoring			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTIONS:	G2B - Government-to-Business			
WHO MAY AVAIL:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Letter of Request for billing addressed to City Engineer 2.As-built Plans 3.Material Testing Result 4.Pouring Requests 5.2 sets of Project Implementation Pictures (Before / During and After) per scope of work. 6. Project Logbook 7. Surety / Retention Bond			City Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Letter of Request	1. Scheduling of Joint Project Inspection	None	1 - 3 day(s)	Engr. Dante Labutong
	2. Project Inspection	None	1 day	Engr. Dante Labutong
	3. Preparation of Statement of Accomplishment	None	2 days	Engr. Tristan Gozum
	4. Request approval or disapproval	None	2 days	Engr. Jesus P. Cawigan Jr.
	TOTAL		6-8 DAYS	

Note:

- ✓ If according to the Final Project Inspection, numerous remarks were sighted that needs to be remade and / or repaired; listing work that does not conform to contract specifications that the general contractor must complete prior to final payment.
- ✓ Project Acceptance is being made one (1) year after the infrastructure project has been completed. And this is secured by a Warranty Bond extending to another year thereafter.

C. TIME EXTENSION FOR HORIZONTAL/VERTICAL INFRASTRUCTURE PROJECTS

Increasing contract time duration due to force majeure, rainy / unworkable days and/or other events stated in R.A. 9184 Annex E, Section 10.

OFFICE:	CEO / Planning & Programming Section- Monitoring
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTIONS:	G2B - Government-to-Business



WHO MAY AVAIL:		Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request for billing addressed to City Engineer 2. Attachment of supporting documents (according to reason of request)			City Engineer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request	1. Scheduling of Joint Project Inspection	None	1 - 3 day(s)	Engr. Jesus P. Cawigan Jr.
	2. Project Inspection	None	1 day	Engr. Tristan Gozum
	3. Preparation of Statement of Accomplishment	None	1 days	Engr. Tristan Gozum Engr. Bernadette Escalona
	4. Request approval or disapproval	None	1 day	Engr. Jesus P. Cawigan Jr.
	TOTAL		5-8 DAYS	



# CITY HUMAN RESOURCE MANAGEMENT

## I. Vision

An office with the Capability to Provide: Training Needs, Career Development Plans, Records Management, Assistance in the Availment of Privileges and Benefits for the Employees of each Working Departments of the Agency.

## II. Mission

To create awareness and consciousness on CSC Laws & Rules, and to protect the Merit and Career Principles of a Professional Civil Service in the City Government of Tarlac through Human Resource Development Interventions.

## III. Performance pledges

We are committed to provide quality services to our clients and pledge to serve them better to meet their expectation from us. The frontline services of our office with step-by-step procedures are outlined in our Citizen's Charter to guide our clients.

## 1. APPLICATION FOR EMPLOYMENT

### ABOUT THE SERVICE

Published Vacant Positions authorized by the City Mayor are open to all applicants who meet all the qualification standards of the positions.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM (no noon break)



<b>OFFICE:</b>	CITY HUMAN RESOURCE MANAGEMENT			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Client			
<b>WHO MAY AVAIL:</b>	TARLAC CITIZEN			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application Letter (CS Form No. 212, Revised 2017 with recent passport-sized picture Work Experience Photocopy of certificate of eligibility/rating/license Photocopy of Transcript of Records      Certificate/s of previous Employment (if any) ICPR/OPCR for promotion other documents (if necessary) Evaluation Report Requirements stated above Endorsement by the City Mayor of the applicant/s to be appointed. Requirements stated above			HR DEPARTMENT OFFICE	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Receives & evaluates the requirements submitted by the applicant/s	Application Letter (CS Form No. 212, Revised 2017 with recent passport- sized picture Work Experience Photocopy of certificate of eligibility/rating/lic ense Photocopy of Transcript of Records Certificate/ S of previous Employment (if any) ICPR/OPCR for promotion other documents (if necessary)	N/A	10 min./applicant	Tiffany P. Lopez
Advise the applicant/s to comeback on the scheduled date of the preliminary	Evaluation Report	N/A	3 min./applicant	Tiffany P. Lopez



interview/deliberation.				
Conducts interview/ deliberation and prepares the list of	Requirements stated above	N/A	10 min./applicant	PSB members
selected applicant/s to be recommended to the City Mayor.		N/A		
Posts the list of applicant/s selected by the City Mayor to be appointed to the vacant position/s.	Endorsement by the City Mayor of the applicant/s to be appointed.	N/A	3 minutes	Jaime D. Genita Jr
Prepares appointment, Oath of Office, Certification- (Assumption of Duty and Availability of Funds), PDF	Requirements stated above	N/A	15 min./appointment	Tiffany P. Lopez

## 1. PREPARATION OF PAYROLL

(Casual & Permanent)

## ABOUT THE SERVICE

Accurate computation of payrolls for the salaries, allowances, and benefits of officials and employees are received by the employees within the timeframe set by the Agency.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM (no noon break))

<b>OFFICE:</b>		CITY HUMAN RESOURCE MANAGEMENT		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Government ( <b>G2G</b> )		
<b>WHO MAY AVAIL:</b>		TARLAC CITY HALL EMPLOYEES		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DTR			HR DEPARTMENT OFFICE	
Billings (GSIS, PAGIBIG, LBP, DBP, TCGEAGLES, COOP, and Others)				
Salary Card and DTR				
Payroll and Payroll Register				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Downloads a daily log and prints DTRs of all officials and	DTR	N/A	2 weeks	forwards Payroll Register to the concerned



employees from the biometric device, transfers biometric attendance to the DTR Form, and distributes them to the different departments for signature.  Checks DTRs submitted by the different departments			3 days	department head for signatures, and submits to LBP soft copy and hard copy of the payroll register.
Posts monthly amortization in the Salary Cards	Billings (GSIS, PAGIBIG, LBP, DBP, TCGEAGLE S, COOP, and Others)	N/A	5 min/ empl.	register.
Encodes and prepares Payrolls and ALLOBS	Salary Card and DTR	N/A	3 days	forwards Payroll Register to the concerned department head for signatures, and submits to LBP soft copy and hard copy of the payroll register.
Encode Net Pay in the Payroll Register, forwards Payroll Register to the concerned department head for signatures, and submits to LBP soft copy and hard copy of the payroll register.	Payroll and Payroll Register	N/A	3 days	



1. APPLICATION FOR LEAVE

ABOUT THE SERVICE

All employees are entitled to receive 15 days’ Vacation Leave and 15 days Sick Leave in a year aside from the other leave benefits that an employee receives. Employees are required to go on 5 days mandatory leave in a year provided that they have remaining 10 days leave.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM (no noon break)

OFFICE:	CITY HUMAN RESOURCE MANAGEMENT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government (G2G)			
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSC Form No. 6 (Application for Leave)			HR DEPARTMENT OFFICE	
Accomplished CSC Form No. 6 (Application for Leave Form )				
Accomplished CSC Form No. 6 (Application for Leave Form )				
Accomplished CSC Form No. 6 (Application for leave)				
Accomplished CSC Form No. 6 (Application for leave)				
Certified and Signed CSC Form No. 6 (Accomplished Application for leave)				
Certified and Signed CSC Form No. 6 (Accomplished Application for leave)				
An Approved application for leave by the City Mayor				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out CSC Form No. 6 (Application for Leave)	CSC Form No. 6 (Application for Leave)	N/A	5 min/application	Ligaya P. Cabiong
Submits an accomplished application for leave	Accomplished CSC Form No. 6 (Application for Leave Form )	N/A	5 min/application	
Receives accomplished CSC Form No. 6 (Application for Leave form)	Accomplished CSC Form No. 6 (Application for Leave Form )	N/A	3 min/application	Riella Mey B. Salas
Processes accomplished application for leave	Accomplished CSC Form No. 6 (Application for	N/A	3 min/application	Ligaya P. Cabiong



form	leave)			
Certifies and signs the accomplished application for leave	Accomplished CSC Form No. 6 (Application for leave)	N/A	3 min/application	Emmy Lou S.F Sicangco
Posts in the leave cards certified and signed applied leaves	Certified and Signed CSC Form No. 6 (Accomplished Application for leave)	N/A	3 min/application	Ligaya P. Cabiong
Forwards certified and signed application for leave to the City Mayor for approval	Certified and Signed CSC Form No. 6 (Accomplished Application for leave)	N/A	5 minutes	Riella Mae B. Salas
Files the approved application for leave in the folder of application for leave.	An Approved application for leave by the City Mayor	N/A	3 min/application	Ligaya P. Cabiong

## 2. APPLICATION FOR SECURING SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT AND HR RECORDS

### ABOUT THE SERVICE

All employees may request copies of their records such as, certificates of employment, service records, and other HR records for their personal transaction or use.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5PM (no noon break)

OFFICE:	CITY HUMAN RESOURCE MANAGEMENT	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Government (G2G)	
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
HR Request Slip Form		HR DEPARTMENT OFFICE
Filled out Request Slip Form		
Accomplished HR Request slip Form		
HR Request Slip Form for Certificate of Employment, Letter request, Service Records of Permanent Employees		
HR Request Slip Form for Certificate of Employment, Payslip & Service Records of Casual Employees		
HR Request Slip Form for Certificate of Employment &		



Compensation, Pay slip of permanent employees				
Requested records prepared				
Approved and signed requested records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out HR Request Slip Form	HR Request Slip Form	N/A	5 minutes/request	
Receives filled out request slip form	Filled out Request Slip Form	N/A	5 minutes/request	Melita D. Canlas
Records the accomplished HR request slip Form in the logbook	Accomplished HR Request slip Form	N/A	3 min./request	Melita D. Canlas
Prepares the requested records	HR Request Slip Form for Certificate of Employment , Letter request, Service Records of Permanent Employees	N/A	3 min./request	Renato P. Dizon
Prepares the requested records	HR Request Slip Form for Certificate of Employment, Payslip & Service Records of Casual Employees	N/A	2 min/request	Maryliz Fermin Lorelyn C. Galamay
Prepares the requested records	HR Request Slip Form for Certificate of Employment & Compensation, Pay slip of permanent employees	N/A	2 min/request	Riza S. Diaz Christopher Urquico Crisanto Paola S. Pasion
Approves and signs records requested	Requested records prepared	N/A	3 min/request	Emmy Lou S.F Sicangco
Issues to employees Approved and signed records	Approved and signed requested records	N/A	3 min/request	Melita D. Canlas

### 3. CONTRACT OF SERVICE

#### ABOUT THE SERVICE

The agency hired consultants with technical expertise to undertake special projects for a specific period of time.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM (no noon break)



OFFICE	CITY HUMAN RESOURCE MANAGEMENT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government <b>(G2G)</b>			
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BAC Resolutions, PDS			CITY HUMAN RESOURCE MANAGEMENT	
Accomplishment Reports				
Vouchers and ALLOBS				
Application for Loans Service Records Certification of Leave Credits				
Pay slip/Certificate of Net Pay				
Application Form and the above requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares Contract of Service	BAC Resolutions, PDS	N/A	10 minutes	Gabrielle Salansang
Prepares & print Voucher and ALLOBS	Accomplishment Reports	N/A	5 minutes	Gabrielle Salansang
Forwards the voucher and ALLOBS to the City Mayor signature	Vouchers and ALLOBS	N/A	5 minutes	Martha G. Datu

4. APPLICATION FOR BANK & PAGIBIG LOANS

ABOUT THE SERVICE

All employees have privileges to apply for loans to the bank accredited by the agency, to PAGIBIG & to GSIS after meeting the requirements.

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM(no noon break))

OFFICE/DIVISION/SECTION:	CITY HUMAN RESOURCE MANAGEMENT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government (G2G)			
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Loans Service Records Certification of Leave Credits			CITY HUMAN RESOURCE MANAGEMENT	
Pay slip/Certificate of Net Pay				
Application Form and the above requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Checks and forwards Accomplished Application Forms to	Application for Loans Service Records	N/A	10 minutes	Riza S. Diaz Crisanto Paolo S. Pasion o



the CHRMO for signature	Certification of Leave Credits Pay slip/Certificate of Net Pay			
Log in the logbook and forwards Application Form to the concerned bank	Application Form and the above requirements	N/A	2 hours	Martha G. Datu

5. APPLICATION FOR GSIS LOANS

ABOUT THE SERVICE

All employees have privileges to apply for loans to GSIS after complying with the requirements of the loan.  
SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5 PM)

OFFICE:	CITY HUMAN RESOURCE MANAGEMENT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government <b>(G2G)</b>			
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payroll/Payslip			CITY HUMAN RESOURCE MANAGEMENT	
Confirmed GSIS Loan				
Confirmed GSIS Loan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Evaluates and confirmed loans applied for thru GSIS KIOSK	Payroll/Payslip	N/A	10 minutes	Renato P. Dizon
Print and provides the payroll-in-charge the copy of the Confirmed GSIS Loan	Confirmed GSIS Loan	N/A	5 minutes	Renato P. Dizon
Posts confirmed GSIS Loans in the CHRMO bulletin board.	Confirmed GSIS Loan	N/A	5 minutes	Renato P. Dizon

6. JOB ORDER

ABOUT THE SERVICE

The agency hired the services of a Job Order to perform emergency or intermittent work which are not part of the regular functions of the agency.  
SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5PM)



(no noon break)

OFFICE:	CITY HUMAN RESOURCE MANAGEMENT			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government <b>(G2G)</b>			
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PDS, NBI, & Medical Certificate			CITY HUMAN RESOURCE MANAGEMENT	
Contract, Plantilla , DTR, & Accomplishment Report				
Payroll and ALLOBS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares and forwards contract and plantilla to the City Mayor for signature	PDS, NBI, & Medical Certificate	N/A	30 minutes	Gabrielle Salangsang
Prepares & print payrolls and ALLOBS	Contract, Plantilla, DTR, & Accomplishment Report	N/A	10 min.	Gabrielle Salangsang
Logs payrolls and ALLOBS in the logbook and forward them to the City Budget Officer	Payroll and ALLOBS	N/A	10 minutes	Martha G. Datu

