



Valenzuela City

CITIZEN'S CHARTER 2024



 **Tuloy**^{ang} **PROGRESO,**
Valenzuela!



CITY GOVERNMENT OF VALENZUELA

CITIZEN'S CHARTER 2024



Republic of the Philippines
CITY GOVERNMENT OF VALENZUELA
NATIONAL CAPITAL REGION
Office of the City Mayor

**Tuloy ang PROGRESO,
Valenzuela!**

FOREWORD

As Valenzuela City's Local Chief Executive, it is with great pride and commitment that I present to you the Valenzuela City Citizens' Charter for the year 2024.

The essence of good governance lies in transparency, accountability, and efficiency. The City Government of Valenzuela remains steadfast in its dedication to upholding these principles with our mission to serve the people with truth and integrity continues to be our driving force.

As we welcome a new century for Valenzuela City, we reflect on our rich history and the remarkable journey we have undertaken to achieve progress. Our past accomplishments serve as a testament to our resilience and unwavering determination to provide the best quality service to our constituents.

In line with our commitment to promote ease of doing business, we are proud to align ourselves with the Anti-Red Tape Authority (ARTA) in implementing Republic Act 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. This charter serves as our pledge to combat corruption, enhance government services, and eliminate bureaucratic hurdles.

The core values of professionalism, accountability, and transparency continue to guide our actions. Together, we stand united in our endeavor to uphold the highest standards of governance and serve the people of Valenzuela City and the Philippines with excellence.

Tuloy ang Progreso, Valenzuela!


Mayor WES Gatchalian
Valenzuela City



I. Mandate

Valenzuela was classified as a highly urbanized city on February 14, 1998, when President Fidel V. Ramos signed Republic Act 8526 otherwise known as the “Charter of the City of Valenzuela”, an act passed by congress, as authored by the late Congressman Antonio Serapio.

This was ratified by the people through a plebiscite held on December 30, 1998, making the City of Valenzuela the 12th City of Metropolitan Manila and the 83rd of the Republic of the Philippines.

Pursuant thereto, the City Government of Valenzuela has established a more responsive local government structure instituted by Republic Act 7160 otherwise known as the Local Government Code of 1991.

II. Vision

A Modern and World-Class Valenzuela City in the 21st Century

III. Mission

To undertake effective and efficient governance with regard to development planning and control.

IV. Service Pledge

We, the officials and employees of the City Government of Valenzuela, commit ourselves to be providers of genuine public service -- imbued with positive values -- and the vision to become a leader in local governance.

We shall take all necessary means to ensure that the highest standards in attending to the needs of the constituency are met, to put their interests above anything else, and to promote highest standard of efficiency and transparency in all transactions.



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SOCIAL SERVICES OFFICES

CITY AGRICULTURE OFFICE

EXTERNAL SERVICE



1. Certificate For Plant-A-Love Program

This process of securing a Plant-A-Love Program Certificate is a requirement for couples to contribute to the City Greening Program by donating or planting trees and other plant species as a pre-requisite for securing a pre-marriage orientation and counseling certificate.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government-issued ID		Client		
Tree saplings/ ornamentals/ vegetable seeds		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring tree saplings/ ornamentals/ vegetable seeds and present valid ID	Check viability of submitted tree saplings/ ornamentals/ vegetable seedlings	None	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto Mr. Delmar Amaro Ms. Gabriela Del Pilar
	Prepare Plant-A-Love Certificate	None	15 mins	<i>Agricultural Technologist</i> Ms. Gabriela Del Pilar
	Signing of Certificate of Completion	None	3 mins	<i>OIC- City Agriculture Office</i> Dr. Basil Sison
	Issuance Certificate of Completion	None	3 mins	<i>Agricultural Technologist</i> Ms. Gabriela Del Pilar
TOTAL		None	26 minutes	



2. Certificate For Land Use for Agricultural and Non-Agricultural

This process of securing permits is a requirement to identify the use of the land.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration		Assessor's Office		
Transfer Certificate of Title		Assessor's Office		
Picture of Land		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the above mentioned requirements	Review of submitted documents as to its completeness and authenticity	None	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
	Site Inspection with documentation to determine the actual land use of the lot parcel	None	2 days	Agricultural Technologists Ms. April Joy Udto and/or Mr. Delmar Amaro
	Prepare a findings report to the Head of the Office for evaluation and signature	None	20 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
	Office Head to evaluate and sign the findings report	None	20 mins	<i>OIC- City Agriculture Office</i> Dr. Basil Sison
	Release of findings report	None	3 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
TOTAL		None	2 days and 48 minutes	



3. Acquisition of Vegetable Seedlings

Increase food production sufficiency by providing free vegetable seedlings to the constituents. It will promote self-reliance and livelihood in the communities.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Acquisition of vegetable seedlings	Receive Letter of Request	None	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
	Set the date of the release of acquired vegetable seedlings	None	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
2. Pick-up the requested vegetable seedlings	Release of the requested vegetable seedlings	None	30 mins	<i>Plant Propagator</i> Mr. Alex Judavar and/or Mr. Rodolfo Hortillano
TOTAL		None	40 minutes	



4. Request for Urban Gardening Lecture/Seminar

Increase food production sufficiency by providing free technical assistance to the constituents. It will promote self-reliance and livelihood in the communities.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request for Urban Gardening Lecture/seminar	Receive Letter of Request	none	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
2. Set the time and venue and determine other necessities of both parties to conduct the lecture	Set a convenient schedule for both parties for the conduct of the urban gardening lecture	none	5 mins	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
	Conduct lecture and Demonstration on the agreed time and venue	none	3 hours	<i>Agricultural Technologists</i> Ms. April Joy Udto and/or Mr. Delmar Amaro
TOTAL		None	3 hours and 10 minutes (excluding the time of waiting of the agreed time)	



SOCIAL SERVICES OFFICES

**CULTURAL AFFAIRS AND TOURISM
DEVELOPMENT OFFICE (CATDO)**

EXTERNAL SERVICES



1. Request for Information or Materials on Local History and Culture

Provides information or materials on Valenzuela City's local history and culture.

Office or Division:	Cultural and Tourism Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		None		
Email address for electronic sending		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Office evaluates the request and prepares the requested material/ information (document or interview request)	None	3 hours	<i>Research Coordinator</i> Mr. Joeboy De Jesus
TOTAL		None	3 hours	



2. Request of Group Visit at the City Museums

Tours are conducted in the Valenzuela City Museums and can accommodate individuals and groups upon request for schedule.

Office or Division:	Cultural and Tourism Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Schools, Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter	1. Office checks the schedule of museum tours. 1.1. Client is informed of the museum schedule.	None	3 minutes	<i>Museum Guide</i> Mr. Cedhie Tabalanza
TOTAL		None	3 minutes	



SOCIAL SERVICES OFFICES
COOPERATIVE DEVELOPMENT OFFICE
EXTERNAL SERVICE



1. Registration and Organizational Support and Assistance to All Registered Cooperatives

Assistance to all registered cooperatives to avail themselves of the tax exemption and other privileges in securing a business permit.

Office or Division:	Cooperative Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Registered Cooperatives in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Certificate of Compliance		Cooperative Development Authority Manila Extension Office		
2. Photocopy of Reportorial Reports		Cooperative Development Authority Manila Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Business Permit and Licensing Office (BPLO) registration form along with other requirements as mentioned above	1.1 Check the completeness of form and requirements	None	15 minutes	Frontline Personnel Cooperative Development Office Ms. Roshel Andrada
	1.2 Provide the client with an application form of endorsement for business permit			
	2.1 Certify the application form of endorsement of the business permit	None	7 minutes	Supervising Cooperative Development Specialist Ms. Josephine Osea
	2.2. Issuance of certified application form of endorsement for business permit			Frontline Personnel of the Cooperative Development Office Ms. Roshel Andrada
TOTAL		None	22 minutes	



2. Registration and Organizational Support and Assistance to Newly-Registered Cooperatives

Assistance to cooperatives to avail the tax exemption and other privileges in securing business permit.

Office or Division:	Cooperative Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Newly Registered Cooperatives in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Certificate of Registration		Cooperative Development Authority Central Office		
Photocopy of Articles of Cooperation		Cooperative Development Authority Central Office		
Photocopy of Articles of By-Laws		Cooperative Development Authority Central Office		
Photocopy of Certificate of Compliance		Cooperative Development Authority - Manila Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Business Permit and Licensing Office (BPLO) registration form along with abovementioned requirements	1. Check the completeness of form and requirements 1.1. Provide client an application form of endorsement for business permit	None	5 minutes	<i>Frontline Personnel</i> Cooperative Development Office Ms. Roshel Andrada
2. Accomplish and submit the application form for Tax Exemption	2. Certify the application form of endorsement of business permit	None	5 minutes	<i>Supervising Cooperative Development Specialist</i> Ms. Josephine Osea

The endorsement letter will be forwarded to the City Legal Office for the City Administrator's tax exemption approval. Upon approval, the Cooperative Development



Office will contact the cooperative for release

	2.1. Approved and Signed tax exemption application form by the City Administrator will be endorsed to the client	None	2 minutes	<i>Frontline Personnel</i> Cooperative Development Office Ms. Roshel Andrada
	2.2. Endorse client to Assessment Window to determine payment to Business Permit License Office	None	10 minutes	<i>Frontline Personnel</i> Cooperative Development Office Ms. Roshel Andrada
TOTAL		None	26 minutes (excluding the process of approval and signature by the City Administrator)	



SOCIAL SERVICES OFFICES
POPULATION MANAGEMENT
EXTERNAL SERVICES



1. Pre-Marriage Orientation and Counseling

Under Section 15 of RA 10354 (RPRH Law of 2012), no marriage license shall be issued by the Local Civil Registrar unless the applicants present a Certificate of Compliance issued by the local Family Planning Office certifying that they had duly received adequate instructions and information on Responsible Parenthood, Family Planning, Breastfeeding, and Infant Nutrition.

Office or Division:	Population Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All couples applying for a Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Plant-a-Love Program Certificate		City Agriculture		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks schedule of PMOC	1.1 Provides Order of payment 1.2 Provides PMOC schedule after ascertaining that couple is available and has completed/ signed their profile and has submitted their individual MEIs	None	1 minute	Ms. Aprille M. Peran Ms. Thelma B. Pranciliso
Endorsement to City Treasurer's Office for payment ₱50.00; Ordinance No.				
2. Present O.R. to CPMO staff	2. Asks couple to fill up PMOC schedule form or couple profile and the Marriage Expectations Inventory (MEI)	None	15 minutes	Mr. Josh G. Gorrez Mr. Levi P. Mananquil Mr. Noriel P. Duzon



5. Attend PMOC	5. Conduct PMOC PMOC is conducted twice a week, Tuesday and Thursday mornings	None	2 hours	Mr. Josh G. Gorrez Mr. Levi P. Mananquil Mr. Noriel P. Duzon
6. Presentation of "Plant-a-Love Program" Certificate Claiming of Certificate of Compliance (prerequisite to Marriage License)	6. Issue Certificate of Compliance	None	1 minute	Mr. Josh G. Gorrez Mr. Levi P. Mananquil Mr. Noriel P. Duzon
TOTAL		None	2 hours and 17 minutes	

Note:

Couples with one or both partners above 25 years old go through the Pre- Marriage Orientation; couples with one or both partners below 25 years old go through both Pre-Marriage Orientation and Counseling in compliance with the 2019 guidelines.



SOCIAL SERVICES OFFICES

**SOCIAL WELFARE AND DEVELOPMENT
OFFICE**

EXTERNAL SERVICES



1. Assistance to Individuals in Crisis Situations (AICS) – Medical Assistance

This process of securing a permit is a requirement to identify the formation of a land area in order to know the application needed for the land area.

Office or Division:	City Social Welfare and Development Office- CIU Unit	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All bonafide citizens of Valenzuela who is need of medical assistance	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Original and 1 photocopy of the Barangay Indigency secured within 6 months prior to application of the assistance (preferably with picture of the patient/ client)	3S Centers of their residence or Barangay Hall of their residence
	2. Original and 2 photocopies of any valid government issued identification card of patient and client bearing residence address in Valenzuela City.	client
	3. Two (2) photocopies of medical certificate or clinical abstract, (within 6 months) with complete name, license number and signature of attending doctor or physician Note: Client must bring the original copy of the required document and Valenzuela address must reflect on the document	Hospital, clinic, company, or supplier that provides all the given requirements as well as the quotation of the prescription or procedure.
	4. Two (2) photocopies of the latest medical prescription (if for medicines)/laboratory request or laboratory protocol (if requesting for laboratory)/ Temporary/Final latest statement of account (if for hospital bill) / treatment protocol for (chemotherapy or dialysis patient) Note: Client must bring the original copy of the required document and	Hospital, clinic, company, or supplier that provides all the given requirements as well as the quotation of the prescription or procedure.



Valenzuela address must reflect on the document	
5. If the patient is 17 years old and below, two (2) photocopies of the birth certificate is needed and/or recent school ID (within school year enrolled)	PSA and school where the patient is studying
6. Other documents might be needed such as: a. Secondary IDs (TIN, POSTAL, PHILHEALTH and POLICE CLEARANCE)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot kiosk and wait for the assigned number to be called. Submit the above mentioned requirements when called.	1. Upon calling the queueing number, register and check validity and completeness of requirements	None	3 minutes	AICS Worker Ms. Pearlie Salvador Mr. Jonathan Beltran Ms. Vergie Cabral
	1.1. Assigned worker conducts intake interview and encode necessary information		30 minutes	AICS Worker Ms. Pearlie Salvador Mr. Jonathan Beltran Ms. Vergie Cabral
2. Wait for Claim Slip or Home Visit Schedule Slip to be issued	2. Set a home visit schedule and Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation (In cases of no valid ID, home	None	3 minutes	AICS Worker Ms. Pearlie Salvador Mr. Jonathan Beltran Ms. Vergie Cabral



	visitation is done by the assigned worker and get 2 persons to justify the client's existence)			
The client shall wait for the scheduled home visitation.				
	2.1. Conduct home visitation and undertake necessary interviews	none	15 minutes	Ms. Mica Mendoza or Ms. Iluvel Coralde
After the home visitation is undertaken, the assigned staff shall contact the client for processing of the application. The client shall go back to the AICS Worker to process their application.				
	3.1. Submission of the application to the Department Head or the Social Worker for approval		3 minutes	AICS Worker Ms. Pearlie Salvador Mr. Jonathan Beltran Ms. Vergie Cabral
	3.2 Social Worker/ CSWD Head approves/ disapproves the assistance with corresponding amount.	None	3 minutes	Social Worker/ CSWD Head Ms. Dorothy Evangelista or Ms. Iluvel Coralde or Ms. Prescy Vallarta 3S Centers
4. Return on the scheduled date of release, get a queuing ticket at DotBot Station and present valid government-issued ID to AICS Worker.	4. Release voucher for medical assistance. Advises client to proceed to City Cashier's Office In case of disapproval, provide clients with explanations	None	15 minutes	Assigned AICS worker for releasing Mr. Jonathan Beltran and/or Ms. Pearlie Salvador



	of the reasons of disapproval.			
TOTAL		None	1 hour and 2 minutes	

2. Assistance to Individuals in Crisis Situations (AICS) -Transportation Assistance

The assistance for the purchase or payment of transport (air/ sea/ land) based on the actual cost of ticket quotation and/or travel expenses to enable the client/s to return to their home provinces permanently. Those clients who seek further medical interventions in another place, attend to emergency concerns such as death, care or other critical situations of family members or relatives that require the presence of the client, rescue of abused relatives and/or travel due to events of calamity/ disaster will be limited with at least two (2) accompanying relatives.

There are also cases where Valenzuela City run shelters will turn-over clients to their respective Local Governments, as such travel expenses will be provided.