7. APPLICATION FOR TEMINAL LEAVE BENEFITS

ABOUT THE SERVICE

Separated employees are required to secure clearance from concerned agencies prior to the processing of terminal leave benefits

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday (from 8 AM to 5PM  
(no noon break)

OFFICE:	CITY HUMAN RESOURCE MANAGEMENT		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	Government to Government (G2G)		
WHO MAY AVAIL:	TARLAC CITY HALL EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Resignation/Retirement Letter		CITY HUMAN RESOURCE MANAGEMENT	
Acceptance for Resignation/Retirement Letter			
Service Records, Certification of Last Day of Actual Service, Application for GSIS Separation/Retirement Benefits with Ombudsman			



Clearance and Affidavit of no Pending Case				
Service Record & Employees' request				
Clearance (Retirement Voucher, PAGIBIG, OMBUDSMAN, LBP, DBP, Veterans Bank)				
Leave Card				
CS Form No. 7, clearances, service record, NOSA/NOSI, PLANTILLA, Leave Card and SALN				
Terminal Leave Voucher CS Form No. 7, clearances, service record, NOSA/NOSI, PLANTILLA, Leave Card and SALN				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares Acceptance for resignation or separation	Resignation/Retirement Letter	N/A	5 minutes	Tiffany P. Lopez
Forwards the Acceptance for Resignation or Separation to the City Mayor for Approval	Acceptance for Resignation/Retirement Letter	N/A	5 minutes	Jaime D. Genita Jr.
Endorses Application for GSIS Separation/Retirement Benefits	Service Records, Certification of Last Day of Actual Service, Application for GSIS Separation/Retirement Benefits with Ombudsman Clearance and Affidavit of no Pending Case	N/A	10 minutes	EMMY LOU S.F. SICANGCO
Prepares letter-request to GSIS, PAGIBIG, and Banks for the Clearance of separated employees signed by the CHRMO	Service Record & Employees' request	N/A	10 minutes	Tiffany P. Lopez
Forwards CS Form No. 7 Clearance Form to concerned officials for signature.	Clearance (Retirement Voucher, PAGIBIG, OMBUDSMAN, LBP, DBP, Veterans Bank)	N/A	30 minutes	Jaime D. Genita Jr.
Computes Terminal Leave Benefits	Leave Card	N/A	5 minutes	EMMY LOU S.F.



				SICANGCO
Prepares voucher for the terminal leave benefits	CS Form No. 7, clearances, service record, NOSA/NOSI, PLANTILLA, Leave Card and SALN	N/A	10 minutes	Tiffany P. Lopez
Forwards to the accounting office for processing of terminal leave voucher.	Terminal Leave Voucher CS Form No. 7, clearances, service record, NOSA/NOSI, PLANTILLA, Leave Card and SALN	N/A	5 minutes	Jaime D. Genita Jr.



# OFFICE OF THE CITY BUDGET OFFICER

## I. **Mandate:**

Review and consolidates the budget proposals of the different departments and offices of the City Government of Tarlac.

Assist the Local Chief Executive in the preparation of Annual and Supplemental Budget.

Study and evaluate the budgetary implication of proposed legislation and submit comments and recommendation thereon.

Review the Annual and Supplemental Budget of the different Barangays in the City of Tarlac.

Acts as member of the Local Finance Committee.

## II. **Vision:**

The City Budget shall sufficiently meet the cost of operations and services rendered by the City Government of Tarlac for the constituents of this highly urbanizing component city.

## III. **Mission:**

WE, the professionals, committed and service oriented human resource of the City Budget Office, with an aim to efficiently, effectively and intelligently appropriate budget to all department of the City Government of Tarlac and be a vital instrument of development in the entire City thru our God- fearing, patriotic and humane way of discharging our functions as mandated by the Local Government Code.

## IV. **Service pledge:**

The City Budget Office is committed to perform its mandate in accordance with RA7160 or the Local Government code of the Philippines.



EXTERNAL SERVICES

1. Review of Barangay Annual Budget

OFFICE:	City Budget Office	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Client	
WHO MAY AVAIL:	Barangay Officials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Appropriation Ordinance		Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit the Barangay Appropriation Ordinance	Reviews the Barangay Appropriation Ordinance in accordance with budgetary requirements and limitations.	n/a	1.5 hrs.	City Budget Officer and Staff.

2. Review of Barangay Supplemental Budget

OFFICE:	City Budget Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Client			
WHO MAY AVAIL:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Appropriation Ordinance		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit the Barangay Supplemental Budget.	Reviews the Barangay Supplemental Budget in accordance with budgetary requirements and limitations.	n/a	1 hr.	City Budget Officer and Staff.



INTERNAL SERVICES

1. Preparation of Annual Budget of the City Government of Tarlac

<b>OFFICE:</b>		City Budget Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Government		
<b>WHO MAY AVAIL:</b>		All departments of the City Government of Tarlac		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Preparation Forms		City Budget Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit budget proposal for the ensuing year using the prescribed budget preparation forms.	Reviews the budget proposals from different departments for approval of LCE and prepare the Annual Budget.	n/a	6 months	City Budget Officer and Staff.

2. Preparation of Supplemental Budget of the City Government of Tarlac

<b>OFFICE:</b>		City Budget Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Government		
<b>WHO MAY AVAIL:</b>		All departments of the City Government of Tarlac		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for supplemental budget		Requesting Department		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit request letter	Reviews the items for supplemental and prepares the supplemental budget.	n/a	1 day after determining the source of fund.	City Budget Officer and Staff.



3. Processing of Obligation Requests

OFFICE:	City Budget Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Government			
WHO MAY AVAIL:	All departments of the City Government of Tarlac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Obligation Request Form with corresponding supporting documents.		Requesting Department		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the signed Obligation Request	Checks and process the Obligation Request.	n/a	4 hrs.	City Budget Officer and Staff.



# CITY LEGAL OFFICE

## I. **Mandate:**

The City Legal Office is the legal arm of the City Government of Tarlac. It serves as the Chief Legal Adviser of the Local Chief Executive, the Sangguniang Panlungsod and all other departments and offices of the City Government in legal matters involving the performance of their respective duties, functions and responsibilities in the delivery of public service.

The City Legal Officer, as the Chief Legal Counsel, holds stewardship of the City Legal Office and pursuant to Republic Act No. 7160 or the Local Government Code of 1991 shall: (1) Formulate measures for the consideration of the Sangguniang Panlungsod and provide legal assistance and support to the City Mayor, in carrying out the delivery of basic services and provisions of adequate facilities as provided for under Section 17 of the same Code; 2) Develop plans and strategies and upon approval thereof by the City Mayor implement the same, particularly those which have to do with programs and projects related to legal services which the Mayor is empowered to implement and which the Sangguniang Panlungsod is empowered to provide under the Code; and (3) Be in the frontline of protecting human rights and prosecuting any violations thereof, particularly those which occur during and in the aftermath of man-made or natural disasters or calamities.

## II. **Vision:**

It is envisioned that the City Legal Office stands as an advocate of justice, a pillar of truth and a pervasive guide for the City of Tarlac in upholding the rule of law in all aspects of government service.

## III. **Mission:**

The City Legal Office is committed in rendering itself as an instrument in providing excellent service to the public by ensuring utmost compliance with the mandates of the law and thus, seeks:

- 1) To protect and uphold the rights and interests of the City of Tarlac and represent the same in all legal matters;
- 2) To recommend measures to the Local Chief Executive and the Sangguniang Panlungsod that will ensure that public service delivery through government programs and projects are aligned with the rule of law; and
- 3) To perform all other functions that may be prescribed by law and are necessary and desirable in the running of the government and in the enforcement of the rules of society.



IV. Service pledge:

The City Legal Office pledges to be the embodiment of an exemplary standard of public service in the implementation of the legality principle in government administration.

The officers and personnel of the City Legal Office commits to exhibit utmost professionalism in the exercise of their functions through reliability, consistency and honesty.

EXTERNAL SERVICES

1. LEGAL ADVICE – IN OFFICE

OFFICE:	City Legal Office
CLASSIFICATION	<b>Legal Advice – In Office (Simple Transaction)</b>  Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days
TYPE OF TRANSACTION	G2C (Government to Citizens)
WHO MAY AVAIL	Tarlac City Constituents
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. Referral letter 2. Relevant documents 3. Valid Identification			Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client approach adminstaff and submit referral letter.	1. Admin Staff – Interview client and receive referral letter	None	10 minutes	Anne de Jesus
	2. Submit Referral letter to available lawyer for evaluation	None	10 minutes	Anne De Jesus
	3. Available lawyer conducts interview and gives free legal advice to client	None	10 to 30 minutes	Atty JC Castro or Atty. Deb Santos or Atty. Renz Silvestre, Jr.
End of Transaction				



## 2 LEGAL ADVICE – ON LINE

<b>OFFICE:</b>	City Legal Office			
<b>CLASSIFICATION</b>	<b>Legal Advice – On Line (Simple Transaction)</b>  Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days			
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizens)			
<b>WHO MAY AVAIL</b>	Tarlac City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Email Address 2. Facebook Account 3. Relevant documents 4. Valid Identification			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client emails or chats with Legal Staff in charge of Online Legal Service	1. Admin Staff – Interview client and summarize facts and issues	None	15 minutes	Anne de Jesus
	2. Refer to available lawyer/paralegal for evaluation	None	10 minutes	Anne De Jesus or Dennis Lomboy or Atty Castro or Atty Santos or Atty. Renz Silvestre, Jr.
	3. Available lawyer/paralegal conducts interview and gives free legal advice to client on line thru chat or thru email.	None	10 to 30 minutes	Atty JC Castro or Atty. Deb Santos or Atty. Renz Silvestre, Jr. or Anne de Jesus or Dennis Lomboy
<b>END OF TRANSACTION</b>				



### 3. PREPARATION OF PRIVATE LEGAL DOCUMENTS AND NOTARIZATION OF PRIVATE LEGAL DOCUMENTS

<b>OFFICE:</b>	City Legal Office			
<b>CLASSIFICATION</b>	<b>Preparation and Notarization of Private Legal Documents - Simple transaction</b>  Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days			
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizens)			
<b>WHO MAY AVAIL</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid Identification Cards			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Document to be prepared and/or notarized submitted to Office's Administrative Staff	1. Admin Staff – Receive document to be prepared and/or notarized	None	5 minutes	Cynthia Cawigan and other Legal staff
	2. Prepare private document	None	10 minutes	Cynthia Cawigan and other Legal Staff
	3. Evaluate if available for free notarization	None	10 minutes	Cynthia Cawigan and other Legal Staff
	4. If qualified for free notarization, notarize document.	None	5 minutes	Available Notary Public
	5. If not qualified for free notarization, hand over the prepared legal document to the client for notarization to nearest notary	None	5 minutes	Nearest Notary Public



	public			
2. Requester receiveprepared legal document and/or notarized document	6. Admin Staff release notarized document to requester.	None	5 minutes	Cynthia Cawigan and other Legal Staff
END OF TRANSACTION				

INTERNAL SERVICES

1. PREPARATION OF OFFICIAL LEGAL DOCUMENTS, LEGAL OPINION AND DRAFTING OF ORDINANCES

OFFICE:	City Legal Office			
CLASSIFICATION	<div>1. PREPARATION OF OFFICIAL LEGAL DOCUMENTS – Complex</div> <div>2. PREPARATION OF LEGAL OPINION - Complex</div> <div>3. DRAFTING OF ORDINANCES – Highly Technical</div> <div>Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days</div>			
TYPE OF TRANSACTION	G2G (Government to Government)			
WHO MAY AVAIL	City Government Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<div>1. Request Letter/ Memorandum</div> <div>2. Relevant Documents</div>			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Request letter to be submittedto Office’s Administrative Staff	1. Admin Staff –Receive document and stamp date of receipt	None	5 minutes	Anne Gabriel
	2. Submit it to Department Head for evaluation	None	5 minutes	Anne Gabriel
	3. Department Head evaluates and assign task to Staff (Lawyers or Paralegals or Admin Staff)	None	10 to 20 minutes	Atty. JC Castro
	4. Staff submit draft document to Department	None	2 to 15 days depending on complexity	Atty. Deborah Santos, Atty. Renz Silvestre, Jr.,



	Head for review			Dennis Lomboy, or April Gerfi Canlas
	5. Department Head review document, finalize and sign	None	1 to 5 days depending on complexity.	Atty JC Castro
2. Requester receive document	6. Admin Staff endorse or send document to requester.	None	10 minutes	Anne Gabriel
END OF TRANSACTION				

## 2. NOTARIZATION OF OFFICIAL CITY GOVERNMENT DOCUMENTS

<b>OFFICE:</b>	City Legal Office			
<b>CLASSIFICATION</b>	<b>Notarization of Official City Government Documents – Simple Transaction</b>  Legend: Simple – 3 working days; Complex – 7 working days; Highly Technical – 20 working days			
<b>TYPE OF TRANSACTION</b>	G2G (Government to Government)			
<b>WHO MAY AVAIL</b>	City Government Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Document to be notarized 2. Valid Identification Cards			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter to be submitted to Office's Administrative Staff	1. Admin Staff – Receive document to be notarized	None	5 minutes	Cynthia Cawigan and other Legal staff
	2. Submit to Notary Public for evaluation	None	10 minutes	Cynthia Cawigan and other Legal Staff
	3. Notary Public to require presentation of affiants and valid identification card	None	10 minutes	Available Notary Public
2. Requester received document	4. Notarize document	None	5 minutes	Available Notary Public
	5. Admin Staff release notarized document to requester.	None	5 minutes	Cynthia Cawigan and other Legal Staff



# TARLAC CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

## I. MANDATE

“Carry out emergency measures as may be necessary during and in the aftermath of man-made and natural disasters and calamities.”

## II. VISION

“A center for excellence in Disaster Management, quick response, and recovery.”

## III. MISSION

“To make Tarlac City, a Disaster Resilient City.”

## IV. ORGANIZATION OUTCOME

“To be at the frontline of emergency measures in the aftermath of disasters to ensure the general welfare of its constituent

### 1. EMERGENCY RESPONSE (24/7)

Provision of immediate response to any untoward incident reported or monitored and providing first aid and if necessary, transfer to the hospital or nearest health facility.

OFFICE:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C GOVERNMENT TO CITIZEN, G2G GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CDRRMO of Tarlac any untoward incident, vehicular accident, or request for medical assistance.	1.1 Gather vital information: a. Exact location b. Kind of accident c. number of victims identified on the scene. d. Extent of injury	None	2 minutes	Emergency Response Dispatcher



	e. Name of the caller advises the caller afterward not to leave the victim until the team arrives.			
	1.2 With regards to requesting medical assistance, gather vital information: a. Exact location of the patient. b. Present health condition of the patient. c. Name and relation of the caller to the patient. Advise the caller afterward to monitor the patient while waiting for the team to arrive.	None	2 minutes	Emergency Response Dispatcher
	1.3 Alert the Team on duty about the situation from the call and dispatch the team.	None	2 minutes	Emergency Response Dispatcher
	1.4 Inform other agencies: a. PNP b. BFP c. Barangay Officials	None	2 minutes	Dispatcher



	1.5 Upon arrival at the scene, the Team Leader acts as the Incident Commander doing the following task: a. Survey the scene. b. Identification of the victims. Update the Dispatcher of the whereabouts of the responding team, commands the team, maintain communication with the dispatcher.	None	As Soon As Possible	Emergency Response Team Leader on duty
	1.6 Provide necessary care from the site to the hospital. Identifies key actions to preserve the life of the victim, conduct a thorough assessment of the victim/s. endorse the victim/s to the physician or nurse on duty at the hospital.	None	As Soon As Possible	Emergency Medical Technician (EMT)
	1.7 Drives the ambulance safely, Inform the dispatcher of the time of arrival to the scene, parks the ambulance safely,	None	As Soon As Possible	Emergency Medical Technician (EMT) Driver



	and disinfects the ambulance after the operation.			
	1.8 Dispenses medical supplies and equipment needed or requested by the Team, make sure that the equipment and supplies are completed on or before the Team duty.	None	5 minutes	Emergency Response Team on Duty / Logistics
Total		None		

2. NON-EMERGENCY CALL

Requesting for ANGEL CASKET

OFFICE:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2C GOVERNMENT TO CITIZEN			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	UNIT ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Aksyon Anghel Hotline at the following numbers.  Landline: (045) 470 8647 Smart: 09219300047	1.1 The Dispatcher will gather basic information such as: a. Name of Caller b. Name of the deceased person. c. Age of the decease. d. Relationship to the decease. e. Complete Address f. Size (Length and Width) in centimeter. (Measurement must be given by the Funeral Service Staff.)	None	3 minutes	Emergency Response Dispatcher
	1.2 Delivery of Casket to caller's preferred	None	2 hours	Tarlac CDRMO Support Team



	Funeral Service.			
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 3 minutes</b>	

3. REQUEST FOR CAPACITY DEVELOPMENT (TRAININGS, SEMINARS AND DRILLS)

Request for Training, Seminars, and Drills

<b>OFFICE:</b>	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	G2C GOVERNMENT TO CITIZEN, G2G GOVERNMENT TO GOVERNMENT			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENT STEPS</b>	<b>UNIT ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter request addressed to the Mayor's Office and/or CDRRMO Head of Office and have its hard copy received.  2. Send the request letter thru CDRRMO email:  tarlaccdrmo@gmail.com	CDRRMO Head reacts on the request upon the availability of schedule	None	5 minutes	Julsvern A. Santos, DRRMO Admin Staff
		None	3 minutes	Kristine Margie P. Florendo DRRMO Admin Staff
			1 day	
<b>TOTAL</b>		<b>None</b>	<b>1 hour 8 minutes</b>	



# CITY ACCOUNTING OFFICE

## I. Mandate:

Take charge of both the accounting and internal audit services of the City Government of Tarlac. Review supporting documents before preparation of vouchers to determine completeness of requirements. Prepare and submit financial statements to the Local Chief Executive and the Sanggunian concerned.

## II. Vision:

A governance wherein trusts and confidence is highly commended, fostering unity and harmony among governed and governing body.

## III. Mission:

To provide accounting and auditing services and render financial information as basis for guidance in the effective discharge of the fiscal responsibility of the City Government.

## LIST OF SERVICES

### REMITTANCE SECTION

#### External Services

### 1. Accountant's Advice for Check Issued

The Accountant's Advice is issued to the Authorized Government Depository Bank as proof that all checks issued are complete with documentary requirements.

<b>OFFICE:</b>		City Accounting Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Client		
<b>WHO MAY AVAIL</b>		Government and Private Clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Approved Disbursement Voucher			Mayor's Office	
2.Authorized Checks			Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits Disbursement Voucher (DV) with signed and countersigned check.	1.1. Receives and verify the name of the Payee in the DV with the name in the check	None	2 minutes	Accounting Staff



	1.2. Prepares Advice of Checks Issued and assigns number thereto	None	5 minutes	Accounting Staff
	1.3. Reviews accuracy of entry in the Accountant's Advice and signs afterwards	None	5 minutes	City Accountant
	1.4. Delivers Accountant's Advice to Authorized Government Depository Bank	None	15 minutes	Accounting Staff
<b>TOTAL</b>			<b>27 minutes</b>	

**1. Issuance of Tax Certificates (Form 2306, Form 2307 & Form 2316)**

The Tax certificates are issued to clients (suppliers and employees) as proof that the payor withheld taxes and bound to remit the said amount to the Bureau of Internal Revenue.

<b>OFFICE:</b>		City Accounting Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Client		
<b>WHO MAY AVAIL</b>		Suppliers and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Paid Disbursement Vouchers			Treasurer's Office	
2.Tax Identification Number			Bureau of Internal Revenue	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Client requests certificate to the Accounting Office	1.1. Validate and review request and supporting documents	None	2 minutes	Accounting Staff
	1.2. Prepare and print the tax certificates	None	3 minutes	Accounting Staff
	1.3. Review the accuracy of tax certificates	None	3 minutes	City Accountant



	1.4. Approve and sign the tax certificates before release	None	2 minutes	City Accountant
<b>TOTAL</b>			<b>10 minutes</b>	

## PAYROLL AND BOOKKEEPING SECTION

Internal Services

### 1. Processing of Bided Transaction

<b>OFFICE:</b>	City Accounting Office			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business			
<b>WHO MAY AVAIL</b>	All Suppliers and Contractors/Bids and Awards Committee/City General Services Office			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Disbursement Voucher			Bids and Awards Office/City General Services Office	
2.Auditorial and Legal Review Checklist			Bids and Awards Office	
3.PTO Certification for Sand and Gravel Fee			Treasurer's Office	
4.Notice to Proceed			Bids and Awards Office	
5.Accomplishment Report			City Engineering Office	
6.Certificate of Award			Bids and Awards Office	
7.Inspection and Acceptance Report			City Engineering Office	
8.Other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation			Bids and Awards Office/City Engineering Office	
9.Other requirements in compliance with RA 9184 and COA Circular No. 2012-001			Bids and Awards Office/City Engineering Office	
10.Obligation Request and Status (ORS)			City Budget Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Disbursement Voucher and supporting documents	1.1. Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2. Prepare JEV	None	2 minutes	Accounting Staff
	1.3. Comprehensive review of submitted DV	None	30 minutes	Accountant



	1.4. Final Review and approval and signature on DV and JEV	None	30 minutes	City Accountant
	1.5. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>1 hour &amp; 6 minutes</b>	

## 1. Processing of Financial Assistance

<b>OFFICE:</b>	City Accounting Office
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizen
<b>WHO MAY AVAIL</b>	All

<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Disbursement Voucher			City Social Welfare and Development Office	
2.Case Study Report			City Social Welfare and Development Office	
3.Certificate of Indigency/Barangay Certificate			Barangay	
4.CLGOO Certificate – for Barangay Captains			CLGOO	
5.Medical Certificate – for confinement			From Hospital/Doctor	
6. Death Certificate – for burial assistance			City Civil Registrar’s Office	
7.Senior Citizen’s ID – for SCP			City Social Welfare and Development Office	
8.Others (i.e., Doctor’s prescription)			Various regulating bodies	
9.Obligation Request and Status (ORS)			City Budget Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Disbursement Voucher and supporting documents	1.1. Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2. Disbursement Voucher and supporting documents undergoes rigid review	None	5 minutes	Accounting Staff
	1.3. Prepare JEV	None	2 minutes	Accounting Staff
	1.4. Final Review and approval and signature on DV and JEV	None	3 minutes	City Accountant
	1.5. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>14 minutes</b>	



## 1. Processing of Miscellaneous Disbursement

<b>OFFICE:</b>	City Accounting Office
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C – Government to Business
<b>WHO MAY AVAIL</b>	All Suppliers and Contractors/Bids and Awards Committee/City General Services Office
<b>CHECKLIST OF REQUIREMENTS</b>	
1.Disbursement Voucher	Bids and Awards Office/City General Services Office
2.Purchase Request (PR)	Originating Department
3.Request for Quotation (RFQ)	Bids and Awards Office/City General Services Office
4.Abstract of Quotation	Bids and Awards Office/City General Services Office
5.Certificate of Award	Bids and Awards Office/City General Services Office
6.Purchase Order (PO)	Bids and Awards Office/City General Services Office
7.Inspection and Acceptance Report	Bids and Awards Office/City General Services Office
8.Other document peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation	Bids and Awards Office/City General Services Office
9.Other requirements in compliance with RA 9184 and COA Circular No. 2012-001	Bids and Awards Office/City General Services Office
10.Obligation Request and Status (ORS)	City Budget Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Disbursement Voucher and supporting documents	1.1. Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2. Disbursement Voucher and supporting documents undergoes rigid review	None	5 minutes	Accounting Staff
	1.3. Prepare JEV	None	2 minutes	Accounting Staff
	1.4. Final Review and approval and signature on DV and JEV	None	8 minutes	City Accountant



	1.5. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>19 minutes</b>	

## 1. Processing of Cash Advances for Travel

<b>OFFICE:</b>		City Accounting Office		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C – Government to Government		
<b>WHO MAY AVAIL</b>		All City Officials and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.Disbursement Voucher			Originating Department	
2.Travel Order			Originating Department	
3.Itinerary of Travel			Originating Department	
4.Letter of Invitation from the sponsoring agency			Originating Department	
5.Project Proposal Design (for group travels)			Originating Department	
6.Obligation Request and Status (ORS)			City Budget Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Disbursement Voucher and supporting documents	1.1. Receive and record the DV together with the supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	1.2. Verify whether the claimant has any outstanding cash advance	None	2 minutes	Accounting Staff
	1.3. Comprehensive review on the validity and completeness of DV and supporting documents		5 minutes	Accountant
	1.4. Prepare JEV	None	2 minutes	Accounting Staff
	1.5. Final Review and approval and signature on DV and JEV	None	3 minutes	City Accountant
	1.6. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			16 minutes	



1. Processing of Salaries/Payrolls

OFFICE:	City Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Government			
WHO MAY AVAIL	All City Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Daily Time Record (DTR) (*)			Originating Department	
2.Accomplishment Report (for JO/Casual) (*)			Owner	
3.Appointment Paper (for JO/Casual) (*)			City Human Resource Management Office	
4.Payroll feed-ins (*)			City Human Resource Management Office	
5.Employee's Payrolls			City Accounting Office	
6.Copy of Circular/Issuance (for other benefits)			City Human Resource Management Office	
7.Project Proposal/Design/Program of Works			City Engineering Office	
8.Labor Payrolls			City Engineering Office	
9.Picture of Project			City Engineering Office	
10.Obligation Request and Status (ORS)			City Budget Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.1.Employees Payroll. Submit documents marked (*)	A.1.1. Receive and review all documents marked (*) and prepare payroll for checking	None	30 minutes	Accounting Staff
	A.1.2. Review prepared payroll against the feed-in	None	15 minutes	City Accountant



	A.1.3. Finalize payroll and print	None	5 minutes	Accounting Staff
	A.1.4. Sign printed payroll	None	2 minutes	City Accountant
	A.1.5. Forward payroll and supporting documents to Budget Office	None	2 minutes	Accounting Staff
A.2.Receive payroll and supporting documents	A.2.1. Receive and record the DV together with supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	A.2.2. Prepare JEV	None	2 minutes	Accounting Staff
	A.2.3. Final review and approval and signature on DV and JEV	None	6 minutes	City Accountant
	A.2.4. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>1 hour &amp; 6 minutes</b>	

B.1.Labor Payroll. Receive Payroll and supporting documents	B.1.1. Receive and record the DV together with supporting documents and forward to JEV preparer	None	2 minutes	Accounting Staff
	B.1.2. Prepare JEV	None	2 minutes	Accounting Staff
	B.1.3. Final review and approval and signature on DV and JEV	None	6 minutes	City Accountant
	B.1.4. Release of approved DV	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>12 minutes</b>	



4. Securing of Employee’s Certification

OFFICE:	City Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Government			
WHO MAY AVAIL	All City Officials and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Slip			City Accounting Office	
2.Official Receipt (AF 51)			City Treasurer’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Request Slip and OR (AF 51)	1.1. Receive and record the request	₱ 50.00 certification fee	2 minutes	Accounting Staff
	1.2.Research the details of the requested certification		20 minutes	Accounting Staff
	1.3. Encode the data in the computer		10 minutes	Accounting Staff
	1.4. Review and affix signature on the certification		3 minutes	City Accountant
	1.5. Release of certification		2 minutes	Accounting Staff
TOTAL		₱ 50.00	37 minutes	

BARANGAY ACCOUNTING SECTION

Internal Services

1. Receipt of Barangay Accounts and Reports

OFFICE:	City Accounting Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Government			
WHO MAY AVAIL	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Disbursement Voucher and supporting documents of different Barangay Treasurers			Barangay Treasurer	
2.Official Receipt (AF 51)			Barangay Treasurer	
3.Community Tax Certificate (CTC)			Requesting Party	
4.Monthly NGAS Reports			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submit DVs, ORs, CTC and NGAS reports and supporting documents	1.1.***For DVs: Ensure the existence of the following: -Punong Barangay Certification -Transmittal Letter -Supporting documents -Schedule of Summary of Checks Issued ***For CTC: Check the existence of the following: -Series of CTC Number -OR of remittance to CTO -Summary of Collection and Remittances ***For AF 51: Check the existence of the following: -Series of AF 51 number -Deposit Slip -Summary of Collection and Deposits	None	2 minutes	Accounting Staff
			15 minutes	
			10 minutes	
	1.2. Sign transmittal letter	None	2 minutes	City Accountant
	1.3. Release copy of transmittal letter to barangay treasurer	None	2 minutes	Accounting Staff
<b>TOTAL</b>			<b>31 minutes</b>	

1. Request for Barangay Requisition & Issue Voucher

OFFICE:	City Accounting Office		
CLASSIFICATION	Simple		
TYPE OF TRANSACTION	G2C – Government to Government		
WHO MAY AVAIL	Barangay Captains/Treasurer/Secretary		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Requisition and Issue Voucher (RIV)		City Treasurer's Office	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit RIV	1.1. Check cash on hand and ensure that collections are deposited	None	3 minutes	Accounting Staff
	1.2. Initial on the RIV and forward to City Accountant	None	2 minutes	Accounting Staff
	1.3. Verify and sign on the RIV	None	2 minutes	City Accountant
	1.4. Record RIV to logbook	None	2 minutes	Accounting Staff
	1.5. Release RIV to Barangay Treasurer	None	2 minutes	Accounting Staff
TOTAL			11 minutes	



# COMMUNITY AFFAIRS OFFICE

The Community Affairs Office or Barangay Affairs Office is under the supervision and control of the Office of the City Mayor

The Division is tasked to undertake all related works aimed in the attainment of the earnest desire of the city government leadership to achieve the service to barangay officials of seventy-six barangays of the city.