Office or Division:	City Social Welfare and Development Office- CIU Unit			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All bonafide citizens of Valenzuela who is need of transportation assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)		3s Centers, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices		
3. Police Blotter (for victims of pick pocket) / Barangay Blotter (for vagrant, street dwellers)		Nearest police station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called.	1. Upon calling the queueing number, register and check validity and	None	3 minutes	RSW Officer of the Day Monday Ms. Iluvel Coralde



	completeness of requirements			Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedrick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
	1.1. Assigned worker conducts intake interview and assessment	None	30 minutes	RSW Officer of the Day Monday Ms. Iluvell Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith



				<p>Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedrick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
2.Client receives slip for home visit	2. Assigned worker conducts home visitation. (In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence and secure signature from the informant)	None	5 days	<p>RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero</p>



				Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
Assigned Social Worker will prepare the Social Case Study Report attached with the requirements submitted, and prepare the Voucher.				
3. Client acknowledge the assistance provided	3. Release voucher for transportation assistance. Advises client to proceed to City Cashier's Office In case of disapproval, provide clients with explanations of the reasons of disapproval.	None	10 minutes	AICS Worker Mr. Jonathan Beltran
TOTAL		None	5 days and 28 minutes	

Note: Beneficiaries of the Balik-Probinsiya Program shall be permanently disqualified to avail any benefits provided by the City.



3. Assistance to Individuals in Crisis Situation (AICS)- Burial Assistance

The assistance to defray funeral expenses and other related expenses of the bereaved family who is a bonafide resident of Valenzuela City, including but not limited to expenses in bringing the remains to the residence of the deceased and/or burial site in accordance with the customary practices especially among Indigenous People, casualties during disaster/ calamity, public servants and city employees.

Office or Division:	City Social Welfare and Development Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All bonafide citizens of Valenzuela who is need of burial assistance	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Letter request address to Mayor	Client
	2. Blank burial assistance cheque (if already home visited by the burial team)	CSWDO Burial Team who visited
	3.Original and 1 photocopy of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)	3S Centers, Barangay Hall
	4.Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay	Government offices
	5.Certified true copy and 2 photocopies of Death Certificate with registry number	Hospital or by the Local Civil Registry
	6.Certified true copy of funeral contract and Two (2) photocopies Funeral Contract or official Receipt; Statement of Account; Transfer Permit (if assistance for transfer of cadaver is requested separately from funeral assistance) provided that a Certificate of Balance or Promissory Note is required.	Funeral Service
	7.If the deceased person is elderly-Senior Citizen ID and certification from OSCA	OSCA
	8.Other pertinent documents as required by the Social Worker for further assessment	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker Ms. Marilou Capacillo Mr. Mark Christian Parce Mr. Rodelio Pactao
2. Submit required documents for qualification	2. Assigned worker conducts intake interview	None	30 minutes	Assigned worker Ms. Marilou Capacillo Mr. Mark Christian Parce Mr. Rodelio Pactao
3. Client received voucher of assistance	3. Worker issues voucher for assistance	None	3 minutes	Assigned worker Ms. Marilou Capacillo Mr. Mark Christian Parce Mr. Rodelio Pactao
4. Client will wait for the encashment of the voucher	4. Worker issues schedule of releasing	None	5 days	Assigned worker Ms. Marilou Capacillo Mr. Mark Christian Parce Mr. Rodelio Pactao
5. Claim the cash assistance to the cashier	5. Cashier released the assistance	None	10 minutes	Cashier
TOTAL		None	5 days and 46 minutes	

Note: Adapted from City Ordinance No. 261 series of 2016; City Ordinance No. 262 series of 2016 and City Ordinance No. 1039 series of 2022

4. Assistance to Individuals in Crisis Situation (AICS) – Application for Certificate of Indigency

A document requested by other government offices or private institutions as proof of an individual's financial capacity or situation. The certificate is often required to avail of government services (i.e., educational scholarships, legal assistance etc.)



Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All bonafide citizens of Valenzuela who need a certificate of indigence that is below the poverty threshold.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of the Barangay Indigency (preferably with picture of the client)		3s Center, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices		
3. Medical Certificate or Clinical Abstract – Original (for laboratory)		Government Clinic or Hospital where the patient sought consultation or check-up		
4. Original and 1 photocopy of the Certificate of No Property from Municipal Assessor's Office (legal Assistance)		Municipal Assessor's office (For Certificate of Indigency Only)		
5. Original and 1 photocopy of the Certificate of No Business from the Municipal Treasury Office (for legal assistance)		Treasurer's Office (For Certificate of Indigency Only)		
6. Photocopy of the Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR) (for legal assistance)		BIR (For Certificate of Indigency Only)		
7. Copy of school records and school ID, letter referral from the school (if for scholarship)		School		
8. Other pertinent documents as required by the worker to support the claims such as; a. 3 months pay slip b. Certificate of no filing tax...				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called.</p>	<p>1. Upon calling the queueing number, register and check validity and completeness of requirements</p>	<p>None</p>	<p>3 minutes</p>	<p>AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedrick</p>
				<p>Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>



<p>2. Submit required documents for qualification</p>	<p>2. Endorses requirements/ client to the assigned worker and conducts intake interview and assessment</p>	<p>None</p>	<p>30 minutes</p>	<p>AICS Worker / RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
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<p>3.Client receives slip for home visit if necessary</p>	<p>Assigned worker conducts home visitation. (In cases of no valid ID, home visitation is</p>	<p>None</p>	<p>4 days</p>	<p>AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
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	done by the assigned worker and get 2 persons to justify the client's existence)			
4. Client receives the certificate	Assigned worker issue the	None	5 minutes	<p>AICS Worker /RSW Officer of the Day</p> <p>Monday</p> <p>Ms. Iluvel Coralde</p> <p>Ms. Sarah Cubacub</p> <p>Ms. Marilou Capacillo</p> <p>Ms. Judith Mendoza</p> <p>Tuesday</p> <p>Ms. Michelle Mabuti</p> <p>Mr. Louie Devero</p> <p>Mr. Cedirick Alapan</p> <p>Mr. Raffy Calalang</p> <p>Wednesday</p> <p>Ms. Daisy Doldol</p> <p>Ms. Admelia Velasquez</p> <p>Ms. Jinky Avelino</p> <p>Thursday</p> <p>Ms. Jessabel Reyes</p> <p>Ms. Janna Corpuz</p> <p>Ms. Hannah Rose Francisco</p> <p>Mr. Brandon Encarnacion</p> <p>Friday</p> <p>Mr. Eldrene Cabug</p>



				Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
	certificate of indigency			
TOTAL		None	4 days and 38 minutes	

5. Assistance to Individuals in Crisis Situation (AICS) – Application for Social Case Study Report

A document requested by the client that is required by other government offices or private institutions as proof of an individual's socio-economic condition. The certificate is often required to avail of AICS services to other government offices or hospitals for medical assistance, transportation assistance and burial assistance and other assistance needed by the client.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All bonafide citizens of Valenzuela who is need of social case study report to defray cost of expenses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)		3s Center, or Barangay Hall of their residence		
2. Original and 1 photocopy of any valid government issued identification card of client bearing residence address of a particular Barangay include patient's id		Client		
3. Photocopy of medical Certificate or Medical Abstract/ medical prescription/ hospital bill/ medical procedure quotations (for medical needs) must bring original		Clinic or Hospital where the patient sought consultation or check-up		
4. Copy of school records and school ID (if for scholarship)		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register</p>	<p>1. Upon calling the queuing number, register and check validity and</p>	<p>None</p>	<p>3 minutes</p>	<p>AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
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at the assigned desk at Valenzuela CSWD Office	completeness of requirements			
2. Submit required documents for qualification	2. Endorses requirements/ client to the assigned worker and conducts intake interview and assessment	None	30 minutes	<p>AICS Worker /RSW Officer of the Day</p> <p>Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza</p> <p>Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang</p> <p>Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino</p> <p>Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion</p> <p>Friday Mr. Eldrene Cabug Mr. Jonathan Escobido</p>



				Ms. Ma. Evan Grace Carmelo
3. Client receives the social case study report	Assigned worker issued social case study report duly signed by a registered social worker	None	5 minutes	<p>AICS Worker /RSW Officer of the Day</p> <p>Monday</p> <p>Ms. Iluvel Coralde</p> <p>Ms. Sarah Cubacub</p> <p>Ms. Marilou Capacillo</p> <p>Ms. Judith Mendoza</p> <p>Tuesday</p> <p>Ms. Michelle Mabuti</p> <p>Mr. Louie Devero</p> <p>Mr. Cedirick Alapan</p> <p>Mr. Raffy Calalang</p> <p>Wednesday</p> <p>Ms. Daisy Doldol</p> <p>Ms. Admelia Velasquez</p> <p>Ms. Jinky Avelino</p> <p>Thursday</p> <p>Ms. Jessabel Reyes</p> <p>Ms. Janna Corpuz</p> <p>Ms. Hannah Rose Francisco</p> <p>Mr. Brandon Encarnacion</p> <p>Friday</p> <p>Mr. Eldrene Cabug</p> <p>Mr. Jonathan Escobido</p> <p>Ms. Ma. Evan Grace Carmelo</p>



TOTAL	None	5 days and 38 minutes	
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6. Assistance to Individuals in Crisis Situation (AICS) – Food Assistance

Provision of assistance to clients to meet the need for food and other most basic needs for sustenance. The assistance may be in the form not limited to the following: food packs, hot meals, food/meal allowance or cash equivalent to the cost of the required hot meals or other food items especially for those admitted in the hospital (reached out clients in the streets, abandoned and neglected clients catered by the In-City shelters).

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All bonafide citizens of Valenzuela who is need of food assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of any valid government issued identification card of client bearing residence address of particular Barangay		Government Offices		
2. Barangay Blotter (if for strande, street dweller/ homeless) indicating the current situation of the individual and families in need or vulnerable situations.		3S Centers, Barangay Hall		
3. Any document proving the applicant is stranded/ trip ticket		Client		
4. Any document proving the beneficiary is in need/ in crisis		Client		
For patients admitted in a hospital, medical certificate or clinical abstract proving their admission in the medical care		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called.	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required	2. Endorses	None	30 minutes	AICS Worker /RSW Officer of the Day



documents for	requirements/client			Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde
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qualification	nt to the assigned worker and conducts intake interview and assessment			<p>Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
3.Client receives assistance	3.Worker processed and provide the assistance to the	None	10 minutes	AICS Worker /RSW Officer of the Day



	client based on assessment			Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedrick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
TOTAL		None	43 minutes	

7. Assistance to Individuals in Crisis Situation (AICS) – Referral for Other Services

This refers to the assistance that is not available at the CSWD Office or can be an additional resource to augment the assistance from other government offices or



institutions. This involves, but is not limited to, referrals to appropriate agencies for medical assistance, cataract operation, burial assistance, other cash assistance, legal assistance, psychosocial interventions, and admission to residential facilities among others.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All bonafide citizens of Valenzuela who is in need of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy or Barangay Indigency (preferably with picture of the client)		3s Center, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
3. Barangay blotter, Medical Certificate (for strandeers needing shelter)		Police station, nearest hospital or barangay health centers		
4. medical certificate or clinical abstract, medical prescription, laboratory procedures (for medical purpose)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called.	1. Upon calling the queueing number, register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	30 minutes	AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday



				Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
3.Client receives assistance	3.Worker processed and provide the assistance to the client based on assessment	None	10 minutes	AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr.



				Louie Devero Mr. Cedrick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
TOTAL		None	43 minutes	

8. Assistance to Individuals in Crisis Situation (AICS)- Cash Assistance for Other Support Services

An assistance in the form of an outright cash provided to individuals and families in extremely difficult circumstances in which the need does not fall on the above mentioned assistance, such as but not limited to, a child victim of abuse, Persons Living with HIV, rescued families, individuals or families in crisis, victims of a disaster/ calamity, survivor-victims of VAWC, repatriated, trafficked persons, RPWUD (Recovering Persons who used



Drugs), Persons with Disability needing therapy and other medical interventions as may be justified by the social worker or through a case consultation/ conference.

Office or Division:	City Social Welfare and Development Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Bonafide clients residing in Valenzuela City who fall under the following category but not limited to: Child victim of abuse, CICL PLHIV Rescued Families Families in Crisis Victims of Fire Survivor- victims of VAWC Repatriated Persons with disability RPWUD (Recovering Persons who used Drugs)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)	3s Center, Barangay Hall
	2. Depending on the circumstance of the client: - Police Report or Bureau of Fire Protection (BFP) Report/ Certification of fire victims - Passport, Travel Documents, any proof of repatriation - a certification from the social worker for rescued clients - Police blotter for victims of abuse - recent medical certificate or clinical abstract - Barangay blotter report (for cases of reached out clients, strandeers, etc)	Government offices (Bureau of Fire, OWWA, Police stations, CSWDO) HRO of the Company
	- Referral Letter/ Endorsement (e.g from the RTC/MTC/ NGO or other concerned agencies) - Valid Company ID and a letter from its respective Human Resource Office (HRO) or a Certificate of Employment issued by the HRO with current	Client



employment status in the last 6 months - Other documents that may be needed by the social worker				
3.Social Case Study Report		CSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required	2.Endorse	None	1 hour	AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabut Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna



documents for	requirements/			Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco
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qualification	client to the assigned worker and conducts intake interview and assessment			Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
3.Client receives slip	Assigned worker	None	5 days	AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz



<p>for home visit if necessary</p>	<p>conducts home visitation. In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence</p>			<p>Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo</p>
<p>4.Client receives</p>	<p>3.Worker</p>	<p>None</p>	<p>10 minutes</p>	<p>AICS Worker /RSW Officer of the Day Monday Ms. Iluvel Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedirick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia</p>



assistance	processed and provide the assistance to the client based on assessment			Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
TOTAL		None	5 days, 1 hour and 13 minutes	

9. Emergency Shelter Assistance

Provision of timely and limited financial /materials assistance to demolished victims, street



dwellers, victims of evictions, and relocatees to temporarily alleviate their present plight. Also, this assistance is for families and individuals who are victims/ survivors whose houses were totally, partially, and slightly destroyed by natural or human induced disasters. To address the immediate needs of the households with damaged houses or living in a danger zone and help them to early recovery stage transition. Assistance is usually in the form of basic services such as subsistence, temporary shelters, materials for house repair and relocations.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Bonafide citizens of Valenzuela who are: 1. Victims of natural or human induced disasters 2. Demolished / evicted from waterways/ NLEX/ NAPOCOR Tower Lines, Private-Owned and Government-Owned structures or land. 3. Poor or indigent individuals or families needing assistance for shelter. Members of informal sector, marginalized, vulnerable and disadvantaged individuals, demolished victims, street dwellers, victims of evictions, and relocatees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 Photocopies of Endorsement from Housing Resettlement Office/ Engineering/ Office of Building Officials (if available)		Housing Resettlement Office		
2. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency		3s Center, Barangay Hall		
3. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices		
4. 3 photocopies of court order/ Notice of Violation		RTC/MTC		
5. Original and 2 photocopies of Barangay Certification as proof of house damage of victims of disaster		Barangay Hall		
Original and 2 photocopies of BFP Certificate as proof of house damage for Fire Incidents		Bureau of Fire Protection (Valenzuela Central Fire Station)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client submits all documents: original barangay Indigency and provide two (2) photocopies of all the requirements	1. Verify client's data from record 1.1. Register and check validity and completeness of requirement	None	5 minutes	Social worker Ms.Jinky Avelino
2. Prepare for interview	2. Focal person conducts further interview with counseling and prepares Social Case Study Report	None	1 hour	Social Worker Ms. Jinky Avelino
3. Acknowledge Claim Slip or Home Visit Schedule Slip (if necessary)	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	Social Worker Ms. Jinky Avelino
4.Receives Voucher for Financial Assistance as per given schedule upon presentation of valid ID	4. Release of Voucher for Emergency Shelter	None	10 minutes	Social worker Ms. Jinky Avelino
TOTAL		None	1 day, 1 hour and 15 minutes	

Note:

For cases of natural or human-induced disasters, interview, and assessment on the affected family or individual, and mapping of affected areas is done on-site before submission of any required documents. If there are multiple victims or survivors, a payroll will be submitted to PAYROLL UNIT and AUDIT UNIT for crossmatching to check the client being tagged to other similar assistance.