**I. Mandate:**

The direct line of the City Government to the 76 Barangays of the City under the direct supervision of the Office of the City Mayor.

**II. Vision:**

A transparent government promoting unity and harmony between and among the 76 Barangays of the City and different department and offices of the City Government of Tarlac.

**III. Mission:**

To aid the 76 barangays of the city with regards to their function and relationship to the City Government of Tarlac

**LIST OF SERVICES**

**EXTERNAL SERVICES**

**1. Collection and submission of SALN of Brgy. Elected/Appointed Officials**

Gathering and collection and checking of SALN before submission to proper office

<b>OFFICE:</b>	Community Affairs Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Barangay Officials and employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished SALN form		CAO or downloadable		
Government ID		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients submit the duly accomplish form with government ID attachment	1. Receives and verify all the details	n/a	5 mins	CAO staff
	2. Compilation and record keeping	n/a	n/a	Records Officer
	3. Submission to proper agency	n/a	n/a	CAO staff



2. Assist beneficiaries of Insurance sponsored by the City Mayor for Brgy. Officials and Bantay Bayan

Assistance to beneficiaries in their insurance claim

<b>OFFICE:</b>		Community Affairs Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Client		
<b>WHO MAY AVAIL:</b>		Barangay Officials and employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Claim form		CAO		
Government ID		Personal		
Hospital bill		Hospital concern		
Death certificate		City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients submit the duly accomplish claim form with government ID and other applicable requirements	1. Receives and verify all the details	n/a	5 mins	CAO staff
	2. Submission of the claim form with all the requirements to the service provider/insurance company	n/a	n/a	CAO staff
	3. Follow up and updating of the claims	n/a	1 to 2 months	CAO staff
	4. Awarding of check (claim) to the beneficiary	n/a	5 mins	City Mayor / representative



Clients submit the duly accomplish claim form with government ID and other applicable requirements	1. Receives and verify all the details	n/a	5 mins	CAO staff
	2. Submission of the claim form with all the requirements to the service provider/insurance company	n/a	n/a	CAO staff
	3. Follow up and updating of the claims	n/a	1 to 2 months	CAO staff
	4. Awarding of check (claim) to the beneficiary	n/a	5 mins	City Mayor / representative

3. Prepares documents for appointments to newly appointed Brgy officials as a requirement before taking an oath of office

Prepare and check requirements for appointments and coordination of schedule for oath taking with the City Mayor

OFFICE:	Community Affairs Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Barangay Officials and employee
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Brgy. Resolution of Nomination / Appointment	Brgy Council Concern
Government ID	Personal
Appointment paper	CAO
Certificate of Oath	CAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit the Brgy. Resolution of Nomination/Appointm ent with government ID of the appointee	1. Receives and verify all the details and confirm the authenticity of the Brgy. Resolution	n/a	5 mins	CAO staff



	2. Prepare all the forms needed to be filled up by the clients	n/a	5 mins	Records Officer
	3. Set schedule for oath – taking with the city Mayor	n/a	Within the week	Community Affairs Officer

#### 4. Acts on complaints, FB post on issues and grievances against Brgy officials and employees

Reception of complaints against Brgy. Officials and employees

<b>Office or Division:</b>		Community Affairs Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Client		
<b>Who may avail:</b>		Barangay Officials, employee and citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Brgy. Resolution of Nomination / Appointment		Brgy Council Concern		
Government ID		Personal		
Appointment paper		CAO		
Certificate of Oath		CAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients submit a written complaint	1. Receives and verify all the details of the complaint	n/a	10 mins	CAO staff
	2. Inform the concern officials or employee of the complaint	n/a	10 mins	Community Affairs Officer
	3. Set schedule of mediation	n/a	Within the week	Community Affairs Officer
	4. Ask the assistance of either the Office of City Administrator, City Legal Officer, or the City Mayor to preside the mediation / meeting	n/a	n/a	Community Affairs Officer



INTERNAL SERVICES

1. Assistance to City Government different offices with regards to their respective concern to the 76 barangays

OFFICE:		Community Affairs Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Government		
WHO MAY AVAIL:		Offices and Department of the City Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter of Assistance		Department Concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submit letter request of assistance address to the city Mayor	1. Seek approval of the request	n/a	ASAP	Community Affairs Officer
	2. Once approved by the City Mayor Act in accordance with the request	n/a	ASAP	Community Affairs Officer / CAO Staff



# City Economic Enterprise Management Office

## I. MANDATE / OBJECTIVE

"To take responsibility for the management and operation of public markets and other economic enterprises under the management of the City Government and protect the interest of the buying public as well as the vendors."

## II. VISION

A vital center of trade and commerce of the province through its public enterprises and a showcase of the province's progressive and sustainable development.

## III. MISSION

To become a viable income generating agency of the city and to uplift the quality of the service being given to its constituents by providing proper management and development and of income generating enterprises of the city.

### I. SERVICE PLEDGE

#### QUALITY MANAGEMENT SYSTEM

The City Economic Enterprise and Management Office (CEEMO), in supervising the Public Market operations, pledges to deliver high-quality services to strengthen the City's fiscal and administrative sustainability in the direction of growth and development.

To achieve this, we endeavor and commit to:

- ☐ Regularly coordinate local financial operations and provide appropriate interventions to the City Treasurer's Office.
- ☐ Adhere to legal requisites that are responsive to changing times and a decentralized policy landscape.
- ☐ Optimize our resources and use of information technology to ensure the integrity and transparency of our work for Public Market and its stakeholders.
- ☐ Continuously improve the effectiveness and quality of our internal systems and processes.
- ☐ natural disasters when they are in the market's premises.
- ☐ We shall safeguard our personnel, equipment, and office space in the same way that we care for ourselves.

#### DISCLAIMER

The City Government shall not be responsible for any loss or damage which the market stallholder/s may incur by reasons of fire, theft, or force majeure.



**CUSTOMER SATISFACTION MANAGEMENT SYSTEM**

CEEMO's service standards commit the department to communicate honestly and promptly to client demands in order to achieve excellent customer satisfaction; this includes offering accessible customer service to all clients with the same level of regard and respect.

Clients may be certain that CEEMO fosters honesty, accountability, sound management of public affairs and property, and the establishment of effective processes aimed at preventing bribery and corruption in government.

**CUSTOMER SERVICE STANDARDS EXTERNAL CUSTOMERS**

- ☐ We will always welcome our customers with courtesy and professionalism.
- ☐ We will effectively listen to our clients' demands and take appropriate action to support them. We will notify consumers of any unforeseen service interruptions.
- ☐ We will advise our clients of the typical processing time, the estimated completion date, and any delays that may occur throughout the process.
- ☐ We will communicate with our customers to keep them informed of our progress and shall contact applicants within the specified time of the typical processing time to inform them of the anticipated completion date and any delays that may occur throughout the process.
- ☐ We shall conduct ourselves professionally and courteously during our interactions with our consumers.

**INTERNAL CUSTOMERS**

- ☐ We will interact with each other in a courteous and professional manner.
- ☐ We will inform our internal customers of normal process time when they can expect completion and any delays that may arise in the process.
- ☐ We will touch base with our internal customers daily, either by online communication or phone, to update them as to where we are in the process.
- ☐ We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions.
- ☐ We will be considerate, cooperative and helpful to every staff member to assure quality services.
- ☐ We will hold ourselves and each other accountable for addressing inappropriate comments and behavior.
- ☐

**TELEPHONE ETIQUETTE**

- ☐ When we respond, we will identify ourselves.
- ☐ We will listen to the caller's request and respond appropriately.
- ☐ If we are unable to help the caller, we will transfer the call to the proper individual.
- ☐ Before putting the call "on hold," we shall get the caller's consent by inquiring and waiting for a response before beginning the hold feature.
- ☐ We shall conclude the discussion in a respectful and professional manner by expressing our gratitude to the caller. We shall begin by waiting for the caller to hang up.
- ☐ When someone is unavailable, we will inform our consumers by stating, "He/She is unavailable." Is this a time-sensitive matter, or may I take a message?"



# SECURITY

We shall safeguard our customers' lives and property from man-made and

Any merchandise, goods, wares, or commodities left in the City Public Markets by the market stallholder/s during night time shall be at their own risk.

However, it shall be the responsibility of all City Market Personnel to exercise utmost vigilance and care to prevent any loss or damage in the City Public Markets, and for this purpose they shall have the authority to apprehend and turn over to the PNP any Person/s caught stealing, vandalizing, and/or destroying any property, or committing any crime within the City Public Markets.

# DATA PRIVACY

- ☐ We will safeguard everyone's personal information that was obtained from the department.
- ☐ We shall safeguard all records, whether paper and electronic, and appropriately dispose of them when necessary.

# GENERAL

- ☐ Our objective is to surpass the expectations of all our client segments.
- ☐ We shall endeavor to anticipate the needs of individuals we serve and will seek to satisfy those needs pro-actively.
- ☐ We shall keep both ourselves and one another responsible for our commitment to service.
- ☐ We shall be aware of our communication style (i.e., audible voice, eye contact while speaking to someone, tone of voice) and will communicate professionally.
- ☐ We will make a concerted effort to praise teammates who adhere to these criteria.



SERVICES OFFERED

1. APPLICATION TO LEASE A MARKET STALL

OFFICE/ DIVISION/ SECTION	City Economic Enterprise Management Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Client			
WHO MAY AVAIL	Government and Private Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance (Photocopy)			Barangay hall	
2. 3pcs. 2x2 colored picture of applicant				
3. Photocopy of Voter's ID or Voter's Certificate			Comelec Office	
4. Photocopy of Recent Community Tax Certificate			City Treasurers Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an application form.	1. Provide application form and give checklist of requirements.	None	5 minutes	Administrative Aide IV
2. Submit application form and supporting documents.	1. Receive application form along with the complete requirement or supporting documents.	None	5 minutes	Administrative Aide IV
	2. Review the documents if compliant with the provisions of the Omnibus Market Code of 2008. Issues the order of payments to the applicant after review of the pertinent documents.	None	5 minutes	Administrative Aide IV



3. Payment of application fee	Receipt of Payment and Issuance of official receipt after acceptance of payment.	Filing Fee- Php20.00  Oath Fee- Php30.00  Processing Fee- Php50.00  TOTAL APPLICATION FEE-  Php100.00	10-20 Minutes	City Treasurers Office
4. Present official receipt to CEEMO-Market Division.	Verify the authenticity of the receipt, then release the approved application.	None	5 Minutes	Administrative Aide IV
5. Attend the drawing of lots to determine if they are winning applicants to the vacant stalls	After the drawing of lots conducted by the market Awards Committee, winning applicants will be informed within three (3) calendar days.	None		Market Awards Committee: 1. City Mayor (Chairman) 2. CEEMO Head (Vice-Chairman) 3. City Legal Officer 4. City Treasurer 5. SP-Chairman of Market Committee One (1) representative from the Tarlac Public Market Vendors' Association
6. Payment of mandatory fees.	Receipt of Payment and issuance of official receipt after acceptance of payment.	* 1-month advance payment and 2 months security deposit depending on the amount of the stall daily rental fee	10-20 minutes	City Treasurers Office



7. Present official receipt to CEEMO-Market Division.	Verify the authenticity of the receipt.	None	10 minutes	Administrative Aide IV
8. Signing of contract of lease.	The contract of lease is signed in his presence. Advise the applicant to have it notarized and then present it after notarization again. Preparation of Certificate of Award for signing by the mayor	None	1 Day	CEEMO Department Head
9. Receipt of award of market stalls.	Awards the Certificate of award to winning applicant	None	1 Hour	City Mayor

## 2. APPLICATION OF TRANSFER OF STALL OWNERSHIP

<b>OFFICE/ DIVISION/ SECTION</b>	City Economic Enterprise Management Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Client			
<b>WHO MAY AVAIL</b>	Government and Private Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Transfer Form			CEEMO Office	
2. Waiver of Rights Form			CEEMO Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request for Transfer Form	Provide letter request form And give checklist of requirements	None	5 minutes	Administrative Aide IV
2. Sign the Waiver of Rights forms at CEEMO office by the transferor and the new owner, within ten (10) days after the approval of the City Mayor	Advise the applicant to have it notarized and then present it after notarization again	None	1 hour	Administrative Aide IV



3. Pay Transfer Fee	Receive payment and issue the official receipt after acceptance of payment	5,000.00	10-20 Minutes	City Treasurers Office
4. Sign the contract of lease.	The contract of lease is signed in his presence. Advise the applicant to Have it notarized and then present it after notarization again Prepare the Certificate of Award to be signed by the mayor.	None	1 Hour	Administrative Aide IV
5. Receive the award of market stalls.	Award the Certificate of award to winning applicant.	None	1 Hour	CEEMO Department Head

### 3. APPLICATION OF YEARLY MARKET STALL CLEARANCE

<b>OFFICE/ DIVISION/ SECTION</b>	City Economic Enterprise Management Office			
<b>CLASSIFICATION</b>				
<b>TYPE OF TRANSACTION</b>	G2C – Government to Client			
<b>WHO MAY AVAIL</b>	Government and Private Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Request for Transfer Form	Provide letter request form and give checklist of requirements	None	5 minutes	Administrative Aide IV
2. Submit photocopy of applicant's payment of Stall history which was requested from and provided by the City Treasurers Office.	1. Receive the photocopy of applicant's payment of stall history 2. Prepare the stall clearance for the applicant 3. Clearance will	None	5 minutes	Administrative Aide IV



	be endorsed to the Market Inspector for stall inspection  Market inspector inspects the stall: 1. Corrections of data provided (Owners Name, Stall Name, etc.) 2. Inspection of any Market code violation	None	10-20 minutes	Market Inspector
	Department Head reviews and signs the forms and returns it to the administrative Aide / Clerk	None	10 minutes	CEEMO Department Head
Applicants receives the clearance	If are no discrepancies, releasing of Market Clearance to applicant	None	5 minutes	Administrative Aide IV



# CITY GENERAL SERVICES OFFICE

## I. **Mandate:**

The City General Services Office (CGSO) is an office under the executive arm of the City Government of Tarlac. The Office provides proficiency in technical assistance and support to the City Mayor in the execution of measures to guarantee the delivery of basic services and providing adequate facilities. The CGSO was created pursuant to the Article 20 Section 490 of the RA 7160 or the Local Government Code of 1991.

### CGSO GENERAL FUNCTIONS:

- (1) Develop plans and strategies particularly those which have to do with general services, supportive of welfare of the inhabitants of the city which the city mayor is empowered to implement and which the SP is empowered to provide;
- (2) Take custody of and be accountable for all properties, real or personal owned by the city, and those granted to it in the form of donation, reparation, assistance and counterpart of joint projects;
- (3) Be in the frontline of general services related activities such as possible or imminent destruction of damage to records, supplies, properties and structure materials or debris particularly during and in the aftermath of man-made and natural disasters and calamities; (4) Recommends the Sangguniang Panlungsod and advises the city mayor on all other matters relative to general services.

## II. **Vision:**

An office where the delivery of basic services of the City Government are ensured and the properties, whether real or personal, are properly recorded, safeguarded and maintained.

## III. **Mission:**

To provide effective and efficient public service in pursuance of excellence and help improve government operations by empowering Tarlaqueños to be more active partners in ensuring political, social, cultural and ecological stability for a better quality of life in harmony with God, man and nature.

## IV. **Service pledge:**

To provide immediate attention to other offices that require our expertise and technical support and to deliver efficient, timely and quality service and other related functions with a cheerful gesture



REQUEST FOR THE RELEASE OF EQUIPMENT

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C) and Government to Government (G2G)			
Who may avail:	Different Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with attached Route Slip and noted by the Mayor/Chief of Staff/Administrator		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Letter request for provision of items/equipment	Receive letter, attach Route slip and forward to CGSO	none	5 minutes	Property and Supply Management Division Staff
	Inform/instruct the Property Management Division	none	5 minutes	Property and Supply Management Division Staff
	Check the availability of equipment	none	5 minutes	Property and Supply Management Division Staff
	Prepare Property Accountability Receipt (PAR) and Inventory Custodian Slip (ICS) for the availability of equipment	none	10 minutes	Property and Supply Management Division Staff
	Prepare official letter endorse to MAYOR AND TO Admin for the unavailable of	none	10 minutes	Property and Supply Management Division Head
	equipment and vehicle			
	Record the Property Accountability Receipt and Encode ICS	none	10 minutes	Supply Management Division Staff



REQUEST FOR THE RELEASE OF EQUIPMENT

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C) and Government to Government (G2G)			
Who may avail:	Different Departments and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with attached Route Slip and noted by the Mayor/Chief of Staff/Administrator		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. TransmitRequest	Receive request. Encode and attach Route Slip to be forwarded to the CGS Officer	none	5 minutes	Supply Management Division Staff
	Notify concerned employee for appropriate action	none	5 minutes	Supply Management Division Staff
	Pull out PAR/ICS on file	none	10 minutes	Supply Management Division Staff
	Prepare Property return Slip	none	10 minutes	Supply Management Division Staff
	Retrieve unserviceable equipment/ vehicle	none	10 minutes	Supply Management Division Staff
	Approve Property Return Slip	none	5 minutes	Supply Management Division Head
	Filing/hauling/stock ing of Unserviceable at the warehouse (as the case maybe)	none	As need arises	Supply Management Division Staff

3. REQUEST FOR INSPECTION OF PROPERTIES AND SUPPLIES

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C) and Government to Government (G2G)			
Who may avail:	1. Any client whose concern is to secure official and public document 2. Agencies requiring the requested documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Filled out form 3. Valid ID's		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the list of				



delivered Properties/ supplies for inspection	Conduct actual inspection of properties and supplies delivered.	none	30 minutes None	Supply Management Division Head/Staff
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4. REQUEST FOR DISPOSAL OF UNSEVICEABLE PROPERTIES

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C) and Government to Government (G2G)			
Who may avail:	1. Any client whose concern is to secure official and public document 2. Agencies requiring the requested documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Filled out form 3. Valid ID's		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Inspection and Inventory for approval	Check and inspect unserviceable properties in accordance with submitted Inventory and Inspection Report of Unserviceable Property (IIRUP)	none	3 days	Head of Office Division Chief
2. Request for actual disposal of unserviceable properties	Recommend the actual bid for disposal of the unserviceable properties.  Process the documents for submission to the Committee.	none	More than 25 days	Division Chief Head of Office Committee on Awards for Disposal Commission on Audit



## 5. REQUEST FOR REGISTRATION OF CITY ISSUED GOVERNMENT VEHICLES AND HEAVY EQUIPMENT

<b>Office or Division:</b>	Property and Supply Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C) and Government to Government (G2G)			
<b>Who may avail:</b>	Different Departments and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out and approved forms 2. Valid ID's 3. OR / CR		DIVISION CONCERN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application for registration of vehicle and heavy equipment for	Assists in the compliance for registration of vehicle and heavy equipment.	To be determined by Land Transportation Office (LTO)	3 Days	Disbursing Officer Head of Office

official use; submit OR / CR	assists in stenciling of engines / chassis.  Pay the required fee.			
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## 6. REQUEST FOR BIDDING

<b>Office or Division:</b>	Procurement Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C) and Government to Government (G2G)			
<b>Who may avail:</b>	1. Any client whose concern is to offer supplies for the use of the Local Government of Tarlac City 2. Agencies providing the required documents to support the procurement of supplies, equipment, goods and services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent 2. Proofs of Accreditation 3. Client's Profile 4. Price Quotations 5. Valid ID's		DIVISION CONCERN		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the letter request and other related required documents	Receives request and verifies documents  Routing for approval	none	30 minutes	Procurement Unit Staff Division Chief



2. Compliance of the Pre-Bid process	Scheduling of the Pre-Proc Conference.  Acceptance of payment for bid documents	none	6 days	Procurement Unit Staff Division Chief
3. Bidding Process	Opening of the Bid- Process  Public Bidding is conducted  Release of Notice of Award  Acceptance of Performance Bond Issuance of the PO, PR	Varies on the amount of the Purchasing Order (PO)	1 day	Division Chief Head of Office BAC Members City Mayor

## 7. REQUEST FOR WORK/JOB ORDER

<b>Office or Division:</b>	Building and Maintenance Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizens (G2C) and Government to Government (G2G)
<b>Who may avail:</b>	1. Any client whose concern is to avail the services and assistance of this Office in their event 2. Agencies requiring the requested services

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter 2. Phone call		DIVISION CONCERN		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the services needed thru phone call and request letter	Answered request  Verify and inspection of the service requested	None	1 day	Building and Maintenance Division Staff
2. Compliance of the Job Order	Issue Job Order for the service requested  Respond to the requested services	None	1 day	Building and Maintenance Division Staff
3. Request for facilities and repair of utilities and equipment	Respond the requested service	None	1 day	Building and Maintenance Division Staff



8. REQUEST FOR ISSUANCE OF DOCUMENTS AND CERTIFIED TRUE COPY OF DOCUMENTS

Office or Division:	Records and Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C) and Government to Government (G2G)			
Who may avail:	1. Any client whose concern is to secure official and public documents 2. Agencies requiring the requested documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Filled out form 3. Valid ID's		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request for issuance of needed documents and for certified true copy of documents	Receive and retrieve of requested documents and for certified true copy of documents  Signing of the documents and releasing thereof.	None	1 day	Records and Administrative Division Head and Staff



# City Information Office

## I. Mission

To effectively and efficiently function with the office’s task of providing information to institute conditions that will channel the independent flow of accurate, timely, and appropriate information to and from the people of Tarlac City.

## II. Vision

Well-informed Tarlaqueños, as well as other peoples around the world, could be able to understand, explain, and give a piece of their mind on important issues which basically concern them that will contribute in the pursuit of excellence and development.

## III. Services

### 1. REQUEST FOR PHOTOS OR VIDEOS

OFFICE	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C/G2G			
WHO MAY AVAIL	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		N/A		
2. USB or any external drive or storage		N/A		
CLIENT STEPS 1. Request letter to be submitted to Office’s Administrative Staff	AGENCY ACTIONS Request letter to be stamped as received	FEES TO BE PAID None	PROCESSNG TIME 5 mins.	PERSON RESPONSIBLE <b>Sherwin David</b> <i>Job order Employee</i>
	Letter to be approved by Department Head	None	5 mins.	<b>Maureen I. Clemente</b> <i>City Information Officer</i>
	Upon approval, endorsement to file administrator	None	15-30 mins.	<b>Dexter De Vera</b> <i>Administrative Officer I</i>
2. Requester to provide USB or any external drive or storage	File administrator to receive USB or any external drive or storage	None	1-2 mins	<b>Dexter De Vera</b> <i>Administrative Officer I</i>



	File administrator to transfer files	None	10-15 mins.	<b>Dexter De Vera</b> <i>Administrative Officer I</i>
<b>END OF TRANSACTION</b>				

2. REQUEST FOR AUDIO-VISUAL PRESENTATION

<b>OFFICE</b>	City Information Office			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G			
<b>WHO MAY AVAIL</b>	City Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter		N/A		
2. USB or any external drive or storage		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSNG TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter to be submitted to Office's Administrative Staff	Request letter to be stamped as received	None	5 mins.	<b>Sherwin David</b> <i>Job order Employee</i>
	Letter to be approved by Department Head	None	5 mins.	<b>Maureen I. Clemente</b> <i>City Information Officer</i>
	Upon approval, endorsement to script writer and researcher	None	20-30 mins.	<b>Renato Silvestre Jr.</b> <i>Administrative Officer II</i>  <b>Dexter De Vera</b> <i>Administrative Officer I</i>
				<b>Jolina Arzaga</b> <i>Casual Employee</i>  <b>Alyssa Miranda</b> <i>Casual Employee</i>



				<b>Pauline Lampa</b> <i>Job Order Employee</i>
	Endorsement of script for voice over	None	10-15 mins.	<b>Renato Silvestre Jr.</b> <i>Administrative Officer II</i>  <b>Jolina Arzaga</b> <i>Casual Employee</i>  <b>Alyssa Miranda</b> <i>Casual Employee</i>

				<b>Pauline Lampa</b> <i>Job Order Employee</i>
	Endorsement to editor	None	30 mins.	<b>John Calvin Manaloto</b> <i>Job Order Employee</i>  <b>Jireh Corpuz</b> <i>Job Order Employee</i>
2. Requester to provide USB or any external drive or storage	File administrator to receive USB or any external drive or storage	None	1-2 mins	<b>Dexter De Vera</b> <i>Administrative Officer I</i>
	File administrator to transfer files	None	10-15 mins.	<b>Dexter De Vera</b> <i>Administrative Officer I</i>
<b>END OF TRANSACTION</b>				



3. REQUEST FOR ACTION ON COMPLAINTS

OFFICE	City Information Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C/G2G			
WHO MAY AVAIL	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint sent via Official Facebook page or E-mail		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSNG TIME	PERSON RESPONSIBLE
1. Client to send complaint via official Facebook page or E-mail	Respond acknowledging the receipt of the complaint	None	5 mins.	<b>Renato Silvestre Jr.</b> <i>Administrative Officer II</i>  <b>Dexter De Vera</b> <i>Administrative Officer I</i>

				<b>Enrico Rafael Divino</b> <i>Administrative Aid VI</i>  <b>Jolina Arzaga</b> <i>Casual Employee</i>  <b>Alyssa Miranda</b> <i>Casual Employee</i>  <b>Pauline Lampa</b> <i>Job Order Employee</i>
	Referral of the complaint to the City Administrator's Office	None	5-10 mins.	<b>Sherwin David</b> <i>Job order Employee</i>



	Communicate status of the complaint upon receipt of report from the concerned department	None	5-10 mins.	<div><div><b>Renato Silvestre Jr.</b> <i>Administrative Officer II</i></div><div><b>Dexter De Vera</b> <i>Administrative Officer I</i></div><div><b>Enrico Rafael Divino</b> <i>Administrative Aid VI</i></div><div><b>Jolina Arzaga</b> <i>Casual Employee</i></div><div><b>Alyssa Miranda</b> <i>Casual Employee</i></div></div>
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				<b>Pauline Lampa</b> <i>Job Order Employee</i>
END OF TRANSACTION				



# CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

The implementation of RA 7160, otherwise known as the Local Government Code of 1991 had created the Municipal Social welfare and Development Office in the same year to be the frontline in the delivery of basic social services to Tarlacqueños. On April 18, 1998; the Municipality of Tarlac had become a City of Tarlac thus changing the name of the office into City Social Welfare and Development Office.