10. Educational Assistance

The educational assistance program provides aid to eligible students to help defray school expenses and/ or cost of sending students/ children to school with priority given to indigent students and their families such as school fees and other related expenses. This may be available at least twice a year.

This assistance shall not cover graduate (Masteral) and post-graduate (Doctoral) studies including professional degrees and those expenses for the review for the licensure/ bar



examinations.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizens)			
Who may avail:	In- school youth or Out of School Youth who study in private/ public school, child of a solo parent, street children.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Educational Assistance		3s Center, or Barangay Hall of their residence		
2. Original and 2 photocopies of Parents or Guardian's Valid government Issued ID and 2 photocopies of student's school ID valid within the present school year		Client		
3. 2 photocopies of Registration Card or Certificate of Enrolment or report card (if available) within the present school year		School attended		
4. 2 photocopies of Statement of Account from the School		School attended		
5. 2 Photocopies of Birth certificate of client.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Mr. Austin John Tan Mr. Jonathan Escobido
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	20 minutes (depending on the circumstance)	Mr. Jonathan Escobido
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	5 days	Mr. Jonathan Escobido



4. Client will wait for the release of assistance	4. Worker will process the assistance	None	10 days	Mr. Jonathan Escobido
5. Client receives assistance	5. Worker released the assistance	None	10 minutes	Mr. Jonathan Escobido
TOTAL		None	15 days, 33 minutes	

Note:

Beneficiaries under the Pantawid Pamilya Pilipino Program (4P's) and other similar services from other institutions are ineligible from availing of this assistance (i.e., scholarship grants); For College and Vocational Students adaptation from City Ordinance No. 1031 series of 2022

11. Government Internship Program (GIP)

Provision of opportunities for in-school/ out of school youths or students to be trained in government operations during summer. The interns are assigned to data banking, reproduction, packaging of materials, record filling and other office functions.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Out-of-School Youth/ In School Youth Ages 15- 24 yrs. Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) pc. 2x2 latest picture with white background		Client		
2. 2 Photocopies of Birth Certificate		Philippine Statistics Authority (PSA) or Local Civil Registry		
3. 2 Photocopies of Class Card/Registration Form/Form 137 / School Diploma		School last attended		
4. 2 Photocopies of Valid Government Issued ID of Parent/ Guardian		Government Office		
5. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Application for GIP		3s Center, Barangay Hall		
6. Duly Accomplished Kasunduan Form and Application form of GIP		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Mr. Austin John Tan Mr. Jonathan Escobido
2. Submit required documents for qualification	2. Endorses requirements/ client to the assigned worker and conducts intake interview and assessment	None	20 minutes (depending on the circumstance)	Mr. Jonathan Escobido
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	5 days	Mr. Jonathan Escobido
Client will wait for the scheduled orientation if approved	4. Assigned worker prepares for the orientation	None	7 days	Mr. Jonathan Escobido
5. Client attends the orientation	5. Prepare for the orientation	None	1 hour	Mr. Jonathan Escobido
6. Client wait for the deployment	6. Assigned worker deployed the client	None	10 minutes	Mr. Jonathan Escobido
TOTAL		None	20 days	

12. Livelihood Assistance/Self Employment Assistance- Kaunlaran (SEA-K)

Assistance is provided to productive families who want to continue or expand their business or start up a small business.

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C/ G2G – Government to Citizen, Government to Government
Who may avail:	Parents/substitute parents, solo parents, families-in-conflict, families with relationship problems, unemployed family heads, needy adults and socially depressed barangays 18 – 60 years of age Physically and mentally fit With existing business Has the skill to run a small-scale business (based on an assessment)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Original and 2 photocopies of the Barangay Certificate or Barangay	3s Center, Barangay Hall			
Indigency with the purpose of Livelihood Assistance				
2. Original and 2 photocopies of any valid government-issued identification card of the client bearing the residence address of a particular Barangay	Government offices			
3. Original picture of business	Client			
4. Duly accomplished "Mungkahing Proyekto"	CSWDO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Ms. Mona Liza Constantino Ms. Gloria Chavaz Mr. Cedirick Alapan
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	20 minutes (depending on the circumstance)	Ms. Mona Liza Constantino Ms. Gloria Chavaz Mr. Cedirick Alapan
3. The client receives a slip for home visits if necessary	3. Assigned worker conducts home visitation	None	5 days	Ms. Mona Liza Constantino Ms. Gloria Chavaz Mr. Cedirick Alapan
4. Client attends BBMT (Basic Business Management Training) and prepares Mungkahing Proyekto	4. Assigned worker prepares for the BBMT	None	10 days	Mr. Cedirick Alapan
5. Client will wait for the release of assistance	5. Assigned worker will process the assistance	None	3 days	Mr. Cedirick Alapan



6. Client will receive the assistance	6. Assigned worker will release the assistance	None	30 minutes	Mr. Cedirick Alapan
TOTAL		None	18 days and 53	
			minutes	

13. Sagip Kalinga Program

Generally, it is the act of the local government to undertake a sustained campaign in bringing down as well as preventing the growing numbers of vagrants/ street adults, vagrants with mental disability, mendicants (regardless of ethnicity), street children, street families. The public is also advised not to give alms in the streets, as this only encourages street children and mendicants to frequent the thoroughfares or high-risk areas of Valenzuela city, thus posing risks not only to the homeless but to others as well. There are also cases of found clients (elderly, persons with disabilities and children) who were turned over by the Barangay, PNP or concerned citizens.

As part of the campaign of LGU-Valenzuela, a daily round up of the CSWD Sagip Kalinga staff is being carried out to lower if not eradicate the increasing number of the said clientele.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Vagrants/ street adults, vagrants with mental disability, mendicants (regardless of ethnicity), street children and street families, found - elderly, children and person with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 Photocopies of Medical Certificate		Barangay Health Center or VCEH or VMC		
2. 2 photocopies of Barangay or Police Blotter Report		Barangay or Police Station		
3. Original Referral letter from the referring office		Referring Party		
4. Social Case Study Report from the referring office (if from other local social welfare and social welfare agencies)		Referring Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Referring party make phone call, radio call or personal request	Worker receives the call or request and assess the nature of request	None	10 minutes	Ms. Jessabel Reyes
	If verified and available for reach out, worker	None	15 minutes	Barangay Personnel or Tanod
	coordinate with the Barangay Peace and Order to conduct initial response			
	Coordinate with VC Command and Coordinating Center (VCC3) to conduct area visibility of the client	None	5 minutes	Ms. Jessabel Reyes
	Sagip team will proceed to area and reach out the client	None	1 hour (depending on the location/ area of the client)	Ms. Jessabel Reyes
	Sagip Team proceed to the nearest hospital or clinic for medical check-up of the client and secure blotter at the respective Barangay	None	1 hour	Ms. Jessabel Reyes
TOTAL		None	2 hours and 30 minutes	
If no team is readily available for reach out:				
None	Assigned worker coordinate with the Barangay Officials/ nearest TMO or Pedestrian Officer	None	15 minutes	Ms. Jessabel Reyes



None	Assigned worker to provide feedback to requesting party once coordinated	None	10 minutes	Ms. Jessabel Reyes
Client Fill-up the Feedback Form	Assigned worker to require client to fill-up Feedback Form	None	minutes	Ms. Jessabel Reyes



14. Marriage Counseling

It is one of the prerequisites before soon to be married couples can secure a Marriage License which should be undertaken a month before the wedding. During the seminar, the pre-marriage counselor tackles and shares about marriage life expectations, family values, family planning, household budgeting, responsible parenthood, husband and wife relationships, rights and duties as parents and inspiring personal love stories that you pick real-life changing lessons.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Couples contemplating to marry after a month 18 to 25 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 photocopies of Birth Certificate of the Couple		Client		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
3. Duly accomplished Marriage Counseling Application Form		CSWDO		
4. PHP 50.00 for clearance fee		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Ms. Linda Santiago Ms. Marilou Capacillo
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the couple	None	60 minutes (depending on the circumstance)	Ms. Linda Santiago Ms. Marilou Capacillo
3. Client secure order of payment and Marriage Expectation Inventory	3. Provided MEIQ and Order of Payment	None	10 minutes	Ms. Linda Santiago Ms. Marilou Capacillo



Questionnaire				
4. Client pay marriage certificate fee and secure Official Receipt at City Treasurer's Office(PHP 50 per couple)				
5. Couple attends Marriage Counseling at the specified venue	5. Assigned social worker scheduled for the conduct of Marriage Counseling (Every Tuesday and Thursday)	None	5 hours	Ms. Linda Santiago Ms. Marilou Capacillo
6. Client receives the marriage certificate after the seminar	6. Assigned worker released the certificate to the couple	None	5 minutes	Ms. Linda Santiago Ms. Marilou Capacillo
TOTAL		None	6 hours and 18 minutes	

15. Application for Solo Parent ID

Any solo parent whose income in the place of domicile falls below the poverty threshold as set by NEDA and subject to the assessment of CSWDO worker shall enjoy the benefits mentioned in Sections 6, 7 and 8 of RA 8972.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<p>A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender provided that the mother keeps and raises the child;</p> <p>Parent left solo or alone with the responsibility of parenthood due to death of spouse, abandonment, disappearance, or absence that lasts for at least 1 year;</p> <p>Parent left solo or alone with the responsibility of parenthood while the spouse is detained or is serving sentence for a criminal conviction for at least one (1) year;</p> <p>Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner;</p> <p>Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children;</p>



	<p>Parent left solo or alone with the responsibility of parenthood due to Declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children;</p> <p>Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year.</p> <p>Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;</p> <p>Any other person who solely provides parental care and support to a child or children;</p> <p>Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents</p> <p>Unmarried mother/father who has preferred to keep and rear his/her child/children instead of having others care for them or to give them to a welfare institutions;</p> <p>Any other person who solely provides parental care support to a child or children provided he/she is duly licensed as Foster Parent by DSWD or duly appointed legal guardian by the Court.</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Livelihood Assistance	3s Center, Barangay Hall
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay	Government offices
3. 1 original 2 photocopies of affidavit of separation/ if separated with notarized	Legal Office
4. 2 photocopies of Certificate of Detention from Jail Warden (if spouse is detained) –	BJMP
5. 2 photocopies of Death Certificate of Spouse (if widow/widower) with registry number	PSA
6. 2 photocopies of Birth Certificate of Minor Children/PWD adult certified by Medical Doctor	PSA
7. Two (2) pcs of 1 x 1 ID picture	Client
8. Medical Certificate of Spouse (for those physically and mentally incapacitated) – Two (2) photocopies	Any licensed hospital or clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Ms. Linda Santiago
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the couple	None	60 minutes (depending on the circumstance)	Ms. Linda Santiago
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	5 days	Ms. Linda Santiago
4. Client receives Solo Parent ID or Certification	4. Issuance of Solo Parent ID	None	2 minutes	Ms. Linda Santiago
TOTAL		None	5 days, 1 hour and 5 minutes	

16. Provision of food and non food materials on disaster occurrence

Refers to programs provided to victims/survivors of disaster through providing immediate relief such as food, water, blankets, medicines, hygiene kit, etc. immediately after the occurrence of a disaster. It also involves survey of the affected people and rehabilitating the community by restoring basic social functions to full resumption of socio-economic activities plus preventive measures.

After the impact of Disaster, the response is composed of the following set of activities: (1) assess the needs; (2) reduce the suffering; and (3) limit the spread and the consequences of the disaster.

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizens	
Who may avail:	Must be citizen of Valenzuela City Victims of manmade and natural disasters	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and 1 photocopy of Barangay certification as victim of disaster		Barangay hall



2. BFP report		Bureau of fire		
3. Disaster Assistance Family Card		CSWDO		
4. Masterlist of Victims/Survivors of Disaster		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents the Disaster Assistance Family Card	Assigned worker verified the client and released assistance	None	Within the day	AICS Worker /RSW Officer of the Day Monday Ms. Iluvell Coralde Ms. Sarah Cubacub Ms. Marilou Capacillo Ms. Judith Mendoza Tuesday Ms. Michelle Mabuti Mr. Louie Devero Mr. Cedrick Alapan Mr. Raffy Calalang Wednesday Ms. Daisy Doldol Ms. Admelia Velasquez Ms. Jinky Avelino Thursday Ms. Jessabel Reyes Ms. Janna Corpuz Ms. Hannah Rose Francisco Mr. Brandon Encarnacion Friday Mr. Eldrene Cabug



				Mr. Jonathan Escobido Ms. Ma. Evan Grace Carmelo
TOTAL		None	1 day	

17. Assistive Devices for Persons with Disability

Assistance provided to persons with disability for them to continue to be productive and contributing members of society, despite their disability.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Person with Disability living in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency		3s Centers, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Provided by Patient		
3. Three (3) photocopies of the Medical Certificate with doctor's recommendation to the patient to use assistive device such as but not limited to wheelchair or crane		Any hospital or clinic where a patient undergoes check-ups.		
4. One (1) whole body picture of the patient		Provided by Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker • Ms. Wilma Espeso • Ms. Jade Teodoro



2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the client	None	60 minutes (depending on the circumstance)	Crisis worker/ Social Worker • Ms. Wilma Espeso • Ms. Jade Teodoro
	3. Subject for Approval <i>Note: If the request is dis-approve, provide an explanation of disapproval to the client. If the request is approved the client will be informed for the agreed releasing date of the assistive device.</i>	None	60 minutes	• Ms. Dorothy G. Evangelista OR • Ms. Wilma Espeso
			5 Days	
4. The client shall get a queueing ticket at DotBot Station and wait for the number to be called. Submit the ID when called.	The CSWDO Staff shall process the release of the assistive device	None	10 minutes	Assigned worker • Ms. Wilma Espeso • Ms. Jade Teodoro
TOTAL		None	5 days, 2 hours and 13 minutes (Including the days of replenishment of stocks)	



18. Provision of food and non food items for Persons with Disability and Elderlies

This assistance includes hygiene kits, Milk and food pack for persons with disability and bed ridden senior citizens to augment their daily needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Person with disability live in Valenzuela and Bedridden senior citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency		3s Centers, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		COMELEC, GSIS, LTO and PDAO, OSCA offices and CSWDO		
3. Social Case Summary Report/ Duly signed intake sheet		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Ms. Ma. Evan Grace Carmelo Ms. Admelia Velasquez
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the client	None	60 minutes (depending on the circumstance)	Ms. Ma. Evan Grace Carmelo Ms. Admelia Velasquez
3. Client claims the request for assistance	3. Assigned worker prepares the assistance	None	5 minutes	
TOTAL		None	68 Minutes	

19. Early Childhood Care and Development – Day Care



Refers to the various services of health and sanitation, nutrition, early education, child protection, nutrition, early education, child protection, social services development and human development that may be conducted as center-based programs or home-based programs by various ECCD Service providers

Office or Division:	City Social Welfare Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All children ages 3 – 4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the child – one (1) photocopy only		LCR, PSA		
Enrolment Form (downloadable from Valenzuela City Page)		ECCD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest day care center and drop (drop box) the enrolment form and a photocopy of the child's birth certificate.	1. Conduct interview with the parent on child's personal profile thru phone.	None	10 minutes	Day care teacher
TOTAL		None	10 minutes	

20. Foster Care Program Application

The City Social Welfare and Development Office help facilitate temporary placement of child to a foster parent for substitute care and protection.

It provides children with a short-term or long-term home and supportive, stable family environment when they cannot live with their birth parents. Foster Parents care for their foster children until they are reunited with their birth families, or are legally available for adoption.

Office or Division:	City Social Welfare and Development Office- Children Welfare Program
Classification:	Highly technical
Type of Transaction:	G2C G2G
Who may avail:	Prospective Foster Care Parents



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance		Police Clearance Office		
2. Birth Certificate (PSA copy)		Philippine Statistics Authority Office		
3. Marriage Certificate (if married)		PSA, Local Civil Registry		
4. Medical Certificate		Private/ Public Clinic or hospital certified by licensed physician		
5. Three (3) Character Reference (work, friends, neighbors)		Client		
6. Income Tax Return (BIR) Latest		BIR		
7. Psychological Evaluation (as need arises)				
8. Brgy Certificate (length of residency and good moral character)		Barangay		
9. Valid residence visa or proof of residency (for foreign nationals)		DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client needs to attend the orientation on foster care program	1. Social worker provides endorsement/ referral of client to DSWD-NCR for orientation	None	20 minutes	Ms. Joriel Elizabeth Joaquin
2. Submit all necessary requirements	2. Social worker to conduct validation/ home visitation and further case management including home study report and submit documents to DSWD-NCR for processing and approval	None	14 days (upon submission of requirements)	Ms. Joriel Elizabeth Joaquin
3. Client should wait for notice for possible matching	3. Worker attends foster care matching for presentation to matching committee	None	1 day	Ms. Joriel Elizabeth Joaquin
TOTAL		None	15 days and 20	



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21. Adoption Program

The adoptive families (Valenzuela City residents) go through a process of application as prospective adoptive families facilitated by the Department of Social Welfare and Development (DSWD) through the CSWDO.

Office or Division:	City Social Welfare and Development Office - Children Welfare Program	
Classification:	Highly Technical	
Type of Transaction:	G2C, G2G	
Who may avail:	Prospective Adoptive Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Walk in Clients		
1. Certificate of Attendance on foster care orientation	DSWD-NCR	
2. Police Clearance	Police Clearance Office	
3. Marriage Certificate (if married) SECPA form	PSA, Local Civil Registry	
4. Medical Certificate	Private/ Public Clinic or hospital certified by licensed physician	
5. Three (3) Character References	Client	
6. Birth certificate of applicant SECPA Form (authenticated copy)	PSA	
7. Latest Income Tax Return (BIR)	BIR	
8. Psychological Evaluation (as need arises)		
For Abandoned, Neglect and Dependent Child		
1. Notarized Petition	CSWDO, Lawyer	
2. Social Case Study Report	CSWDO	
3. Written certification from radio/ TV station that case was aired in 3 different dates		
4. One newspaper publication		
5. Police report/Barangay certificate or blotter/ certified copy of training report issued by PNRC	Concerned Barangay Hall, PNRC	
6. Birth certificate/ certificate of foundling, certified true copy from LCR or PSA	PSA, CRO	
7. Certified copy of notice of petition	FO NCR	



8. Original copy of certificate of posting		FO NCR		
9. Original photograph of the child		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Produce or provide all the requirements needed and submit to the CSWDO	1. The social worker shall review and examine the requirements;	None	7 days	Ms. Joriel Elizabeth Joaquin
2. Wait for the schedule or unannounced home visit of the Social Worker	2. The social worker will conduct interview and home visit to the applicants; prepares child study report and/or Home Study Report; submit to DSWD-NCR the child study report and/or home study report with the supporting documents (requirements submitted by the applicant)	None	1 day	Ms. Joriel Elizabeth Joaquin
3. Wait for the issuance of the CDCLAA	3. The certification will be issued once the petition or application is in sufficient in form and in substance, if not, the DSWDNCR will send a letter regarding on their observation or recommendation for compliance.	None	2 days	Ms. Joriel Elizabeth Joaquin
4. Schedule of	4. The social	None	10 days	Ms. Joriel Elizabeth Joaquin



matching conference	<p>worker will update the Child Study Report and Home study report purposely for matching conference. The CSR and HSR will be submitted to the DSWD-NCR for review. Once the documents submitted are in form and in substance, the case will be scheduled for presentation for matching.</p> <p>4.1. Then, the social worker will present the child's case and the Prospective Adoptive Parents (PAPs) to the committee of adoption matching. The result of the matching conference will be announced after the matching.</p>			
TOTAL		None	20 days	

22. Adoption Program for Filipino and Foreign Nationals

The adoptive families (Filipino or Foreign nationals) go through a process from application as prospective adoptive family facilitated by Department of Social Welfare and Development (DSWD) through the CSWDO.



Office or Division:	City Social Welfare and Development Office- Children Welfare Program	
Classification:	Complex	
Type of Transaction:	G2C, G2G	
Who may avail:	All Valenzuela City residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Filipino Applicants & Foreign Nationals:		
-Home Study Report	CSWDO	
-Authenticated Birth Certificate	PSA	
-Marriage Certificate in SECPA form, if married or authenticated divorce papers with copy of court decision and	PSA, Local Civil Registry	
-Certificate of Finality (for cases of foreign PAPs) by their consulate, -Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents (for Filipino applicants)	Consulate	
-Written Consent to the Adoption by the legitimate and adopted sons/daughters, if living with applicant, who are at least 10 years old		
-Physical and Medical Evaluation by a duly licensed physician (certification to indicate that applicant has no medical condition that prevent him in acting or assuming parental responsibilities)	Duly licensed physician	
-Psychological Evaluation Report (when appropriate). The validity of the report will depend on the assessment of the Psychologist.	Psychologist	
-NBI and Police Clearance	NBI and Local PNP	
-Latest income tax or any other documents showing financial capability e.g. certificate of Employment, Bank Certificate or Statement of Assets and Liabilities	BIR	
-Three (3) character references (e.g. the local Church/minister, the employer and a nonrelative member of the immediate community who have known the applicant for at least three (3) years.		



-3x5 inch sized photos of the applicants and his/her immediate family taken within the last three (3) months				
-Affidavit of Temporary Custody		Court		
-Certificate of Attendance in pre-adoption forum/seminar.				
Additional Requirements for Foreign Nationals:				
-Certification that the applicant have legal capacity to adopt in his/her country has a policy, or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency which has jurisdiction over the child and family matters.		Consulate		
-Certificate of residence in the Philippines		Bureau of Immigration or Department of Foreign Affairs		
-Two (2) Character References from nonrelatives who knew the applicant in the country of which he/she is a citizen or was a resident prior to residing in the Philippines, except for those who have resided in the Philippines for more than 15 years.				
-Police Clearance from all places of residence in the past two (2) years immediately prior to residing in the Philippines		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Produce or provide all the requirements needed and submit to the CSWDO	1. The social worker shall review and examine the requirements	None	1 day	Applicant Ms. Joriel Elizabeth Joaquin
2. Wait for the schedule or unannounced home visit of the Social	2. The social worker will conduct an interview and	None	2 days	Applicant Ms. Joriel Elizabeth Joaquin



Worker	home visit to the applicants; prepared child study report and/or Home Study Report; submit to DSWD-NCR the child study report and/or home study report with the supporting documents (requirements submitted by the applicant)			
3. Wait for the issuance of the CDCLAA	3. The certification will be issued once the petition/ application is sufficient in form and in substance, if not, the DSWD-NCR will send a letter regarding their observation/ recommendation for compliance.	None	2 days	Applicant Ms. Joriel Elizabeth Joaquin
4. Schedule of matching conference	4. The social worker will update the Child Study Report and Home study report purposely for matching conference. The CSR and HSR will be submitted to the DSWD-NCR for review. Once the documents	None	2 days	Applicant Ms. Joriel Elizabeth Joaquin



	submitted are in form and in substance, the case will schedule for presentation for matching. Then, the social worker will present the child's case and the Prospective Adoptive Parents (PAPs) to the committee of adoption matching. The result of the matching conference will be announced after matching			
TOTAL		None	7 days	

23. Community Service Program (REHABILITATIVE COUNSELING)

As provided by R.A 11362, the role of CSWDO is to conduct rehabilitative counseling for the clients. As part of the granted community service program to the clients who currently has an offense which is punishable by arresto menor and arresto mayor.

Office or Division:	City Social Welfare and Development Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government	
Who may avail:	Valenzuela Citizens accused endorsed by the court	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices
2. Photocopy of community service plan from the originating Barangay		Barangay
3. Photocopy of Court order given by the honorable court		Metropolitan Trial Court/ Regional Trial Court



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CSWDO on the dates agreed or mandated by the court.	1.Intake Interview of the client	None	3 minutes	Mr. Brandon Louise Encarnacion
2. Submit required documents for qualification	2.Endorses requirements/ client to the assigned worker	None	3 minutes	Mr. Brandon Louise Encarnacion
3. Client attends session on Rehabilitative Counselling	2. Conduct of rehabilitative 10 hours counselling sessions which includes; Self-Concept and Awareness Anger Management Personality Management and building Healthy Relationship Stress Management And any topic that the client may need and/or additional topic that the court may suggest.	None	5 days (2 hours per session)	Mr. Brandon Louise Encarnacion
4. Client must report to supervising Parole	Assigned worker conducts activity as directed by the court	None	5 days	Mr. Brandon Louise Encarnacion
5. Client receives certification of completion of the rehabilitative counselling	Assigned worker prepares and issue certificate of completion and report to the court	None	7 days	Mr. Brandon Louise Encarnacion
TOTAL		None	17 days and 6 minutes	



24. Requesting Partnership (with community Program) with City Social Welfare and Development Office

National Government Agencies, Non- Government Agencies, Civil Society organizations, referred offices by City Mayors that have willing to partner for the implementation of the program.

Office or Division:	City Social Welfare and Development Office- Community Welfare			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies, Non- Government Agencies, Civil Society organizations, referred offices by City Mayors that have willing to partner for the implementation of the program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter address to City Head of City Social Welfare and Development Office		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter (Personally, or via e-mail) containing the details of request and the requestee's contact information.	1. Admin staff accepts the letter for approval and review. If sent through e-mail or online request form, DCU personnel should acknowledge that the e-mail has been received.	None	5 minutes	Ms. Daisy Jayne Doldol Mr. Raffy Calalang
2.Wait for the approval and/or feedback on the request.	CSWDO Head shall review the request. If clarification is needed, personnel in charge shall contact the requestee for additional information and clarification on the request. If the	None	Within 24 to 48 hours (from the time the email or request letter has been received)	Ms. Daisy Jayne Doldol Mr. Raffy Calalang



	request is already approved the worker assigned shall contact and communicate what program or partnership will be conducted			
TOTAL		None	24 to 48 hours and 5 minutes (Except weekends and holidays)	

25. Community Service- Endorsement

Endorsement of clients to barangay/ internal offices in undergoing community service. This are the client who violated covid related local ordinance.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G Government to Government			
Who may avail:	clients violated covid related local ordinance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Commitment Letter		Task force disciplina		
2. Official Violation Receipt		Being issued to the offender		
3. Government Issued IDs		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements to Community Service Area	1. Asses and check validity and completeness of requirements	None	5 minutes	Mr. Brandon Louise encarnmacion
2. Seek Endorsement letter to Barangay (for Valenzuela residents) General Services	Prepares and issue endorsement letter.	None	5 minutes	Mr. Brandon Louise encarnmacion



Office (for non-Valenzuela residents)				
TOTAL		None	10 minutes	

26. Community Service- Termination

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G Government to Government			
Who may avail:	clients violated covid related local ordinance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of completion from the barangay/ GSO		Barangay hall/ GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the certificate to Community Service Area	1. Asses and check validity of the certificate	None	5 minutes	Mr. Brandon Louise encarnmacion
2. Seek Certification of completion from the CSWDO that will be submitted to Task Force Disiplina	Prepares and issue certificate of completion.	None	5 minutes	Mr. Brandon Louise encarnmacion
TOTAL		None	10 minutes	

27. Reporting System and Prevention Program for Elder Abuse Cases (ReSPPEC)

Reporting System and Prevention Program for Elderly Abuse Cases (ReSPPEC) is an initiative introduced by the Department of Social Welfare and Development to address the issue of elderly abuse in the country. It employs a mechanism which guides project implementers in handling elderly abuse cases in the community.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens ages 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. OSCA Valenzuela Senior ID		Office of the Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/ concern citizen reports the abuse at Protective Committee for Senior Citizens (PCSC)	1. Respective Barangay	None	2 hours	Ms. Ma. Evan Grace Carmelo
2. Refer client to the Social Worker assigned	2. Social worker does the interview and elderly abuse tool then creates an assessment or home visitation (if needed)	None	2 hours	Ms. Ma. Evan Grace Carmelo
3. Refer to other stakeholders such as legal officers, police etc.	3. Social worker assists the client in filing a case against perpetrator (if needed)	None	1 day	Ms. Ma. Evan Grace Carmelo
TOTAL		None	1 day and 4 hours	

28. Bahay Kalinga ng Valenzuela – For Admission

24-hour halfway home established, funded and managed by the City Government of Valenzuela providing temporary shelter for abused, neglected, abandoned male and female children including these with physical and mental disability.

Office or Division:	City Social Welfare and Development Office- BK Valenzuela (client for admission)		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	All clients assessed by the social worker of CSWDO Valenzuela and CPC Social workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Referral Letter		Referring Parties (CPC, CSWDO-Main, Sagip)	
2. Initial Case Study Report		Referring Parties (CPC, CSWDO-Main, Sagip)	
3. Medical Certificate		City Health Hospitals, CP Medical Unit, NCMH	



4. Barangay Blotter		Residency, Area where client found/incident occurred		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submitted all required documents for referral	1. Checking of all submitted documents for referral. 1.1. Admit client with complete documents and subject for initial physical examination screening	None	10 minutes	Ms. Melinda Aquino
TOTAL		None	10 minutes	

29. Bahay Kalinga ng Valenzuela – For Discharge

24-hour halfway home established, funded and managed by the City Government of Valenzuela providing temporary shelter for abused, neglected, abandoned male and female children including these with physical and mental disability.

Office or Division:	City Social Welfare and Development Office- BK Valenzuela (client for discharge)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All clients assessed by the center's multi-disciplinary team that are ready for discharge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. For minor ·Parental Capability Assessment Report ·Parents Effectiveness ·Seminar Certificate of Completion ·Court Order, if applicable		Referring Parties (CPC, CSWDO-Main), Respective LGU's of custodian's residency Respective court where client's case was filed	
2. For Sagip/ Client children or PWD minors) ·Referral/ Endorsement Letter to respective agency or institution ·Social Case Study Report ·Medical Certificate and Laboratory Results		Referring Parties (CSWDO-Main, Sagip), Bahay Kalinga Social Worker in charge City Health Hospital, Bahay Kalinga Clinic	
3. Certificate of Acceptance		Bahay Kalinga Valenzuela	



4. Discharge Slip		Bahay Kalinga Valenzuela		
5. Gate Pass		Bahay Kalinga Valenzuela		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for referral	1. Checking of all submitted documents for referral. 1.1. Discharge client with complete documents	None	5 minutes	Ms. Melinda Aquino
TOTAL		None	5 minutes	

30. Bahay Pag-Asa ng Valenzuela – For Admission

A 24-hour child-caring institution established, funded and managed by the City Government of Valenzuela accredited by the Department of Social Welfare and Development providing short-term residential care for children in conflict with the law (CICL) who are above fifteen (15) but below eighteen (18) years of age who are awaiting court disposition of their cases or transfer to other agencies or jurisdiction. It also serves as a rehabilitation center for CICL who are above twelve (12) but below fifteen (15) years of age who are under Intensive Juvenile Intervention and Support Center.