Poverty is a major cause of the complex hard realities in our society today. No single office can effectively address the problem; hence, enhanced partnership with various sectors is a must.

Throughout the years City Social Welfare and Development Office had been providing front line services to our disadvantaged constituents. To combat the ill-effects of poverty here in Tarlac City, the delivery of prompt and efficient service in every depressed community and every indigent individual needs to be addressed by the CSWD personnel. The number of our clientele group had gradually increased due to people's empowerment wherein our disadvantaged constituents had been aware on how to avail the services being provided by the government.

## **I. Mandate:**

To develop and effectively implement a comprehensive program of social welfare services to facilitate the integration of the most disadvantaged and distressed constituents; that will liberate them from poverty and empower disadvantaged individuals, families, and communities for an improved quality of life in the city.

## **II. Vision:**

A City where people of diverse culture live together with equal access to opportunities, enabled by a fair, just, peaceful, and progressive community that have been freed from hunger and poverty.

## **III. Mission:**

To provide effective and efficient public service to Tarlacqueños through implementation and coordination of social welfare and development policies and programs for and with the unfortunate, vulnerable and disadvantaged.



#### IV. Goal:

To improve the well-being of individuals, families and communities and the liberation of the unfortunate from deprivation.

#### V. Objectives

- a) Care, protect and empower socially disabled constituents and the physically handicapped for effective social and physical functions;
- b) Improve the social and living conditions of the disadvantage segment of the community level that would develop contributing residents to the progress of the city;
- c) Synchronize the service facilities required from concern department, agencies, governmental and non-governmental to provide an alleviating welfare package to constituents based on their needs;
- d) Improve policies and measures addressing Social Welfare and Development Policies and Programs.

#### VI. Programs and Services:

##### LIST OF PROGRAMS AND SERVICES

##### 1. DAY CARE SERVICES

It is the provision of supplemental parental care by a Day Care Worker to a child 3 to 6 years old during part of the day when parents cannot attend to his needs.

Under this set-up, a child is engaged in various Early Childhood care and Development activities like playing, arts and crafts, new sharing and storytelling, songs and poems, which offer opportunities for creative experiences, mental simulation, cognitive skills development, physical development, and value formation.

OFFICE:	City Social Welfare and Development Office	
CLASSIFICATION:	Highly Technical	
TYPE OF TRANSACTION:	Government to Client	
WHO MAY AVAIL:	Children 3 to 4 years of age	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Birth Certificate		1. Barangay Day Care Center
2. Intake Form and consent		2. CSWD Office
3. Parent Information		
4. Growth Chart		
5. ECCD Checklist		
6. Sample of Art Works		
7. Observation Card		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment and interview of day care applicant.	1.1 Screening of applicant's credentials and personal interview	n/a	1.5 hour	Day Care Workers 76 Barangays
Applicant submits endorsement letter to Mayor's Office and	1.2 Orientation of Day Care Program to applicant		2 to 3 hours	

CSWD office including other credentials.	1.3 On the Job Training of applicant		1 month	
	1.4 Follow-up monitoring and supervision to applicant at center.		2 hours	
	1.5 Facilitate the applicant's actual conduct of demonstration teaching.		3 hours	
	1.6 Prepare the result of demonstration teaching.		1.5 hours	
	1.7 Prepare the recommendation n letter addressed to the City Mayor		2 hours	
	1.8 Submits result of demonstration teaching to MO including recommendation n letter for City Aide to Day Care Workers		15 minutes	



2. Regular Activities	<p>1.1 Formulates the agenda for the regular monthly group meetings of day care workers.</p> <p>1.2 Presides in the regular monthly group meetings of day care workers</p>	n/a	<p>3 hours</p> <p>Group I – 1 day Group II – 1 day Group III – 1 day Group IV – 1 day Every Friday's of the month</p>	<p>Mary Joyce Codico Focal Person</p> <p>Day Care Workers</p>
	<p>1.3 Formulates project proposal and training design on day care seminars and trainings.</p> <p>1.4 Act as the programs/training coordinator and facilitator during seminars of day care workers</p> <p>1.5 Invite related service provider as a resource person to discuss selected topics.</p>	n/a	<p>2 days</p> <p>2 to 3 days</p> <p>1 hours</p>	<p>Mary Joyce Codico Focal Person</p>

	<p>1.6 Conduct meeting and orient parents on day care program in barangay.</p> <p>1.7 Organize the Tarlac City Day Care Parents Officers and act as one of their advisers.</p> <p>1.8 Conduct regular monitoring and supervision to</p>	n/a	<p>2 hours</p> <p>4 hours</p> <p>2 hours</p>	<p>Marilou D. Sapigao Day Care Worker President</p>
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day care workers	1.9 Deputize accreditor of DCW of DCW		1 day	Mary Joyce Codico Focal Person
	1.10 Prepare the result of assessment accreditation		3 hours	
	1.11 Submits the result of assessment accreditation at DSWD Region III.		4 hours	
	1.12 Represent the CSWD office in the Districts, City and Regional Level Children's Congress.		6 days	Mary Joyce Codico Focal Person
	1.13 Represent the office in the Recognition Day of Day Care Children		12 days	
	1.14 Attends and give message on the Search for Master and Miss Day Care.		4 hours	
	1.15 Formulates on activity of day care worker to maximize their time who have nothing to do during their two months' vacation (workshop, training, seminar or lecture). For continuous education of day care workers		1 month	



3. Day Care Service (Actual Session)	Survey (3 to 4 yrs. old) Registration and Intake interview Conduct Parents Meetings and Orientation on Day Care Program Organize Parents Committee Officers Conduct Day Care Session Filling up ECCD & Making Weekly Curriculum Plan Quarterly Weighing	n/a	3 hours per visit 10 minutes  1 hour   1 hour  4 hours per session 1 hour  Every 3 months (30 minutes)	Day Care Worker  Day Care Worker  Day Care Worker and CSWD Staff   Day Care Worker and CSWD Staff   Day Care Worker and children Day Care Worker  Day Care Worker and children
4. Day Care Activities	Children Congress Master & Miss Day Care (Coronation Night) Recognition Day  Day Care Workers Regional General Assembly	n/a	5 hours per cluster 4 hours   3 hours per barangay   1 Day	Day Care Worker, children & parents Day Care Worker, children & parents   Day Care Worker, CSWD Staff, Barangay Officials, City Officials, children & parents Day Care Workers & Regional Social Workers

2. SELF EMPLOYMENT ASSISTANCE (SEA)

Capability building program to economically active poor through provision of soft loan as additional livelihood capital to their existing micro-enterprises for them to uplift the living condition.

OFFICE:	City Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Economically active poor of Tarlac City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Certificate of completion of any short courses from City Man Power Office (Xerox) 2. Barangay Certificate of Indigency 3. Voter's I.D./ Registration – (Xerox) 4. SEA — Loan Application form and project proposal		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Referral letter/communication from Mayor's Office	Receives referral letter	n/a	5 minutes	

If walk in client	Initial interview; assessment of client and dissuasion regarding SEA program and requirements	n/a	10 minutes	Jimbo Y. Soriano Focal Person
If client is referral	Schedule of home visitation and validation		5 minutes	Jimbo Y. Soriano Focal Person
Home visitation	1. Locating of client house 2. Interview and assessment; 3. Discussion of requirements (if referral); 4. Validation of their existing project 5. Scheduling of Basic Business Management Training (BBMT)	n/a	1 day (8 hours)	Jimbo Y. Soriano Focal Person
Client(s) attend Basic Business Management Training (BBMT)	Conduct Basic Business Management Training (BBMT)	n/a	2 days (8 hours per day)	Jimbo Y. Soriano Focal Person



Submit project proposal and other requirements	1. Reviewing of project proposal and other documents and preparation of endorsement letter	n/a	45 minutes	Jimbo Y. Soriano Focal Person
	2. Preparation of voucher and payroll		30 minutes	
	3. Submission to MO		5 minutes	
	4. Processing & Approval		1 hour	Carolyn M. Serrano CSWDO Treasury Officer
	5. Releasing of loan			
Monitoring	Monitoring of Clients/Groups with SEA – loan	n/a	2 – 3 hours	Jimbo Y. Soriano Focal Person
	Preparation of Reports		40 minutes	

### 3. ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS) / INDIGENCYPROGRAM (EMERGENCY ASSISTANCE)

Provision of financial assistance to individual/family to augment medical/funeral expenses of the patient/deceased's immediate relative, as well as to augment daily needs of family who is in crisis situation

<b>Office or Division:</b>	City Social Welfare and Development Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Client	
<b>Who may avail:</b>	Indigent and disadvantaged residents of Tarlac City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Medical Assistance: 1. Medical Certificate 2. Request for medical examination / procedure 3. Barangay Certificate of Indigency 4. Voter's ID/ Registration or any valid ID – Xerox copy (proof of residency)		CSWD Office City Mayor's Office
Food / Daily Needs: 1. Barangay Certificate of Indigency 2. Voter's ID/ Registration or any valid ID – Xerox copy (proof of residency)		CSWD Office City Mayor's Office



Funeral / Burial Assistance: 1. Death Certificate 2. Funeral Bill 3. Barangay Certificate of Indigency 4. Voter's ID/ Registration or any valid ID – Xerox copy (proof of residency)		CSWD Office City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentations of Documents	Receives and verify the authenticity of documents submitted	n/a	5 minutes	Mary Joyce Codico Focal Person  Alva Rivera Regina Baun Nellie De Leon Melanie Alberto

Interview	1. Interview client (walk-in and referred) to determine the kind of financial assistance to be extended. 2. Advise client to secure necessary documents / requirements needed.	n/a	5 minutes	Mary Joyce Codico Focal Person  Alva Rivera Regina Baun Nellie De Leon Melanie Alberto
Assessment	1. Conduct intake interview to determine the appropriate programs and services. 2. Prepare Social Case Study Report (prototype) for the financial assistance of the eligible client. 3. Prepare Social Case Study	n/a	20 minutes	Mary Joyce Codico Focal Person



	Report / Case Summary / Referral Letter for offices / agencies needing the said documents for referral. 4. Validate clients through hospital visits, collateral contact, and home visits		2 hours	
Evaluation / Approval of the SCSR	1. Department Head signs the SCSR 2. Local Chief Executive signs the SCSR as final approval	n/a	5 minutes	Carolyn Serrano CSWDO  Hon Maria Cristian C. Angeles City Mayor

4. TARLAC CITY EARLY INTERVENTION / REHABILITATION CENTER FOR THE DIFFERENTLY-ABLED PERSONS (SPED DAY CARE CENTER)

The center adheres to the principle of “equalization of opportunities” that makes the society and the environment, such as services, activities and information made available to all particularly to persons with disabilities.

It also adheres to the principle of equal rights which implies that the needs of each and every individual. Regardless of their condition, are of equal importance and that persons with disabilities are members of society and have the right to remain within their local communities and should receive the support they need with in the ordinary structures of education, health employment and social services. As part of providing equal opportunities, provision should be made to assists DAPs to assume their full function and responsibility as members of society.

Primordial concern of the center is promotion g the academic readiness and social adaptation of its clientele. Its other concerns are in promoting functional literacy and pre vocational training for beginning school children and adolescents, aside from conducting social activities like arts, sport festivities and recreations. The center conducts social activities to enhance sensory perceptual and numerical skills of differently abled persons or PWDs.

OFFICE:	City Social Welfare and Development Office
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Differently-Abled Persons (DAP)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Barangay Certificate 2. Medical Certificate 3. Birth Certificate 4. 2 pcs. 1X1 Picture 5. 2 pcs. 2X2 Picture 6. School Forms		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Parent or legal guardian submit requirements	1. Completion of intake form for PWD membership	n/a	10 minutes	Mr. Ronaldo Velilia Administrative Aide III
	2. Assessment of DAPs		30 minutes	
	3. Evaluation of DAPs		20 minutes	Armida V. Dizon Ed.D. SPED Teacher III
	4. Classification of the Differently Abled Person		3 consecutive days	
	5. Individualized educational programs for the DAPs		110 days	
	6. Recognition		3 hours	
	7. Recommendation		1 hour	
	8. Prepare Social case study report		1 hour	Divina L. Galang PWD Focal Person

5. CITY OF TARLAC INTEGRATED SCHOLARSHIP AND INCENTIVE PROGRAM

The provision of quality education in order to produce quality students who shall become pillars of our society by providing scholarships or financial assistance to senior high school graduates and college students who are willing to pursue and/or continue Bachelor’s Degree, Associate Degree, Technical/Vocational, Medical-related and Agricultural courses. The City Government of Tarlac provides assistance in the form of cash allowance, book allowance, uniform allowance, and dormitory allowance for full scholars; and cash assistance and stipend for student-grantees.

OFFICE:	City Social Welfare and Development Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Poor but deserving students from Tarlac City to pursue their tertiary education
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<b>NEW SCHOLARS</b> a. Result of TSU examination b. Birth Certificate c. Medical Certificate d. Barangay Certification - indigent e. Certificate of Good Moral Character f. Form 137 – Xerox copy / Certification of grades from the registrar’s office (average grade must be 85 or 2.5 and above) g. Voter’s ID of parents – Xerox copy h. 2 pieces 2X2 picture	CSWD Office City Mayor’s Office
<b>OLD SCHOLARS</b> a. Final grades from the previous semester b. Certificate of registration	CSWD Office City Mayor’s Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presentatio n of Documents	Receives and verify the authenticity of documents submitted	n/a	5 minutes	Maila Agustin Edgard Flaminiano
Examinatio n of Documents	Worker examines the presented documents (old scholars – proceed to step no.5)	n/a	5 minutes	Maila Agustin Edgard Flaminiano
Assessment	1. Interview applican t and parent(s).	n/a	20 minutes	Maila Agustin Edgard Flaminiano

	activities to be conducted. 3. Provide updates to scholars regarding their benefits / assistance.		Every last Friday of the month (Full Scholars)	
Renewal of Scholarship	Submission of Final Report of Grades (2.5 general average grade or higher)	n/a	2 minutes	Maila Agustin Edgard Flaminiano



6. PRE-MARRIAGE COUNSELING (PMC)

This service refers to the counseling on preparing for conjugal and family life, how to handle marital adjustment problems/differences, how to enrich marital relationships and deciding about legal separation and its negative effects (Family Code).