Office or Division:	Bahay Pag-Asa ng Valenzuela (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children in conflict with the law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter / Endorsement Form		Child Protection Center / CSWDO		
2. Medical Certificate / Medico-Legal		Attending Physician		
3. Referral / Blotter Report		WCPD / Barangay		
4. Proof of Minority		PSA/Dentist/School/Church		
5. Case Summary / SCSR focused on Initial Assessment of Discernment		Child Protection Center / CSWDO		
6. Waiver		Parent/Guardian		
7. Commitment Order		Court (RTC)		
8. Drug Test Result (Optional)		PNP Crime Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inform the Center Social Worker about the Admission	1. Conduct a pre-admission conference.	None	10 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
2. Submit the Duly Requirements / Documents	2. Completeness of Admitting Documents is Checked and Verified	None	2 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
3.. Accomplish Admission Slip	3. Gathering of Basic Information about the CICL	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
4. Weighing, Height Measurement and Temperature Check and Interview on Medical History	4. Determine Vital Signs and External Physical Condition of the CICL	None	10 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
5. Body Search / Inspection and Inventory of Personal Belongings	5. Account Personal Belongings of CICL	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
6. Take Whole Body Picture	6. Photo Captured	None	2 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
7. Turn-over of CICL and documents to Social Worker	7. Conduct of Intake Interview	None	10 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
8. Turn-Over CICL to Houseparent	8. Welcome CICL and provide immediate needs of the child	None	6 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc



9. Conduct of Orientation on the Center's Program and Services, House Rules and Regulations and CICL's Responsibility while in the Center	9. Issuance of Resident's Guide	None	10 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
TOTAL		None	60 minutes	

31. Bahay Pag-Asa ng Valenzuela – For Discharge or Reintegration

A 24-hour child-caring institution established, funded and managed by the City Government of Valenzuela accredited by the Department of Social Welfare and



Development providing short-term residential care for children in conflict with the law (CICL) who are above fifteen (15) but below eighteen (18) years of age who are awaiting court disposition of their cases or transfer to other agencies or jurisdiction. It also serves as a rehabilitation center for CICL who are above twelve (12) but below fifteen (15) years of age who are under Intensive Juvenile Intervention and Support Center.

Office or Division:	Bahay Pag-Asa ng Valenzuela (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children in conflict with the law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parental Capability Assessment Report		LSWDO		
2. Affidavit of Undertaking		Legal Office		
3. Release Order		Court (RTC)		
4. Clearance / Certification of No Pending Court Case		Court (MTC / RTC)		
5. Discharge Paper		Center Social Worker		
6. Identification Card		Receiving Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Court Cases: Submit Parental Capability Assessment Report and/or Affidavit of Undertaking	1. Secure and Review PCAR / Affidavit of Undertaking	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
1.1. With Court Cases: Present Copy of Release Order and Court Clearances	1.1. Secure and Review of Presented Documents	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
2. Accomplish Discharge Papers / Secure ID of Receiving Parent/ Guardian	2. Discharge Papers duly signed by Parties	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
3. Inspection of Packed Belongings of CICL	3. Account the Personal Belongings of CICL	None	5 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc



4. Reflection and Farewell	4. Acknowledge ment of Good Deeds and Closing Ceremony	None	15 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
5. Issuance of Gate Pass	5. Authorized CICL to Leave the Center	None	2 minutes	Ms. Lourdes Gardoce Mr. Franz Espeso Mr. Ferlene Yutuc
TOTAL		None	37 minutes	

32. Bahay Kanlungan ng Valenzuela – For Admission

A residential care facility established, funded and managed by the City Government of Valenzuela aims to cater homeless and disadvantaged elderly (60 years above) and adult clients (18- 59 years old), diagnosed with physical and mental disabilities, providing structured therapeutic environment with the end in view of reintegrating them with their families and communities as socially functioning individuals or transfer to other institution.

Office or Division:	Bahay Kanlungan ng Valenzuela (CSWDO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All clients assessed by the Social Workers of CSWDO Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter / Endorsement Form		CSWDO		
2. Medical Certificate / Medico-Legal		VCEH/Valenzuela Medical Center		
3. Barangay Blotter Report		Barangay where the client was rescued		
4. Social Case Study Report (SCSR)		CSWDO		
5. Psychiatric Evaluation/Consultation for mentally challenged clients		National Center for Mental Health (NCMH) or DOH-accredited Psychologist or Psychiatrist		
6. RT-PCR request		CESU Valenzuela		
7. 1 st Dose of Vaccine (Delete)		VCVAX		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Center Social Worker about the admission	1. Admitting officer is notified	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes



2.Pre-admission case conference	2. Case was discussed through telephone/video call coordination	None	20 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
3. Submit the duly requirements/ documents	3. Requirements are checked	None	10 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
4.Initial inputs to Admission Slip	4.Record new admission case	None	10 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
5. Quarantine of client to BK Isolation area until RT - PCR swab result was released	5. Escorting of client to BK isolation and vital signs monitoring	None	3 days	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
6. Accomplish Admission Slip	6. Gathering of Basic Information about the client	None	10 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
7. Completion of Admission Slip and Physical Assessment Form	7. Gathering of basic information, vital sign and external physical condition	None	10 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes



8. Body search / inspection and inventory of personal belongings	8. Account personal belongings of the client	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
9. Take whole body picture	9. Photo captured	None	2 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
10. Turn-over client to Houseparent		None	3 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
11. Room assignment and issuance of basic needs		None		Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
TOTAL		None	3 days and 1 hour	

33. Bahay Kanlungan ng Valenzuela – For Discharge or Reintegration

A residential care facility established, funded and managed by the City Government of Valenzuela aims to cater homeless and disadvantaged elderly (60 years above) and adult clients (18- 59 years old), diagnosed with physical and mental disabilities, providing structured therapeutic environment with the end in view of reintegrating them with their families and communities as socially functioning individuals or transfer to other institution.

Office or Division:	Bahay Kanlungan ng Valenzuela (CSWDO)
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	All clients subject for discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral/ endorsement letter to respective agency or institution	Bahay Kanlungan Social Worker in charge			
2. Discharge plan and Aftercare monitoring request				
3. Social Case Study Report	Center's Psychometrician			
4. Psychological Report	Center's Nutritionist			
5. Diet order	Bahay Kanlungan Clinic			
6. Medical certificate, prescription and laboratory results	VAL CESU			
7. RT-PCR result	VCVAX			
8. Vaccination Passport				
9. Certificate of Acceptance	Bahay Kanlungan ng Valenzuela			
10. Discharge Slip	Bahay Kanlungan ng Valenzuela			
11. Gate Pass	Bahay Kanlungan ng Valenzuela			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Returned to Family Discharge Plan, Aftercare report request to LGU, endorse medical certificate and laboratory results, diet order, RT PCR negative result and vaccination passport	1. Secure pertinent documents	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
2. Turn over to LGU: Discharge Plan, Aftercare report request to LGU, endorse medical certificate and laboratory results, diet order, RT PCR negative result and vaccination passport	2. Secure and Review of Presented Documents	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
3. Transfer of client to other institution: Discharge Plan,	3. Secure and Review of Presented	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon



				Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
Aftercare report request to LGU, endorse medical certificate and laboratory results, diet order, RT PCR negative result and vaccination passport	Documents			
4. Accomplish Duly signed Discharge Plan and Certificate of Acceptance, secure photocopy of ID receiving party	4. Discharge Papers duly signed by Parties	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
5. Inspection of packed belongings of the client	5. Account the Personal Belongings of the client	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
6. Issuance of Gate Pass	6. Authorized the client to leave the Center	None	5 minutes	Ms. Noraiza Gloria Ms. Mitch Gwen Calderon Mr. Rolando Penaroyo Jr. Ms. Janibelle Menes
TOTAL		None	30 minutes	

34. Child Protection Center- Issuance Of Parenting Capability Assessment Report

This service ensures that the children needing special protection will be reintegrated to a responsible and protective parent/guardian/relatives who would care, protect and advance their rights.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center
Classification:	Highly Technical



Type of Transaction:	G2G			
Who may avail:	Agencies who have the custody of the child or under its supervision			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with the name of the subject/s for assessment, contact information and/or complete address		Referring Party/Child Caring Agency or Child Placement Agency		
2. Social Case Study Report/Case Summary of the Child		Referring Party/Child Caring Agency or Child Placement Agency		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	30 minutes	Ms. Ma. Kristina Ramos
Submit documents for data validation basis by the subject for assessment	Data Gathering, Interview and Validation of Data	None	18 days	Ms. Ma. Kristina Ramos
	Home Visitation	None	4 hours	Ms. Ma. Kristina Ramos
	Preparation of Report	None	1 day	Ms. Ma. Kristina Ramos
	Submission of Report	None	15 minutes	Ms. Ma. Kristina Ramos
TOTAL		None	19 days, 4 hours and 45 minutes	

35. Child Protection Center- Issuance Of The Initial Result On The Level Of Discernment For Children In Conflict With The Law

Pursuant to the Juvenile Justice Welfare Act as amended, a child in conflict with the law aged above 15 and below 18 upon the commission of alleged offense shall be initially assessed by a Registered Social Worker to determine appropriate disposition by the apprehending officers.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Apprehending officers, Children Help Desk Officers, Office of the City Prosecutors, Trial Courts, PNP



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the following information: 1.1. For CICL: Name, age, date of birth, residence, guardians' name, contact number and address. 1.2. For Complainant/Victim: Name, age, date of birth, address, contact number. 1.3. Alleged offense, date of incident, time of incident, place of incident and its		Referring Party		
penalty of imprisonment 1.4. Name of Apprehending officers, position/designation, office, office address and contact number				
2. Blotter Report and/or Investigation Report		Barangay/PNP assigned units		
3. Resolution/Court Order		OCP or Court if they are the referring party		
4. Birth Certificate or any documentary proof to ascertain the child's age		Parents		
5. Presence of the CICL and guardian		BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	10 minutes	Ms. Ma. Kristina Ramos
If child is brought to the Center	Conduct Pre-COVID assessment	None	15 minutes	Ms. Ma. Kristina Ramos
	Issue Certificate of Acceptance if child is for custody	None	10 minutes	Ms. Ma. Kristina Ramos
	Facilitate Discernment Tools and Initial Interview	None	4 hours	Ms. Ma. Kristina Ramos
	Preparation and Issuance of Initial Result of Discernment	None	1 hour	Ms. Ma. Kristina Ramos
TOTAL		None	5 hours and 35 minutes	



36. Child Protection Center- Issuance Of The Social Case Study Report Focused On Initial Assessment Of Discernment For Children In Conflict With The Law

Pursuant to the Juvenile Justice Welfare Act as amended, a child in conflict with the law aged above 15 and below 18 upon the commission of alleged offense shall be initially assessed by a Registered Social Worker to determine appropriate disposition by the apprehending officers.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Apprehending officers, Children Help Desk Officers, Office of the City Prosecutors, Trial Courts, PNP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the following information: 1.1. For CICL: Name, age, date of birth, residence, guardians’ name, contact number and address. 1.2. For Complainant/Victim: Name, age, date of birth, address, contact number. 1.3. Alleged offense, date of incident, time of incident, place of incident and its penalty of imprisonment 1.4. Name of Apprehending officers, position/designation, office, office address and contact number		Referring Party		
2. Blotter Report and/or Investigation Report		Barangay/PNP assigned units		
3. Resolution/Court Order		OCP or Court if they are the referring party		
4. Birth Certificate or any documentary proof to ascertain the child’s age		Parents		
5. Presence of the CICL and guardian		BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	10 minutes	Ms. Ma. Kristina Ramos



If child is brought to the Center	Conduct Pre-COVID assessment	None	15 minutes	Ms. Ma. Kristina Ramos
	Issue Certificate of Acceptance if child is for custody	None	10 minutes	Ms. Ma. Kristina Ramos
	Facilitate Discernment Tools, Full interview, data gathering and data validation	None	5 days	Ms. Ma. Kristina Ramos
	Preparation of Social Case Study Report focused on Initial Assessment of Discernment	None	2 days	Ms. Ma. Kristina Ramos
TOTAL		None	7 days and 35 minutes	

37. Child Protection Center- Multi-Disciplinary Initial Assessment Of A Child Victim Of Violence And Children At Risk

Multi-disciplinary initial assessment under the Valenzuela City Child Protection Center is provided by a team composed of social worker, doctor, psychometrician and/or police investigator to children needing special protection. This assessment strategy prevents child from re-traumatization caused by individual discipline interviews or hopping from one office to another just to avail the child protection services of the government.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of the Child		Parents, guardian, referring party, BCPC		
2. Blotter Report		Barangay or PNP (may be given later)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The child or referring party or guardian may bring the child victim of abuse or child at risk to CPC or the child alone may seek assistance to CPC.	Immediately Attend to the Child for COVID 19 Assessment and Registration	None	15 minutes	Ms. Ma. Kristina Ramos
	Conduct Psychological First Aid and Intake Interview	None	30 minutes	Ms. Ma. Kristina Ramos
2. Sign Consent for the Examination	Conduct Joint Interview about the abuse or traumatic incident	None	2 hours	Ms. Ma. Kristina Ramos
	Mental Health Examination	None	2 hours	Ms. Ma. Kristina Ramos
	MDT Case Conference to determine child's safety	None	30 minutes	Ms. Ma. Kristina Ramos
3. Sign Safety Contract for the Child	Psychological First Aid and Closure of the Initial Assessment	None	30 minutes	Ms. Ma. Kristina Ramos
TOTAL		None	5 hours and 45 minutes	

38. Child Protection Center- Psychosocial Interventions For Children Needing Special Protection And Their Families

Psychosocial interventions vary from social work counseling, trauma informed care psychosocial processing, psycho-education, kids court, behavioral management therapy, skills for life training, protective behavior skills training, play therapy, medical follow-up, monitoring and supervision, parenting sessions, family conferences/case conferences among others. These comprehensive interventions are geared toward the healing and recovery of the child needing special protection and their families.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Children Needing Special Protection and their Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of the Child and Guardian/Family		Parents, guardian, referring party, BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check-in to Child Protection Center	COVID 19 Assessment and Registration	None	15 minutes	Ms. Ma. Kristina Ramos
Participate in the Session	Conduct Session	None	2 hours	Ms. Ma. Kristina Ramos
Keep the schedule for the Next Session	Session Closure/ Schedule of the Next Session	None	15 minutes	Ms. Ma. Kristina Ramos
TOTAL		None	2 hours and 30 minutes	

39. Child Protection Center- After-Care Monitoring Service For Children Needing Special Protection

This service is provided to children needing special protection for smooth reintegration to the community. The assigned social worker would supervise the monitoring service in partnership with the children help desk officers from the barangays. This service may be for a period of 3 months to 18 months.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed After Care Program		Rehabilitation facility, shelter, child and guardian/family		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Comply with his/her signed After Care Program	Monitor thru home visit, tele-coordination, online follow-up, coordination to other agencies.	None	2 hours	Ms. Ma. Kristina Ramos
Submit necessary documents that would prove compliance	Preparation of Report	None	1 hour	Ms. Ma. Kristina Ramos
TOTAL		None	3 hours	



SOCIAL SERVICES OFFICES
VALENZUELA CITY EMERGENCY HOSPITAL
(VCEH)
EXTERNAL SERVICES



1. Ambulance Conduction or Transfer of Patients

Patient conductions and transfers are availed if patient or client is in need of immediate higher level of medical care at other healthcare institutions.

Office or Division:	VCEH – Ambulance Service Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Emergency Room and/or Ward Patients needing higher level of medical care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Abstract / Referral Slip		VCEH – ER/WARD		
Signed Consent		VCEH – ER/WARD		
Official Receipt of Bills Payment		VCEH – ER/WARD		
Clearance Slip		VCEH – ER/WARD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Patient undergoes clinical assessment	1.Thorough clinical assessment at the Emergency Room and Ward Service Area	None	1 hour	<i>Medical Doctor ER / Ward Nurse</i> <i>Dr.Ernesto B. Guevarra</i> <i>Dr.Jan Patrick Mangrobang</i> <i>Dr.Priscila Fortuna-Alcala</i> <i>Dr.Eduardo Herrera</i> <i>Dr.Glora Tatad</i> <i>Dr. Daryl Rubio</i> <i>Dr.Lhemuel Fiesta</i> <i>Dr.Charo Delariarte</i> <i>Dr. Ralph Sia</i> <i>Dr.Luzviminda Diomampo</i> <i>Dr.Mary Anne Perez</i> <i>Dr.Melgiba Genelsa</i> <i>Dr.Grizel Valerio</i> <i>Dr.Lesther Hung</i> <i>Dr.Mark Aaron Sy</i> <i>Dr.Aimee Pacariem</i>



				<i>Dr. Gilbert Macaspac Dr. Niel De Guzman Dr. Angelo De Guzman Dr. Jayson Camacho Dr. Ethna Leones Dr. Cecille Magistrado Dr. Patrick Lao Dr. Kathleen Sejalvo Dr. Janelinne Paragas Dr. Robert Juan Dr. Arem Austria Dr. Princess Celine Tan</i>
2. Patient and/or guardian/relative sign consent for transfer	Provide medical advice based on clinical assessment Notify Ambulance Service personnel of impending patient transfer	None	2 hours	<i>Medical Doctor ER / Ward Nurse Dr. Ernesto B. Guevarra Dr. Jan Patrick Mangrobang Dr. Priscila Fortuna-Alcala Dr. Eduardo Herrera Dr. Glora Tatad Dr. Daryl Rubio Dr. Lhemuel Fiesta Dr. Charo Delariarte Dr. Ralph Sia Dr. Luzviminda Diomampo Dr. Mary Anne Perez Dr. Melgiba Genelsa Dr. Grizel Valerio Dr. Lester Hung Dr. Mark Aaron Sy Dr. Aimee Pacariem Dr. Gilbert Macaspac</i>



				Dr.Niel De Guzman Dr.Angelo De Guzman Dr.Jayson Camacho Dr.Ethna Leones Dr.Cecille Magistrado Dr.Patrick Lao Dr.Kathleen Sejalvo Dr.Janelinne Paragas Dr.Robert Juan Dr.Arem Austria Dr. Princess Celine Tan
3. Settlement of Hospital Bills	3. Issuance of Official Receipt	As specified in the Memorandum Circular and City Ordinances	2 hours	Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Bangero, Louise Racardio, Ryan Jay Frias, Joseph Vicente, Hilario Alojado.
4. Present Official Receipt, Clearance Slip and Medical Abstract	4. Transfer of patient to designated hospital by medical service personnel	None	2 hours	Enrique Bernardo, Noel Andrada, Francis Baltazar, Edgardo Dillena, Orlando Salvador, Paquito Facundo, Ruben Lagansua, Arthur Borondia.
TOTAL		As stated on the hospital bill	7 hours	

2. Issuance and Payment of Official Receipt (OR) and Statement of



Account (SOA)

The Official Receipt/Statement of Account is a hospital document that serves as a written evidence on the specific sale of services and/ or services rendered

Office or Division:	VCEH – Billing & Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients who have undergone medical service or consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Emergency Room / OPD / Laboratory		
Billing Statement		Ward		
Malasakit Center Approval Form		Malasakit Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment based from services provided	Provide Order of Payment (Out-Patient/ Malasakit Center Clients) Provide Statement of Account (In-Patient)	none	20 minutes	Christina Fonbuena, Rushell Hortelano, Andreo Darius, Chris John Santos, Mario, Iringan
2. Pay the corresponding fees	2. Issuance of Official Receipt	Please see schedule below	20 minutes	Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Bangero, Louise Racardio, Ryan Jay Frias, Joseph Vicente, Hilario Alojado.
TOTAL		As stated on the Statement of Account	40 minutes	

A. X-RAY

200-Chest | 200-Apicolor dot View | 200-T-cage | 400-Skull | 200-Mandible | 400-Nasal Bone | 600- Para Nasal Sinuses | 200–Thoracic | 400-Lumbo-sacral | 600-Thoraco-Lumbar | 400-Plain abdomen | 200-shoulder | 200-Clavicle | 200-KUB | 200-L.Late Chest | 400-Coccyx | 200-Elbow | 200-Arm-forearm | 200-Wrist | 200-Hand | 200-Pelvis/hips | 200-Thigh | 200-Knee | 200-Leg | 200-Ankle | 200-Foot | 200-Flat Plate | 200-Baby Gram | 200-



Orbits | 200-Lateral Decubitus

B. Ultrasound

200-Pelvic | 1,200 Whole Abdomen | 400-KUB | 280-Thyroid | 400-Transrectal | 280-Scrotal Inguinal | 400-Transvaginal | 300-BPS | 200-Prostate | 400-HBT/LGBP | 700-Upper Abdomen | 380-Renal/kidney | 200-Spleen | 280- Breasts | 700-Lower Abdomen | 200-Liver | 200-Gall Bladder | 200-Urinary Bladder

C. Laboratory

60-CBC | 80-Platelet Count | 60-Hemoglobin/hematocrit | 80-Bleeding/Clotting time | 80-ABO/Ph typing | 30-Routine Urinalysis | 30-Fecalysis | 100-Pregnancy Test | 70-FBS | 70-BUN | 100-Total Cholesterol | 70-BUA | 60-HDL/LDL | 75-SGOT/SGPT | 456-HBA1C | 120-Sodium/Potassium/Chloride | 150-HBsAg | 1,750-Newborn Screening | 100-Papsmeat

D. Medical Records

50-Birth Certificate | 100-Medico Legal Cert | 50- Medical Cert

3. Availment of PhilHealth Benefits for Admitted Patients

Admitted patients who have up to date PhilHealth payments are eligible for its benefits during their hospital ward admissions.

Office or Division:	VCEH			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All eligible PhilHealth members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth ID		PhilHealth LHIO Office		
Accomplished Member Data Record (MDR)		PhilHealth LHIO Office		
Clearance Form		Nursing Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PhilHealth ID or any Government Issued ID.	1. Check client's name at PhilHealth portal	None	20 minutes	Edward Joseph Bernardino, Maria Diana Bernardo, Kenneth Candido, Grace Fulgado, Abigail Absin.



2. Fill-up PhilHealth forms (Claim Signature Form/PMRF)	2. Provide client with official PhilHealth forms and check for validity and completeness of entries.	None	20 minutes	Edward Joseph Bernardino, Maria Diana Bernardo, Kenneth Candido, Grace Fulgado, Abigail Absin.
3. Fill- up of Member's Information Sheet (MIS)	3. Check completeness and correctness of MIS and discuss claim benefits availment.	None	10 minutes	Edward Joseph Bernardino, Maria Diana Bernardo, Kenneth Candido, Grace Fulgado, Abigail Absin.
TOTAL		None	50 minutes	

4. Issuance of Medical Certificate

The Medical Certificate is a hospital document which describes the presence or absence of a certain medical condition of a person. It is also often issued as a part of a job application requirement or other related purposes.

Office or Division:	VCEH - Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any patient or client who has job/work applications or health related purposes which need medical certification.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government issued ID		LGU/NBI/BIR/LTO/Comelec/PRC		
Authorization Letter		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form for Medical Certificate	1. Check for completeness and correctness of the entries	None	10 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan



2. Present documentary requirement (Valid ID/s or Authorization Letter)	2. Check validity of the documents presented	None	5 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
3. Pay the corresponding fees	3. Issuance of Official Receipt	Php 50-Valenzuela resident Php 100 Non-Valenzuela resident	15 minutes	Billing and Cashier Clerk Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Banger, Louise Racardio, Ryan Jay Frias, Joseph Vicente, Hilario Alojado.
	4. Processing of Medical Certificate	none	30 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
4. Present Official Receipt	5. Issuance of Medical Certificate	None	20 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
TOTAL		Php 50-Valenzuela resident Php 100 Non-Valenzuela resident	1 hour and 20 minutes	



5. Issuance of Birth Certificate

The Birth Certificate is a hospital record which documents the pertinent circumstances of the birth. It is used as a vital document for birth registration purposes.

Office or Division:	VCEH-Medical Records			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Parents of the born child or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID, Marriage Contract		Local Civil Registry/LGU/NBI/BIR/LTO/Comelec/PRC		
Company ID		Client's Company		
Authorization Letter with government issued ID for the representative of the requesting party		Applicant of the document		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Birth registration form (In case of pending documents, the applicant shall provide the document within 3 days)	1. Check and validate the information and details provided (In case of 1 insufficient documents, the medical record staff shall provide the checklist of the documents to the applicant.)	None	15 minutes Depending on the compliance of insufficient requirement by the applicant	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
2.Pay the corresponding fees (Provided that the required documents are complete)	Issue an official receipt	Php 50	5 minutes	Erlinda Herrera, Gilda Chico, Luvilla De Galica,Jobeliza Valero, Reniel Dave Bangero, Luisse Racardio, Ryan Jay Frias, Joseph Vicente, Hilario



				Alojado.
3. Review and check the entries of information	2. Issuance of Claim Slip	None	10 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
4. Sign on the Birth Certificate Releasing Logbook	3. Issuance of the Birth Certificate to requesting party	None	5 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
TOTAL		Php 50	40 minutes (provided that the required documents are complied)	

6. Issuance of Death Certificate

provide whether this service is exclusive for patients died in the hospital.

The Death Certificate is a hospital document which is issued by a medical practitioner certifying the deceased state of a person.

Office or Division:	VCEH-Medical Records			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Immediate family of the deceased or duly authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID of the deceased person or any identification cards of the deceased person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification and provide necessary	1. Check for correctness and completeness of	None	30 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu,



details.	the requirements and details provided			Michael Culianan, Estella Dimaun, Billy Tulagan
2. Review and validate written details on the Death Certificate Form	2. Encode the entries on the official Death Certificate Form	None	2 hours	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
	2.1. The attending physician shall evaluate the entries on the death certificate and sign the same	None	2 hours	MDs
3. Sign on the Death Certificate Registry Logbook	3. Issue Death Certificate	None	15 minutes	Vilma Aglibut, Casimiro Arvin, Ryan Catu, Michael Culianan, Estella Dimaun, Billy Tulagan
TOTAL		None	4 hours and 45 minutes	

- **Availment of Outpatient Clinical Consult**

Medical care provided on an outpatient-basis which includes the diagnosis, observation and treatment of medical conditions of patients.

Office or Division:	VCEH - Outpatient Section	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All clients needing or have been referred for outpatient clinical services.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Hospital ID		VCEH
Any government-issued ID		LGU, BIR, LTO
Referral Letter/ note (if applicable)		Health Center or Private Physicians



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD - Information Desk and secure a waiting number 1.1 Fill up data information slip	1. Issue a waiting number	None	5 minutes	Jennylyn Pascua
	1.1 Check completeness and correctness of entries			
2. Proceed to Registration Desk once number is called	2. Call out client number and proceed to encode client details	None	30 minutes	Clerk Chris John Santos Mario, Iringan
3. Settlement of corresponding fees	3. Issue Official Receipt	Php 50 Valenzuela residents Php 100 Non-Valenzuela Resident	15 minutes	Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Bangero, Louisse Racardio, Ryan Jay Frias, Joseph Vicente, Hilario Alojado.
		None	30 minutes	Clinic Nurse
4. Proceed to specific Clinic Service Desk Once number is called				
5. Proceed to Consultation Room once queuing number is flashed/seen on the queuing board	4. Provide clinical consultation and assessment	None	40 minutes	Physician
6. If with ancillary procedure request proceed to specific section	5. Issue order of Payment and conduct procedure on patient	As stated on the price list given	2 hours	
7. Return to OPD Section with results for clinical re-assessment	6. Conduct clinical re-assessment based on results	None	30 minutes	Physician



TOTAL	Php 50 Valenzuela residents Php 100 Non- Valenzuela Residents Additional fees for ancillary procedures	4 hours and 30 minutes	
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- **Availment of Emergency Room Services**

Type of hospital treatment involving acute or urgent clinical care.

Office or Division:	VCEH - Emergency Room			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients needing emergency room services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		VCEH		
Any government-issued ID		LGU, BIR, LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Desk	1. Classify Condition as: - Most urgent - Urgent - Less urgent	None	15 minutes	Triage Desk Officer/ ER Nurse



2. Provide Patient details	2. Encode patient details, print medical chart and get vital signs	None	10 minutes	Registration Desk Personnel/ ER Nurse
3. Undergo Clinical assessment by Physician and medical staff	3. Provide necessary medical consult and procedures	None	Most urgent: 5 minutes Urgent: 5 - 15 minutes Less urgent: 1 - 2 hours	ER Physician ER Nurse
4. Undergo necessary ancillary procedures	4. Provide the needed ancillary procedure	None	Most urgent: 5 minutes Urgent: 5 - 30 minutes Less urgent: 1- 2 hours	ER Physician ER Nurse
5. Wait for ancillary procedures results	5. Process and encode procedure results	None	1 hour	Laboratory Personnel Radiological Section Personnel
6. Under re-assessment by physicians and medical staff based on clinical results	6. Provide clinical re-assessment based on clinical results	None	Most urgent: 5minutes Urgent: 5 - 30 minutes Less urgent: 1- 2 hours	ER Physician ER Nurse
7. Settlement of appropriate fees	7. Issue Official Receipt	As stated on the hospital bill	30 minutes	Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Bangero, Louisse Racardio, Ryan Jay Frias, Joseph Vicente, Hilario Alojado.
8. Present official receipt and/ or clearance slip to ER	8. Check Official Receipt	None	10 minutes	ER Personnel



personnel				
TOTAL		As stated on the hospital bill	6 hours and 5 minutes	

- **Availment of X-Ray Services at the Radiological and Imaging Section**

A type of medical procedure which employs techniques/ procedures of creating visual representation of the intention of the body for clinical analysis and medical

Office or Division:	VCEH - Radiological & Imaging Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All patients who need to undergo imaging procedures and for diagnosing and treating medical conditions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government Issued ID		LGU		
Hospital Card		VCEH		
Medical Request of procedures		Medical Practitioner/ Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiological Services Registration Window and present requirements	1.1. Checks and validate completeness and correctness of documents	None	10 minutes	Rushell Hortelano
	1.2. Insure Order of payment			
2. Settlement of corresponding fees	2. Issuance of official receipt	As stated on the bill	5 minutes	Erlinda Herrera, Gilda Chico, Luville De Galica, Jobeliza Valero, Reniel Dave Bangero, Louise Racardio, Ryan Jay Frias, Joseph



				Vicente, Hilario Alojado.
3. Present Official Receipt	3. Perform the X-ray procedures and instructs patients the schedule of release of result	None		Justine Candum, Celyne chan, Ryan Dela Cruz, Kristine Guardiano, Rolando Hipolito, Ramil Reyes, Michael Milan, Francisco Silverio, Judy ann Tolentino
TOTAL		As stated on the bill	45 minutes	



SOCIAL SERVICES

OFFICES CITY HEALTH OFFICE (CHO)

EXTERNAL SERVICES



- **Medical Consultation for Employees - Internal**

City Health Office diagnose, treat and provide appropriate medical services for employees of the City Government of Valenzuela

Office or Division:	City Employee's Clinic			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of the City Government of Valenzuela and its partner national office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID (City Hall ID)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Employee's Clinic	1.Nurse/Midwife shall ask the patient's reason for consultation	None	5 minutes	<i>Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)</i> Nurse Vivien Nicole Medina and Jonalyn G. Espinosa
	1.1.Nurse/Midwife shall obtain vital signs of the patient. 1.2 Record patient's data on treatment record chart to be turned over to the physician.	None	10 minutes	<i>Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)</i> Nurse Vivien Nicole Medina and Jonalyn Espinosa
2. Proceed to physician's room	2.Examine and inform the patient of the diagnosis.	None	15 minutes	<i>Attending Physician</i> Dr. Estelita Tan
	2.1 Issue laboratory request and referrals if	None	15 minutes	<i>Attending Physician</i> Dr. Estelita Tan



	needed; or appropriate		
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	prescription			
3. If needs to be hospitalized, proceed to the hospital where he/she is being referred	3.Refer patient to hospital of choice and fill up referral form if hospitalization is required	None	5 minutes	<i>Physician on duty</i> Dr. Estelita Tan
3.1. If hospitalized, provide accomplished Return Slip to Barangay Health Station filled up by attending physician of hospital where admitted	3.1.Record medical findings of attending physician where patient was admitted for cross referencing purposes	None	5 minutes	<i>Nurse/Midwife on duty</i>
TOTAL		None	50 minutes	

- **Issuance of Medical Certificate**

Medical certificates are issued upon request of patients that are treated at the medical clinic

Office or Division:	Medical Clinic, Valenzuela City Hall Annex Building	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Valenzuela city residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Individual treatment record		Health facilities
For Teachers ·Complete Blood Count (CBC) ·Urinalysis ·Chest x-ray (CXR) ·Drug Test ·Neuropsychiatric test		Laboratory facilities



For applicants of Driver's License ·Drug Test ·Visual Acuity test For students ·Results of chest x-ray		Laboratory facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Employee's Clinic	1. Inquire about the patient's reason for consultation	None	5 minutes	<i>Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)</i> Nurse Jonalyn Espinosa & Vivien Nicole Medina
	1.1. Obtain vital signs of the patient, record patient's data on treatment record chart	None	5 minutes	<i>Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)</i> Nurse Jonalyn Espinosa & Vivien Nicole Medina
	1.2. Nurse/Midwife shall accomplish certificate form and refer to the physician on duty	None	5 minutes	<i>Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)</i> Nurse Jonalyn Espinosa & Vivien Nicole Medina
2. Proceed to the attending physician's room	2. Review the results/diagnostic tests, assess and examine client Signs the medical certificate form	None	10 minutes	<i>Physician on duty</i> Dr. Estelita Tan
3. Claim Medical Certificate	3. Release the Medical Certificate	None	5 minutes	<i>Physician on duty</i> Dr. Estelita Tan
TOTAL		None	30 minutes	



- **Issuance of Death Certificate**

Upon proper interview of the informant, the death certificate (cause of death portion) is properly completed/ filled.