<b>OFFICE:</b>		City Social Welfare and Development Office		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		Government to Client		
<b>WHO MAY AVAIL:</b>		Would-be-Couple		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Physical appearance of couple		1. CSWD Office 2. City Health Office/POPCOM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Answering Questionnaires	1.1 Knowledge Inventory on Marriage	n/a	10 minutes	Mary Joyce V. Codico Focal Person
Intake Interview	1.2 Pre Marriage-Couple Information Sheet		10 minutes	Mary Joyce V. Codico Focal Person
Opening Activities for PMC	1.3 Attendance of Couples		10 minutes	Mary Joyce V. Codico Focal Person
	1.4 Prayer		1 minute	
Introduction of Oneself	1.5 Getting acquainted		15 minutes	Mary Joyce V. Codico Focal Person
	1.6 BACKGROUND OF PMC Law — P.D.965 (Art.16 – Family Code)		15 minutes	Mary Joyce V. Codico Focal Person



	1.7 MARRIAGE AND RELATIONSHIP		3 hours	Mary Joyce V. Codico Focal Person
	Topics: a) It Takes Two to Marry b) Marital Expectations c) Right and Obligations d) Making Marriage Work e) Marital Communication f) Ingredients of a Successful Marriage g) Responsible Parenthood h) Home Management ***managing the home budgeting, wise buying and savings.	n/a		

7. UNLAD KABATAAN PROGRAM

To promote the total development of the out of school youth and other disadvantaged youth to become self-reliant, economically productive and socially responsible citizen, able to contribute to the development of the family, community through organization of Pag-Asa Youth Association in barangay. The Pag-Asa Youth Association is federated to city, regional and national level.

OFFICE:	City Social Welfare and Development Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government to Client			
Who may avail:	Out Of School Youth and Other Disadvantaged Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate 2. Barangay Certificate		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Organization	1.1 Identification of barangay needing Unlad Kabataan Program	n/a	1 hour	Divina L. Galang Focal Person



	1.2 Courtesy call to the Barangay Captain  a) Inform the Unlad Kabataan Program b) Planning and meeting with youth leader	n/a		
	1.3 Initial Contact and informal information dissemination with youth leader recruitment of core group to assist in call for the meeting	n/a		
	1.4 Initial meeting with the youth  a) Detailed discussion of Unlad Kabataan Program & Pag-Asa Youth	n/a	2 hours	
2. Organizing Pag-Asa Youth Association	Association Prospective Pag-Asa Youth Association member filling of information sheet b) List of prospective members			
3. Group Maintenance	Organizational meeting  Work planning meeting  Monthly meeting  Population Awareness and Family Life Orientation session  Positive Lifestyle Promotion  Refer Youth for free skills training to other office and		2 hours     1 hour  2 hours  2 hours	Divina L. Galang Focal Person     Divina L. Galang Focal Person  Divina L. Galang Focal Person  Divina L.



	agencies			Galang Focal Person
	Help youth in organizing community activities like tree planting, cleaning surroundings, sports festival, etc.		1 hour	
	Peer group counseling		1 hours	Divina L. Galang Focal Person
	Refer organize Pag-Asa Youth Association who underwent skills training for Self-Employment Assistance			Divina L. Galang Focal Person
	Monitoring of PYA			

8. PERSONS WITH DISABILITY PROGRAM

Refers to services on disability prevention, rehabilitation, and equalization of opportunities for physically, mentally, and socially disabled persons in order to enhance their capability to attain a more meaningful, productive and satisfying way of life and ultimately become self-reliant and contributing members of society.

Our service is to provide an equal opportunities and provisions, and to assists Person With disability/Differently Abled Person to assure their full function and responsibility as member of the society.

OFFICE:	City Social Welfare and Development Office		
CLASSIFICATION:	Simple		
TYPE OF TRANSACTION:	Government to Client		
WHO MAY AVAIL:	Person with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Birth Certificate /Marriage Contract		CSWD Office	
2. Medical Certificate indicating kind of disability			
3. Barangay Certificate of Residency/Clearance			
4. Two (2) 1x1 ID Picture			
5. Two (2) 2x2 Picture forSPEED requirements			
6. One (1) whole body picture for assistive device			



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PWD/DAP Case Category to served.	Categorize the client if qualified on the following category:	n/a	10 minutes per clients	Ronald Velilia Danilo Cosme
	1.1 Visual Disability 2.1 Deaf or Hard- of- Hearing 3.1 Speech and language Impairment 4.1 Orthopedic Disability 5.1 Intellectual Disability 6.1 Physical 7.1 disability 8.1 Mental Disability 9.1 Learning Disability 10.1 Psychosocial Disability	n/a	10 minutes per clients	Ronald Velilia Danilo Cosme
Person with Disability/Differently Abled Person privileges/benefits in applying PWD IDs 20% discount + 13% discount von VAT for the - medical & dental services - Purchase medicine/Grocery items - Transportation - Admission Fees		n/a	10 minutes per clients	Ronald Velilia Danilo Cosme
Present the document of the client either parents or Person with disability/Differently Abled Person	Intake interview for registration of Person with Disability/Differently Abled Person application for ID's	n/a	10 minutes per clients	Ronald Velilia Danilo Cosme



Release Of Id's for Differently Disabled Person	<p>Clients receive his/her 20% discount ID's for Differently Abled Person.</p> <p>Client's is made to sign the receiving logbook</p> <p>The ID's for Differently Abled Person have date of issue and expiration up to 3 years</p>	n/a	10 minutes per clients	Maximo Bonilla
Intake Interview Applicants For Assistive Devices	<p>The renewal issue depends upon recommendation by the Doctors.</p> <p>Provision of assistive devices needs of clients for his/her convenient go around their community</p> <p>The client/claimant interview at the CSWD office. Home visitation for the assessment of client.</p>	n/a	10 minutes per clients	Danilo Cosme
Updated The Masterlist/Record For Differently Abled Person	<p>Coordination with the Barangay Officials and Health Workers</p> <p>Collect data list of Differently Abled Person in every barangays of Tarlac City.</p> <p>Erase/Delete the PWD/DAP name that are Senior Citizen in the age of 60 years old above and</p>	n/a	10 minutes per clients	Ronald Velilia  Danilo Cosme  Ronald Velilia



	deceased in the Master list			
CLERICAL WORKS (Computer Work)	<p>Submit the summary record monthly and annually to CSWD Officer.</p> <p>Typing/Encoding</p> <p>Communication letters, reports, printing the Forms and Certification.</p> <p>Follow the computer guidelines</p> <p>Setting the computer/typewriter in good condition</p>		<p>20 minutes per clients</p> <p>2 hours per monthly meeting</p>	<p>Ronald Velilia Danilo Cosme</p> <p>Ronald Velilia Danilo Cosme Maximo Bonilla</p>
ASSIST PWD FOCAL PERSON AND PWD FEDERATION FOR MONTHLY MEETING AND ANNUAL PROGRAM/ACTIVITIES.	<p>To enhance the PWD group Encourage PWD opportunities for self-development and Self-reliance</p> <p>Implementation the rights and privileges for PWD – MagnaCarta RA 7277 and RA 9442.</p> <p>Membership, submit the resume or bio- data, qualification just have disability and residency of Tarlac City.</p>			

## 9. CHILDREN IN CONFLICT WITH THE LAW

Republic Act 9344 – Juvenile Justice and Welfare Act of 2006. It is the formulation of a Comprehensive Juvenile Intervention Program (complete with plans and monitoring reports).

Establishment and updating database of Children in Conflict with the Law (CICL), which would cover children who are “locked up”/detained, have undergone intervention,



diversion and rehabilitation programs and after-care support services.

OFFICE:	City Social Welfare and Development Office			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	Government to Client			
WHO MAY AVAIL:	Children-In-Conflict with the Law			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For children 15 years old and below		n/a		
Receive referral			10 minutes	Referring party / Complainant
	Interview of the referring party / complainant		5 minutes	Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Examination of documents, if any		5 minutes	Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Call for the child's parents/guardian, if they are not around		20 minutes	Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Interview the child's parents/guardian		20 minutes	Child Parents/guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Counsel the child and parents/guardian		20 minutes	Child Parents/guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Orient the child and parents/guardian on RA 9344 particularly on intervention programs		20 minutes	Child Parents/guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Come up with and discuss the agreed and appropriate intervention program for the child		5 minutes	Child, Parents/guardian, Jimbo Soriano, Maribel Panguelo, Marian Pia Tabane
	Set up a schedule for the regular reporting of the child and			



<b>B. For children above 15 years old and below 18 years old</b>  <b>Receive referral</b>	parents/guardian to the CSWDO (weekly, biweekly, monthly)  Coordinate with the Barangay regarding the child's intervention program		10 minutes	Jimbo Soriano, Maribel Panguelo, Marian Pia Tabane, Barangay Council for the Protection of Children
	Interview of the referring party / complainant		20 minutes	Referring party / Complainant Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Examination of documents, if any		5 minutes	Jimbo Soriano Maribel Panguelo Marian Pia Tabane
				Child Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Call for the child's parents/guardian, if they are not around		5 minutes	Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Interview the child for initial assessment of discernment		20 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Interview the child's parents/guardian		20 minutes	Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Counsel the child and parents/guardian		5 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Prepare initial assessment of discernment report for issuance to the referring party if the referring party is a law enforcement officer			Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	*** Proceed to B.1 if the child acted			



<b>B.1. For children above 15 years but below 18 years who acted without discernment</b>	without discernment or B.2 if the child acted with discernment		20 minutes	
	Orient the child and parents/guardian on RA 9344 particularly about intervention programs		20 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Come up with and discuss the agreed and appropriate intervention program for the child		5 minutes	Child Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Set up a schedule for the regular reporting of the child and parents/guardian to the CSWDO (weekly, biweekly, monthly)		10 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Coordinate with the Barangay regarding the child's			Jimbo Soriano Maribel Panguelo Marian Pia Tabane
<b>B.2. For children above 15 years but below 18 years who acted with discernment</b>	intervention program		15 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Orient the child and parents/guardian on RA 9344 particularly about court proceedings and diversion programs		20 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Come up with and discuss an appropriate diversion program for the child during the interim while awaiting court proceedings		5 minutes	Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane
	Set up a schedule for the		5 minutes	Child



	<p>regular reporting of the child and parents/guardian to the CSWDO (weekly, bimonthly, monthly)</p> <p>Endorse the child to the parents/guardian with a written agreement on the receipt of custody and their accountability</p> <p>Coordinate with the barangay for monitoring of the child</p> <p>Assist the child and parents/guardian to court</p>		<p>10 minutes</p> <p>As needed</p>	<p>Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane</p> <p>Jimbo Soriano Maribel Panguelo Marian Pia Tabane Barangay Council for the Protection of Children</p> <p>Child Parents/Guardian Jimbo Soriano Maribel Panguelo Marian Pia Tabane</p>
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# Special Livelihood Projects Management

## I. Mandate

Special Livelihood Projects Management Office is under the directives of the Mayor’s Office. SPMO manages the Citronella and Waterlily projects and organize special events like Flower Market during Valentines, Palaspas on Palm Sunday, Flower and Candles on All Saints Day, Kakanin during Simbang Gabi and Firecrackers and Pyrotechnic Devices for New Year’s Eve. Its mandated functions are (1) manage the citronella extraction center; (2) provide technical assistance in propagating and harvesting citronella plants in schools and communities; (3) look for institutional buyers for citronella essential oil and waterlily products; (4) conduct trainings on weaving to Kaisa Women Organization (KWO) members and Persons with disabilities (PWDs); (5) provide job opportunities and increase the income of KWOs and PWDs; and (6) organize and oversee business retailing during holiday seasons.

### EXTERNAL SERVICES

#### ORGANIZE AND SUPERVISE BUSINESS RETAILING

Special Livelihood Projects Management Unit also organize and supervise Business Retailings like Flower Market during Valentine's Day, Palaspas Market for Palm Sunday, Flowers and Candles for All Saint's Day, Kakanin (Rice cakes) for Simbang Gabi and Firecrackers and Pyrotechnic Devices Market in celebration of New Year's Eve.

<b>CLASSIFICATION</b>	Business Retailing’s classified into number of days event: a) Flower Market - 2 days b) Palaspas - 2 days c) Flower and Candles - 3 days d) Kakanin sa Simbang Gabi - 9 days e) Firecrackers & Pyrotechnic Devices - 10 days	
<b>TYPE OF TRANSACTION</b>	Government to Business (G2B)	
<b>WHO MAY AVAIL</b>	Retailers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Application Form		SPMO
2. Voter's ID (xerox)		Comelec
3. Community Tax Certificate (xerox)		LGU
4. Vaccination card (xerox)		DOH
5. (2) 1x1 picture		Client
6. PNP Fireworks Safety Training Seminar Certificate (xerox)		PNP Camp Macabulos
7. Permit to Sell (xerox)		PNP Camp Crame
8. Bureau of Fire Endorsement (xerox)		Bureau of Fire Protection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure documents from various agencies				
2. Upon completion of all required documents, secure Application Form and Order Payment Form from SPMO	Treasurer's Office	Flower Market - 500	1 day	Treasury staff
3. Once paid and with complete documents, issuance of temporary Permit to Sell	Business Permit Licensing Division	Palaspas - 100	1 day	BPLD staff
		Flower & Candles - 1,200	1 day	
		Kakanin - 700	1 day	
		Firecracker s - 4,500	1 day	
			within 2 days	
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
Supervision and Monitoring of event is being undertaken on a daily basis. Feedbacks from sellers and observations are reported to the mayor's office through Post Activity Report. So far, there were no complaints received only suggestions on improving the event.				



# TARLAC CITY TOURISM, CULTURE AND ARTS OFFICE (TCTCAO)

## I. **Mandate**

The Tarlac City Tourism, Culture and Arts Office aims to advance the promotion of historical, cultural and natural tourism attractions in the city. It also aims to efficiently oversee tourism programs, come up with striking promotional and marketing materials to draw tourism investments and to put up additional tourism establishments and facilities that will provide the City Government with additional revenues.