Office or Division:	City Health Office / City Public Cemetery Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certificate – stating that the deceased is a resident of the barangay		Barangay hall		
Properly filled up Death Certificate		Funeral service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Public Cemetery Management Unit	<p>1. Check for the completeness and veracity of information</p> <p>If deceased died at home: -Take down medical history of deceased as stated by the informant Review entries</p> <p>Note: if cause of death is medico legal (i.e. stabbing, vehicular accident, etc.) additional requirement is needed such as: -Police report (If no autopsy was conducted)</p>	None	10 minutes	<p>City Public Cemetery Management Unit personnel</p> <p>Nimfa Dizon, Coralee Bacasmot and Harold Eldrigde Nicolas</p>



	-Waiver for no autopsy -In the absence of the above Permit to Bury from the Prosecutor's office			
2.Back to City Public Cemetery Unit	2.Review and signature by Reviewing office	None	5 minutes	City Health Office City Public Cemetery Management Unit personnel Nimfa Dizon, Coralee Bacasmot and Harold Eldrigde Nicolas
TOTAL		None	15 minutes	

- **Review of Death Certificate**

Upon presentation of properly completed / filled up death certificate the same is reviewed and certified as correct.

Office or Division:	City Public Cemetery Unit, City Hall, Ground floor Legislative Building			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled up Death Certificate		Funeral Service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Health Office City Public Cemetery Unit (CPCMU)	1.Check the portion on the cause of death signed by a	None	3 minutes 3 minutes	City Public Cemetery Management Unit



	physician 1.1. Check for the name and address of the cemetery – if none, check for the availability of slot in the public cemetery and then refer			Nimfa Dizon Coralee Bacasmot and Harold Eldrigde Nicolas
	1.2. Review and sign Death Certificate	None	2 minutes	ACHO, MD on duty Dr. Marilyn Liwanag
2. Ask for the signed order of payment	2. Issue order of payment		5 minutes	City Public Cemetery Management Unit Nimfa Dizon, Coralee Bacasmot and Harold Eldrigde Nicolas
Proceed to City Treasurer's Office - cashier to pay the required fees Php 250 (if private cemetery and non- resident of City (refer to below fees)				
Proceed to Local Civil Registrar for registration of Death Certificate				
5. Return to Health Office / Cemetery Unit	5. Checking and releasing of permits	None	5 minutes	City Public Cemetery Management Unit Nimfa Dizon, Coralee Bacasmot and Harold Eldrigde Nicolas
6. Back to City Public Cemetery Unit	6. Review and signature by reviewing office	None	5 minutes	City Health Office
TOTAL		None	33 minutes	

Other fees:

- P1800 - Niche Rental
- P1800 - Committal Service
- P200 - Burial Permit
- P200 - Exhumation Permit
- P500 - Entrance (If Public Cemetery)



- **Laboratory Services at the Main Laboratory (Out-Patient Department)**

Provide Laboratory Service

Office or Division:	Main Laboratory, Valenzuela City Hall Annex Building			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela residents needing laboratory services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up laboratory request form from health facilities		Barangay Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Admit patient by batch of 10	None	2 minutes	Medical Technologist Cheryl Villareal, Admin Aide III Mary Grace Musnit
Pay the required fees at cashier. Note: For clients not referred by health centers		See below fees		
3. Present Lab Request and official receipt	3. Prepare patient for extraction and accept specimens	None	5 minutes	Medical Technologist Jomari Castro & Pia Mae Pagulayan
	3.1. Indicate in the claim stub the schedule of the release of results (within 2 hours)	None	5 minutes	Admin Aide III Avegail Santiago
	3.2. Process specimen	None	2 hours	Medical Technologist -Genoveva Montalbo -Jovita Bernardo -Kenneth William



				Macute -Jilian Ramos
4. Claim laboratory results	4. Release laboratory results	None	2 minutes	Admin Aide III Avegail Santiago & Mary Grace Musnit
TOTAL		See below fees	2 hours and 19 minutes	

- CBC – P60.00
- Urinalysis- PHP 30
- Fecalysis- PHP 30
- Blood Chemistry- PHP 750
- HepB screening- PHP 150
- RPR-PHP90.00
- Gramstaining PHP 50
- Sputum Exam PHP 50

• **Health Permit for Food and Non-Food Handlers**

Health permits are issued to ascertain compliance with stringent sanitary requirements for food and non-food handlers as prescribed by the City Health Office

Office or Division:	Sanitation Unit, The City Health Annex Building			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Personnel employed within the City of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Online Scheduling System ● One (1) copy of most recent 1x1 photo ● Community Tax Certificate (Cedula) ● Stool and Urine sample ● Chest X-Ray Result (1 year Validity) ● CBC (optional – as per company's requirement) 		https://online.valenzuela.gov.ph Barangay Hall		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON



	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Go to https://online.valenzuela.gov.ph . Click Online Services		None	3 minutes	
2. Register an account/ Log in your account		None	10 minutes	
3. Watch online seminar and answer online questionnaires		None	20 minutes	HEPO Andrea Marie de Jesus, RN
4. Pay online or print Order of Payment		None	10 minutes	
5. System will show the nearest schedule available or client can pick a convenient date for schedule of laboratory test		None		
6. Go to City Health Annex Bldg. on the date of appointment	Check if the client is registered on the present day	None	3 minutes	Sanitation Section Personnel
Only if not yet paid				
7. Receive the signed Order of Payment	Issue Order of Payment	None		
Pay the required fees		See below fees		
8. Submit official receipt to the receiving section	Check original receipt for the processing of health permit	None	3 minutes	Sanitation Section Personnel Henry Los Banes, Anjo Baysa & Jerry Velasco
9. Submission of requirements	Checking and receiving of all requirements	None	3 minutes	Sanitation Section Personnel Henry Los Banes, Anjo Baysa & Jerry Velasco



10. Submit urine and stool sample to the laboratory	Accept and process specimen	None	20 minutes per specimen	Sanitation Section Personnel Medical Technologists -Genoveva Montalbo -Jovita Bernardo -Kenneth William Macute -Jilian Ramos
11. Claim result	Record and release Laboratory Result	None	10 minutes	Medical Technologist Admin Aide III Avegail Santiago & Mary Grace Musnit
If laboratory result is normal				
12. Claim health permit	Release Permit	None	3 minutes	Sanitation Officer Henry Los Banes, Anjo Baysa & Jerry Velasco
If laboratory result is not normal				
13. Avail medical Consultation	Consult for diagnosis and treatment Advice when to come back	None	10 minutes	Physician on duty Dr. Estelita Tan
TOTAL		Urinalysis Php 30 Fecalysis Php 30 Health card Php 50 CBC – PHP 60 if needed Chest x-ray	2 hours and 25 minutes for all specimen (normal results)	



	result		
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2. Issuance of Sanitary Permit

Conduct inspection and post audit of business establishments endorsed by Business Permit and Licensing Office and compliance to the Code of Sanitation (PD 856)

Office or Division:	City Health Office -Sanitation Unit		
Classification:	Simple		
Type of Transaction:	G2B		
Who may avail:	All business establishments within Valenzuela City with a secured business permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Mayors Permit (Current Year)		BPLO	
Health Certificate (Updated)		City Health Annex Office	
Chest X-Ray of employees (1 Year Validity)		Hospital, Clinic and Laboratories	
FDA: License to Operate Product Registration (Industrial Establishment/Manufacturing/ if needed)		Food and Drug Administration	
Water Analysis: Micro Biological Physical/ Chemical (Water Station)		Accredited by DOH and Recognized Water Testing Laboratories by Valenzuela City Health Office	
Certificate of Water Potability (Water Station)		Sanitation Unit	
First Aider Training Certificate (Industrial Establishment/Manufacturing/ if needed)		Philippine Red Cross	
DENR: Environmental Compliance Certificate, Certificate of Non-Coverage Waste Water Discharge Permit (Industrial Establishment/Manufacturing)		Department of Environment and Natural Resources	
Pest Control Service Report (Food Establishment/ if needed)		Licensed Pest Controller	
Pest Control Service Report (Food Establishment/ if needed)		Licensed Pest Controller	
Basic Occupational Safety and Health (BOSH) (Industrial Establishment/Manufacturing)		Department of Labor and Employment	
Pollution Control Officer Certificate (Industrial Establishment/Manufacturing)		Department of Environment and Natural Resources	
PDEA Certificate (if needed)		Philippine Drug Enforcement Agency	



PNP-Anti Fencing (Junkshop)		Philippine National Police		
SCC DOE		Department of Energy		
Infectious Waste MOA		Hazardous Waste Collector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Renewal of Business Permit with the BPLO	1. Issue new Business Permit Issue Temporary Sanitary Permit	As stated in the BPLO fees	15 minutes	BPLO personnel Sanitation Unit personnel
2. BPLO sends List of Establishment who renewed their Business Permit	2. Schedule for Inspection	None	None	SI Area Supervisor
If with complete documentary requirements during inspection If without complete documentary requirements during inspection	2.1. Inspection of business establishments 2.2. Issue Sanitary Permit 2.3. Issue Sanitary Order No. 1 with 14 days period of compliance.	None	30-45 Minutes (small to medium scale establishment) 60-90 Minutes (large scale establishment) Follow up inspection after 14 days for non-compliant establishments	SI Area Supervisor / Sanitary inspectors
3. Submission of complete documentary requirements after issuance of SO1 Non-compliant business establishment after issuance of SO1	3. Issue Sanitary permit Follow up inspection after 14 days for non-compliant establishments 3.2. Re-inspection and issuance Sanitary Order No.2 with 7 days period of compliance.	None	2 hours	Clerk / Encoder Sanitary Inspectors
3.3. Submission of complete documentary	3.3. Accept requirements if complete for the	None	2 hours	Clerk / Encoder



requirements after issuance of SO2	issuance of Sanitary Permit			
3.4. For Non-compliant business establishments after issuance of SO2	3.4. Endorse to BPLO for appropriate action		1 day	Sanitary inspector
3.5. Refusal for inspection				
TOTAL		None	1 day, 5 hours and 25 minutes	

3. Medical Consultation

Diagnose, treat illness and give appropriate medical services.

Office or Division:	Designated Barangay Health Centers in Valenzuela City			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela residents needing medical consultation and assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Interview client and record patient's data on treatment record chart 1.1. Record vital signs 1.2. Refer the patient to the physician on duty	None	10 minutes	Nurse/Midwife on duty
2. Proceed to the doctor's room	2. Take note of medical history, conduct physical examination, request diagnostic	None	15 minutes	Physician on duty



	procedure if needed 2.1. Prescribe appropriate medicines and give medical advice 2.2. Refer patient to assigned personnel for issuance of free medicines (if available)			
3. If needs to be hospitalized, proceed to the hospital where he/she is being referred	3. Refer patient to hospital of choice and fill up referral form if hospitalization is required	None	5 minutes	Physician on duty
3.1. If hospitalized, provide accomplished Return Slip to Barangay Health Station filled up by attending physician of hospital where admitted	3.1. Record medical findings of attending physician where patient was admitted for cross referencing purposes	None		Nurse/Midwife on duty
TOTAL		None	30 minutes	

4. Maternal Care Services

Provide comprehensive maternal care program for pregnant and lactating women.

Office or Division:	All health facilities in Valenzuela			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant women and lactating women who are residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON



	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Attend to client and check vital signs, blood pressure and weight 1.1. Record the age of gestation 1.2. Accomplish the homebased maternity record card Prepare a referral slip for CBC & urinalysis for the first visit	None	5 minutes	Midwife
2. Undergo prenatal examination and administration of tetanus toxoid immunization	2. Conduct prenatal examination 2.1. Inform client about the findings Administer Tetanus toxoid immunization	None	15 minutes	Midwife
4. Claim free ferrous sulfate with folic acid and prescription for other pre-natal multivitamins	4. Provide free ferrous sulfate with folic acid to all pregnant clients Issue prescription	None	3 minutes	Midwife
TOTAL		None	36 minutes	

5. Availment of Prenatal Care Services

Medical and nursing care is provided for women before and during pregnancy. The objective of the prenatal care is for the early detection of diseases which may complicate pregnancy and to prepare women for childbirth

Office or Division:	City Health Stations and Lying-in Clinics
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All pregnant women until delivery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities / Lying –In Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Attend to patient Issue a mother and child book/ home-based maternal record (for first visit)	None	2 minutes	Midwife on duty
2. Undergo routine assessment for pregnant women	2. Record the age of the patient and past medical history	None	3 minutes	Midwife on duty
	2.1. Access gravidity, last menstrual period and age of gestation	None	10 minutes	Midwife on duty
	2.2. Take vital signs, blood pressure, respiratory rate, pulse rate, and weight	None	10 minutes	Midwife on duty
3. Undergo Physical examination	3. Perform abdominal palpation on the client and inform the client of findings	None	5 minutes	Midwife on duty
4. Pay attention to findings and instructions of physician	4. Inform the client of the danger signs to watch out for	None	2 minutes	Midwife on duty



	4.1. Give mother health instruction on proper nutrition and maternity care	None	3 minutes	Midwife on duty
5. Undergo tetanus toxoid administration	5. Provide tetanus toxoid as schedule	None	2 minutes	Midwife on duty
6. Secure prescribed laboratory procedures	6. Give referral for routine urinalysis, CBC and initial ultrasound, Rpr, HBsAg, HIV Test.	None	2 minutes	Midwife on duty
7. Pay attention to instructions	7. Inform the mother on the next consultation and date	None	2 minutes	Midwife on duty
TOTAL		None	41 minutes	

6. Postpartum Care

Encompasses the management of the mother during the postpartum period.

Office or Division:	All City Health Stations and Lying -In Clinics			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Mothers 24 hours after delivery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Attend to and register client	None	2 minutes	Midwife on duty
2. Undergo routine assessment for postpartum women	2. Record the age of the patient and past medical history	None	3 minutes	Midwife on duty



	2.1. Assess gravidity, date of delivery		3 minutes	Midwife on duty
3. Undergo physical examination	3. Perform Physical examination on the client and inform the client of findings	None	10 minutes	Midwife on duty
4. Receive findings and instructions of physician	4. Inform the client of danger signs to watch out for	None	2 minutes	Midwife on duty
	4.1. Provide mother health instruction on proper nutrition and postpartum care; encourage to breastfeed	None	10 minutes	Midwife on duty
5. Provision of ferrous sulfate and Vitamin A	5. Give ferrous sulfate and Vitamin A	None	2 minutes	Midwife on duty
	5.1. Inform the mother of the next consultation and date	None	2 minutes	Midwife on duty
TOTAL		None	34 minutes	

7. Reproductive Health Service

An intensive health service that provide reproductive health examination for women of reproductive age with vaginal discharge, men having sex with men, men having sex with women, especially for workers of the entertainment industry as a requirement for the issuance of a work permit.