Its mandated functions are:

- 1) Formulate policies, plans, programs and projects for the development of the tourism industry.
- 2) Facilitate the protection, maintenance and preservation of historical and natural assets, which are tourist attractions with the appropriate government agencies or with the private sector.
- 3) Design programs to encourage private sector investments as their participation in tourism projects.
- 4) Maintain statistical data of the tourism industry, such as Tourist Arrivals and such.
- 5) Coordinate with national agencies, non-government organizations in the promotion of tourism-related activities within the city.
- 6) Enjoin and assist the City Government of Tarlac and attached agencies in inviting tourism investors and stakeholders in putting up tourism-related business in the city.

## II. **Vision**

Optimize all available resources in the City of Tarlac to be recognized for its warm people, excellent service delivery, state of the art facilities, excellent amenities, well-preserved historical landmarks and majestically flaunted festivities.

## III. **Mission**

To transform the City of Tarlac into a sought-after transient tourist destination with the following objectives:

1. To standardize and accredit all tourism-related business operating within the bounds of the city.
2. To continually create, develop, improve and upgrade tourist amenities and facilities.
3. To fast-track infrastructure development to spur tourism escalation.
4. To revitalize existing tourist spots.
5. To construct well-paved roads leading to tourist destinations.
6. To intensify tourism information campaigns/promotional materials and aggressively market tourism areas and potential tourism investment sites.
7. To conduct revenue-generating festivals.



IV. Service pledge

The TCTCAO pledge to be the arm of the city government in transforming the City of Tarlac into a sought- after and transient tourist destination. To faithfully comply with its mandate under RA 7160 in highlighting the city’s historical landmarks and diverse cultural richness by means of a vigorous information drive, to catch the attention and rouse the interest of tourists. Providing them with high quality and affordable services coupled with warm and cordial personal attention via the frontline offerings of hotels, resorts, restaurants, malls, recreational facilities and basic transport.

1. REQUESTING FOR AN INTERVIEW

The Tarlac City Tourism, Culture, and Arts Office ensures the issuance of Service Request Form (SRF) to all clients who are requesting for an interview related to Tourism of Tarlac City shall be dealt accordingly.

OFFICE:	Tarlac City Tourism, Culture and Arts Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	Government to Citizen			
WHO MAY AVAIL:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished SRF		City Tourism Office		
2. Set of questions (1 original copy and 1 photocopy)		Client/s inquiring for an interview		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for an interview and accomplish the service request form	1. Issue Service Request Form (SRF) to the client/s	None	5 minutes	Administrative Asst. City Tourism Office
2. Submit the filled-out service request form wait for the confirmed available schedule	2. Receive and review the filled-out service request form of the client/s	None	3 minutes	Sr. Tourism Opns. Officer / City Tourism Officer City Tourism Office
3. Wait for the confirmed available schedule	3. Set available schedule for the interview and notify the client/s of the available schedule	None	1 day	Sr. Tourism Opns. Officer/ City Tourism Officer City Tourism Office
TOTAL:		None	1 day and 8 minutes	



2. REQUESTING FOR TOURIST ASSISTANCE (WALK IN)

The Tarlac City Tourism, Culture, and Arts Office ensures the issuance of Service Request Form (SRF) to all clients who are requesting for tourist assistance within Tarlac City through walk-in.

OFFICE:	Tarlac City Tourism, Culture and Arts Office	
CLASSIFICATION:	Simple	
TYPE OF TRANSACTION:	Government to Citizen	
WHO MAY AVAIL:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Fully accomplished SRF	City Tourism Office
2. Request letter that includes of the following details: (1 original copy and 1 photocopy) <ul style="list-style-type: none"><li>➤ Name of school/organization/tour provider</li><li>➤ Number of pax/buses</li><li>➤ Date of tour</li></ul>	School/ Organization/ Tour Provider (signed by the Dean/Teacher/Head/ Tour Operator)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inquire for tourist assistance and accomplish the Service Request Form with the attached letter	4. Issue Service Request Form (SRF) to the client/s	None	5 minutes	Administrative Asst. City Tourism Office
5. Submit the filled-out service request form	5. Receive and review the service request form of the client/s	None	3 minutes	Sr. Tourism Opns. Officer / City Tourism Officer City Tourism Office
6. Wait for the confirmed notification for the schedule of the tour proper if approved or disapproved	6. Endorse to the person in charge	None	3 minutes	Tourism Operations Officer/ City Tourism Office
	7. Take appropriate action needed if approved	None	1 hour	Tourism Operations Officer/ City Tourism Office
TOTAL:		None	hour and 11 minutes	



### 3. REQUESTING FOR TOURIST ASSISTANCE (E-MAIL)

The Tarlac City Tourism, Culture, and Arts Office ensures the issuance of Service Request Form (SRF) to all clients who are requesting for tourist assistance within Tarlac City through e-mail.

<b>OFFICE :</b>	Tarlac City Tourism, Culture and Arts Office			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	Government to Citizen			
<b>WHO MAY AVAIL:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Soft copy of request letter that includes of the following details: <ul style="list-style-type: none"><li>➤ Name of school/organization/tour provider/</li><li>➤ Number of pax/buses</li><li>➤ Date of tour</li></ul>		School/ Organization/ Tour Provider (signed by the Dean/Teacher/Head/ Tour Operator)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Inquire for tour booking through e- mail	1. Coordinate with the client and check the availability of the tour	None	10 minutes	Tourism Operations Officer City Tourism Office
2. Wait for the booking confirmation	2. Send a booking confirmation	None	1 hour	Tourism Operations Officer/ City Tourism Office

3. Receive and print out the booking confirmation and present it on the tour proper.	3. Prepare the necessary requirements needed for the tour	None	10 minutes	Tourism Operations Officer/ City Tourism Office
<b>TOTAL:</b>		None	1 hour and 20 minutes	



**FEEDBACK AND COMPLAINTS MECHANISM**

**A. Tarlac City Public Employment Service Office**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>In this period of the “new normal”, jobseekers and employers can send their feedback thru our social media platforms such as the following:</p> <p>Tarlac City Public Employment Service Office Facebook:</p> <p><a href="https://www.facebook.com/profile.php?id=100074688084197">https://www.facebook.com/profile.php?id=100074688084197</a></p> <p>Tarlac City Public Employment Service Office email for company and NGO’s:</p> <p><a href="mailto:cmdeso2016@gmail.com">cmdeso2016@gmail.com</a></p> <p>Tarlac City Public Employment Service Office email for applicants:</p> <p><a href="mailto:pesotarlaccityapplicants2020@gmail.com">pesotarlaccityapplicants2020@gmail.com</a></p> <p>Tarlac City Public Employment Service Hotline numbers:</p> <p>+639388778128 +639121015153 +639199024719</p>

How feedbacks are processed	Communications officers check and validate queries and questions of our job seekers and employers for time to time. Afterward, answers are immediately provided to the recipients.
How to file a complaint	People and companies can file a complaint by writing a “letter of complaint” and addressed to the PESO Manager.
How complaints are processed	If there are complaints, the Client Assistance Officer assess and validates them first before giving any feedback or assistance. Rest assured, all inquiries and complaints are carefully and thoughtfully handled.



**B. CITY AGRICULTURIST OFFICE**

In case of emergency, please contact the following:	Department Head: Ms. Norma P. Tongo
	Email Add:cityagricultureoffice1@gmail.com
	Telephone Number: (045) 628-8538

**A. City Assessor's Office**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send a feedback</b>	Send feedback or any other concerns directly to email address: assessor.cityoftarlac@gmail.com
<b>How feedbacks are processed</b>	Feedbacks or any other concerns are immediately acknowledge & answers promptly upon received feedbacks.
<b>How to file a complaint</b>	Office complaints can be filed directly to email address: assessor.cityoftarlac@gmail.com
<b>How complaints are processed</b>	Complaints are processed immediately by the Office of the City Assessor on a real-time basis on the date and time the office received the complaint.
<b>Contact Information (for complaint)</b>	email address: assessor.cityoftarlac@gmail.com

**A. City Civil Registrar Office**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Email ccro.tarlaccity@gmail.com
How feedbacks are processed	Reviewed by the CCR and recommends action/response.
How to file a complaint	Submit a letter of complaint personally at the CCRO or through email.
How complaints are processed	Reviewed by the CCR and recommends action/response.
Contact Information (for complaint)	ccro.tarlaccity@gmail.com Landline No. (045) 606-6588



**B. City Legal Office**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p><b>Regular Feedback:</b> A client or requesting party may opt to accomplish a feedback form, rating the quality, efficiency and timeliness of the service/s availed from 1 to 5, with 5 being the highest. He/she may also fill in the portion of the form dedicated for comments, suggestions, and/or recommendations.</p> <p><b>Urgent Feedback:</b> A client may raise any issue, concern, clarification, correction on typographical error to the employee concerned for immediate action.</p>
How feedbacks are processed	<p>For regular feedback, a form may be filled-out and submitted through a drop box to be consolidated by the City Legal Office semi-annually for appropriate action.</p> <p>For urgent feedback, the concerned employee shall take any appropriate and necessary action on the document/service availed by the client.</p>
	The concerned employee or the client may raise the issue, concern or clarification to the immediate supervisor or head of the office for proper disposition and/or resolution.

How to file a complaint	<p>A client or requesting party may file a complaint by sending an electronic mail (Gmail) or private message (Facebook page) or short message service/text message to the mobile number with the following details:</p> <p>Full Name of Client: Address: Contact Number/Details: Service Availed: Date and Time: Name of Employee: Details of Complaint:</p>
Contact Information (for complaint)	<p>Mobile Number: 09072558007</p> <p>Email Address: tarlaccitylegaloffice2020@gmail.com</p> <p>Facebook Page: <a href="https://www.facebook.com/TarlacCityLegalOffice">https://www.facebook.com/TarlacCityLegalOffice</a></p>



**A. City Economic Enterprises Office**

Date: \_\_\_\_\_

Dear Mr./Ms. \_\_\_\_\_,

This is to acknowledge the receipt of your query/request dated \_\_\_\_\_ that was referred to this office by (insert name of department/office) on \_\_\_\_\_.

Your request is considered as

- ☐ simple
  - ☐ complex
  - ☐ highly technical
- and may require \_\_\_\_\_ days to process/evaluate.

Please be informed that as of this time of writing, your query/request

- ☐ has been referred to \_\_\_\_\_
- ☐ is under consideration and study
- ☐ is granted
- ☐ is denied due to \_\_\_\_\_
- ☐ \_\_\_\_\_

For any further information, concerns or issues, please let us know.

Truly yours,

**ATTY. JOSELITO C. CASTRO**  
*City Legal Officer*

In case of complaints/ feedback please notify:	Contact Person : Dra. Mina C. Tanedo, DPA Email Address : ceemotarlaccityofficial@gmail.com
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**B. City General Service Office**

How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City General Services Office Contact info: (045) 985-58-27/ cgtbac@gmail.com
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How feedbacks is processed	Every Friday, a designated person opens the drop box and compiles and records all feedback submitted. Feedbacks requiring answers are forwarded to the relevant offices and they are required to answer within two (2) days from the receipt of the feedback. The answer is then relayed to the citizen. For inquiries and follow-ups, clients may contact at (045) 985-58-27
How complaints are processed.	The Complaints Officer opens the complaint box on a daily basis and evaluates each complaint. Upon, evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaint Officer will prepare a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.
CONTACT INFORMATION OF CGSO	(045) 985-58-27 cgtbac@gmail.com

**A. City Planning and Development Office**

If with complaint kindly contact:	Ar. Eduardo T. Quintero cpdotarlaccity@yahoo.com
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**B. OTHER OFFICES CONCERNS / COMPLAINT:**

EMAIL ADDRESS : tarlac.info@gmail.com

FB ACCOUNT :

<https://www.facebook.com/tarlac.cio> LGU OFFICIAL

WEBSITE: tarlaccity.gov



City Government of Tarlac  
**CITY GOVERNMENT OF TARLAC**  
Client Feedback Form

*Optional Fields:*

Name of Client: \_\_\_\_\_

Address: \_\_\_\_\_

Contact \_\_\_\_\_ Number: \_\_\_\_\_

*Required Fields:*

Service/s Availed: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Rating of Service

(Kindly encircle the rating for each criterion, 5 being the Highest)

Quality	1	2	3	4	5
Efficiency	1	2	3	4	5
Timeliness	1	2	3	4	5

Comments/Suggestions/Recommendations/  
Room for Improvement: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



City Government of Tarlac  
**CITY GOVERNMENT OF TARLAC**  
Client Feedback Form

*Optional Fields:*

Name of Client: \_\_\_\_\_

Address: \_\_\_\_\_

Contact \_\_\_\_\_ Number: \_\_\_\_\_

*Required Fields:*

Service/s Availed: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Rating of Service

(Kindly encircle the rating for each criterion, 5 being the Highest)

Quality	1	2	3	4	5
Efficiency	1	2	3	4	5
Timeliness	1	2	3	4	5

Comments/Suggestions/Recommendations/  
Room for Improvement: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



City Government of Tarlac  
**CITY GOVERNMENT OF TARLAC**  
Client Feedback Form

*Optional Fields:*

Name of Client: \_\_\_\_\_

Address: \_\_\_\_\_

Contact \_\_\_\_\_ Number: \_\_\_\_\_

*Required Fields:*

Service/s Availed: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Rating of Service

(Kindly encircle the rating for each criterion, 5 being the Highest)

Quality	1	2	3	4	5
Efficiency	1	2	3	4	5
Timeliness	1	2	3	4	5

Comments/Suggestions/Recommendations/  
Room for Improvement: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



City Government of Tarlac  
**CITY GOVERNMENT OF TARLAC**  
Client Feedback Form

*Optional Fields:*

Name of Client: \_\_\_\_\_

Address: \_\_\_\_\_

Contact \_\_\_\_\_ Number: \_\_\_\_\_

*Required Fields:*

Service/s Availed: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Rating of Service

(Kindly encircle the rating for each criterion, 5 being the Highest)

Quality	1	2	3	4	5
Efficiency	1	2	3	4	5
Timeliness	1	2	3	4	5

Comments/Suggestions/Recommendations/  
Room for Improvement: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_