Office or Division:	Social Hygiene Clinic – Valenzuela City Emergency Hospital (VCEH)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela residents, workers in night entertainment industry, MSM



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record / health card		Health Annex / VCEH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Health Card and application form	1. Provide the client with application form	None	3 minutes	Laboratory Clerk/Medical Technologist Marlette Delino
2. Request for required service and present existing Health Card (for previous client)	2. Interview of previous examination, register and issue order of payment	None	10 minutes	Laboratory Clerk/Medical Technologist Marlette Delino
3. Proceed to payment window and pay the required fees	3. Receive payment and issue official receipt	Initial payment (female sex worker) Php 110 Smear Php 60 RPR- Php 60	5 minutes	Casher
4. Present official receipt	4. Usher to Medical Treatment room for instructions on examination procedures	None	15 minutes	Nurse/Midwife Social Hygiene Clinic Nurse Mark Manaois & Critian Palteng
	Examine collected specimen Evaluate laboratory results	None	30 minutes	Medical Technologist Marlette Delino Physician in Charge Dr. Anna Marie Israil
For Client yielding negative result for STD/HIV				
5. Claim Health Card	5. Issue results and Health Card	None	15 minutes	STD/HIV Coordinator Social Hygiene



				MD Dr. Anna Marie Israil
For Clients yielding positive result for STD/HIV				
6. Claim free medicines, undergo counseling and follow through check-up after 1 week	6. Hold Health Card	None	15 minutes	Social Hygiene MD, nurse coordinator Dr. Anna Marie Israil
TOTAL		Initial payment (female sex worker) Php 110 Smear Php 60 RPR- Php 60	1 hour and 18 minutes (normal results)	

8. Expanded Program on Immunization Services

The City Health Office (CHO) provides child immunization against seven (7) immunizable diseases and also immunizes pregnant mothers to prevent the occurrence of tetanus neonatorum in infant.

Office or Division:	All Health Stations (Valenzuela City)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any child from 0-11 months old residing in Valenzuela City Pregnant women who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire queue card number and wait to be called	1. Attend to patient Provide queue card	None	5 minutes	Barangay Health Workers



2. Provide required data of child to be vaccinated	2. Record information of the child to be immunized	None	10 minutes	Barangay Health worker
3. Patient waits to be called	3. Review record for past immunizations given	None	10 minutes	Nurse/Midwife
4. Receive scheduled vaccines	4. Administer the scheduled vaccines	None	10 minutes	Nurse/Midwife
5. Take note of the instructions given by the nurse / midwife	5. Inform parents / guardian about: · The possible side effect of immunization · Schedule of the next round of immunization; and · Family planning supplies available at the Health Center	None	10 minutes	Nurse/Midwife
TOTAL		None	45 minutes	

9. Rabies Exposure Treatment

Administration of anti-rabies vaccine is done to patients who were properly evaluated by the rabies control program coordinator with positive history of animal bite (dog, cat, etc.)

Office or Division:	Medical Clinic, Valenzuela City Health Annex Building Animal Bite Centers (Malinta and GTDL 3S)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Referral for Rabies shot – history of animal bites			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral forms		Health facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1. Check the	None	10 minutes	Nurse/Midwife



Clinic	referral from a physician to administer rabies shot History taking			Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic
2. For indigents, proceed to Step 3 District I - Malinta District II - GTDL	2. Check the referral form a physician to administer rabies shot	None	10 minutes	Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic
3. Submit VCHO referral	3. Check Original Receipt/ referral Administer Rabies shot	None	10 minutes	Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Center
	3.2. Schedule for next rabies shot	None	10 minutes	Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Center
TOTAL		None	40 minutes	

10. Availment of Dental Service

Provide dental examination, curative and preventive services, and necessary dental procedures

Office or Division:	Different Barangay Health Centers The City Hall, Dental Section Social Hall Building City External Services Office (Action Center) Dalandanan (Beside Pure Gold Supermarket) Valenzuela Polo Health Center, Polo Valenzuela Cit Serrano / Mega Center	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Valenzuela City Employees, Senior Citizens, Care cardholders of Valenzuela City, Citizens of Valenzuela City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Employee ID for Valenzuela City employee		



Request slip		City Hall		
Senior citizen ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain request slip and register	1. Record pertinent data	None	2 minutes	Dental Aide
2. Checking of vital signs	2. Take vital signs	None	2 minutes	Dental Aide
3. Undergo mouth examination	3. Examine mouth of patient	None	4 minutes	Dentist
4. Listen to diagnosis, evaluation and instructions	4. Diagnose evaluate	None	5 minutes	Dentist
5. Undergo appropriate dental procedure	5. Perform appropriate dental procedure	None	15 minutes	Dentist
	5.1. Curative Services: Cavity preparation	None	5 minutes	Dentist
	5.2. Temporary Restoration	None	15 minutes	Dentist
	5.3. Permanent Restoration	None	30 minutes	Dentist
	5.4. Preventive Service: fluoridization Children ages 1-3	None	10 minutes	Dentist
TOTAL		None	1 hour and 28 minutes	

11. Dental Services and Certificate

Provide dental examination and necessary procedures and issue the corresponding certificate

Office or Division:	The City Hall, Dental Section Main Center Valenzuela City Social Hall Building
Classification:	Simple
Type of Transaction:	G2C



Who may avail:	School entrants and patients seeking employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual dental record		Dental Section		
Request slip		Dental Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain request slip and register	1. Record pertinent data	None	2 minutes	Dental Aide
2. Undergo mouth examination	2. Examine mouth of patient	None	2 minutes	Dentist
3. Undergo routine checking of vital signs	3. Take vital signs	None	4 minutes	Dental Aide
4. Request for order of payment	4. Issue order of payment	Dental Certificate Php 50 Tooth extraction (anterior teeth) Php 75 Tooth extraction (posterior teeth) Php 100	2 minutes	Dental Aide
5. Pay the required fee	5. Receive payment and issue official Receipt	None	5 minutes	Cashier
6. Listen to diagnosis, evaluation and instructions	6. Diagnose evaluate	None	5 minutes	Dentist
7. Undergo appropriate dental procedure	7. Perform appropriate dental procedure	None	15 minutes	Dentist
8. Claim Dental Certificate	8. Sign and issue dental certificate	None	2 minutes	
		Dental Certificate		



TOTAL	te Php 50 Tooth extractio n(anteri or teeth PHP 75 Tooth extractio n (posteri or teeth) Php 100	37 minutes	
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**SOCIAL SERVICES OFFICES
HOUSING AND RESETTLEMENT OFFICE (HRO)
EXTERNAL SERVICES**



1. Issuance of Electrical and Water Certification

Ensuring electrical and water safety through the issuance of a certification through the HRO

Office or Division:	Housing and Resettlement Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Members of Informal Settlers Association (ISA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Members certification from ISA signed by the Association President		Association President		
Barangay Clearance		Barangay Hall		
Picture of house structure (for electrical purposes only)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Conduct document checking as to its completeness and undertake Preliminary Interview 1.1. Check name of client from the master list	None	30 minutes	Staff from Informal Settlers Division (ISD) Ms. Aurea Ferrer
Should the requesting party have lacking documents or is not included in the masterlist, the ISD Staff shall require the requesting party to comply the documents before the issuance of the order of payment.				
2. Claim signed order of payment and pay the corresponding amount to the Cashier's Office	2. Issue order of payment	None	10 minutes	Staff from Informal Settlers Division (ISD) Ms. Julieta Cabrera
3. Present official receipt	4. Record the details	None	1 day	



	4.1.Prepare the water or electrical certification			Staff from ISD
	4.2. Forward to the office head for signature/ approval			Ms. Julieta Cabrera
	4.3. Sign and approve the water or electrical certification			Office Head Ms. Elenita Reyes
	4.4.Endorse to the Releasing Officer			
5.Receive the signed water or electrical certification	5.Issue the approved water or electrical certification	None	5 minutes	Staff from ISD Ms. Julieta Cabrera
6. Sign the logbook	6.Record and have the client signed in the logbook	None	5 minutes	
TOTAL		Php 20	1 day and 50 minutes	

2. Request of Data or Documents for Research Purposes

Data or documents can be requested for research purposes once approved.

Office or Division:	Housing and Resettlement Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Students, Researchers, or any stakeholder
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Letter of Request and Purpose of Research		None		
Flashdrive or CD as storage; and or				
Email address for electronic sending				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the letter of request	1. Endorse the client to the responsible staff	None	10 minutes	Ms. Ivy Andal
2. Provide the data storage (Flashdrive or CD) or provide the email address	2. Provide the data/documents needed	None	3 working days	Ms. Mariconn Roxas Ms. Jennie Rose Dante
TOTAL		None	3 days and 10 minutes	

3. Request of Data or Documents for Projects Accomplishment Report

Data or documents can also be provided for the accomplishment report of the City with its projects.

Office or Division:	Housing and Resettlement Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request and Purpose of Research		None		
Flashdrive or CD as storage; and or				
Email address for electronic sending				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the letter of request	1. Endorse the client to the responsible staff	None	10 minutes	Ms. Ivy Andal



2. Provide the email address	2. Provide the data/documents needed	None	7 working days	Ms. Mariconn Roxas Ms. Jennie Rose Dante
TOTAL		None	7 days and 10 minutes	

4. Certification for People's Organization Recognition

Homeowners association can apply for an accreditation as a people organization through the HRO.

Office or Division:	Housing and Resettlement Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Homeowners Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For previously-recognized Organization:			
Updated Registration from SEC/HLURB/DSHUD		SEC/HLURB / DSHUD / ISA	
Properly filled out organization profile and General Information Sheet			
For New Organization:			
Updated SEC/HLURB/DSHUD Registration		ISA	
History of the Association			
Updated list of Officers and Minutes of Elections			
List of members			
Financial report			
List of accomplished, on-going and proposed projects			
Sketch of location of the association			
Memorandum of Agreement (MOA)			



Copy of Title				
Approved subdivision plan/proposed subdivision plan				
Profile of mobilizer (originator)				
Sketch of location of the association				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the abovementioned documents	1. Endorse the client to the responsible staff	None	2 minutes	Frontline Personnel Ms. Ivy Andal
2. Fill out and submit the accomplished application form and other requirements	2.1 Provide the Organizational Profile and General Information form	None	1 working day	Staff from Informal Settlers Division (ISD) Ms. Aurea Ferrer
	2.2. Check if all items have been duly accomplished			
	2.3. Prepare the Certification			
	2.4. Forward to the office head for signature/ approval			
	2.5. Sign and approve the Certification			Office Head Ms. Elenita Reyes
3. Claim the Certification	3. Log the record and issue the certification	None	15 minutes	Staff from ISD Ms. Aurea Ferrer
TOTAL		None	1 day and 17 minutes	



SOCIAL SERVICES OFFICES

**LOCAL ECONOMIC DEVELOPMENT AND
INVESTMENT PROMOTION OFFICE (LEDIPO)**

EXTERNAL SERVICES



1. Business Matching

The Local Economic and Investment Promotions Office maintains databank on general business information and livelihood activities.

Office or Division:	Local Economic and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request original signed by the client.		Trade Hall, 2nd floor, Valenzuela Trade Center, City Hall Annex, McArthur Highway, Malinta, Valenzuela City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Assistance Request Form (ARF)	1. Check the completeness of the form	None	1 minute	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
	1.1. Conduct preliminary interview		5 minutes	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
2. Proceed to the LEDIPO Head Officer for final interview	2. Conduct final interview with client	None	5 minutes	Ms. Janina Bautista
	2.1. Determine the data needed by the client		5 minutes	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
3. Sign the receiving copy of the data requested	3. Writing down the name, date, and data requested by the client		4 minutes	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
TOTAL		None	20 minutes	



2. Assistance and Government Linkaging

The Local Economic and Investment Promotions Office provide assistance to the constituents, entrepreneurs and business establishments in Valenzuela City through proactive market development, investment promotion activities, networking relations with the government agencies and the private sector.

Office or Division:	Local Economic and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requestee		
Project proposal (optional)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Assistance Request Form (ARF)	1. Check the completeness of the form	None	2 minute	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
	1.1. Conduct preliminary interview	None	5 minutes	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
	1.2. Assessment of letter of request and livelihood proposal	None	3 minutes	Ms. Patricia Ann Adora Ms. Emmalyn Pineda
2. Proceed to the LEDIPO Head Officer for final interview	2. Find available trainings offered by the NGAs	None	5 minutes	Ms. Analiza Guiao
3. Wait for contact of approval	3. Forward the proposal to the NGAs for approval	None	5 minutes	Ms. Analiza Guiao
TOTAL		None	20 minutes	



3. Approval and Conduct Requested Trainings

The Local Economic Development and Investment Promotions Office provides approved business related trainings to constituents and entrepreneurs in Valenzuela, supported by local offices and various government agencies.

Office or Division:	Local Economic and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No request needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the LEDIPO for the trainings	1. Call the requestee and set schedule for conduct of training	None	5 minutes	Ms. Analiza Guiao
TOTAL		None	5 minutes	



SOCIAL SERVICES OFFICES

OFFICE OF SENIOR CITIZENS
AFFAIRS (OSCA)

EXTERNAL SERVICES



1. Application for Senior Citizen National Identification Card (OSCA-ID)- Medicine and Purchase Booklets

Office or Division:	Office of Senior Citizens Affairs	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All residents of Valenzuela City with age (60) years old and above; It may also apply to senior citizens with “dual citizenship” status with proof of their residency of at least six (6) months in the Philippines and within Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Completely filled-out information sheet Application Form	Front desk of the Office	
1. (1) Copy of original/authentic birth certificate and (1) photocopy Note: For those who are not natural-born Filipinos, senior citizens shall present proof of “dual citizenship” or naturalization status with at least six (6) months residency in the Philippines.	Philippine Statistic Authority (PSA) main office and/or local office	
2. For those with no record of birth, supporting documents such as baptismal certificate, marriage certificate and/or Philippine passport shall be presented – (1) original and (1) photocopy	Philippine Statistic Authority (PSA) main office and/or local office Department of Foreign Affairs (DFA)	
3. Other proof that the applicant is a Filipino Citizen, at least sixty (60) years of age and at least six (6) months resident of Valenzuela City which shall include but not be limited to the following government-issued identification documents: driver's	Government Offices	
license, voters ID/certification, SSS/GSIS ID/UMID ID, PRC card, postal ID –		
4. Application Form (Revised form of 2019) with 4 pieces of 1 x 1 picture	Office of the Senior Citizen Affairs (OSCA) Ground Floor, Legislative Building	



5. Personal appearance of Applicant Note: For those who are not capable of personal appearance, authorization letter shall be presented by the representative of the senior citizen				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in the application form and submit the form along with the other requirements	1.2 Accept completed application form. 1.3 Check if application form has been duly accomplished and if requirements are complete.	None	5 minutes	Frontline Personnel Mr. Sherwin Iballa Ms. Ofelia Jimenez Shirley Legaspi
2. Wait for the turn to be interviewed.	2.1. When interviewer is already available, conduct preliminary interview (Applicants with incomplete requirements shall be subjected to a home visitation. The Interviewer will issue a home visit slip to the applicant.) Note: Home visitation	None	10 minutes	2. Prepare for interview for validation of information Mr. Sherwin Iballa Ms. Ofelia Jimenez Shirley Legaspi Ms. Rachelle German



	<p><i>and collateral interview shall be conducted under the following circumstances:</i></p> <ul style="list-style-type: none">a) If the applicant is a transferee from other city;b) If the applicant is 62 years old and above with incomplete requirements;c) If the applicant has submitted questionable requirements or those with suspicion of being tampered;d.)If the applicant has inconsistent/ conflicting accounts upon preliminary interview.			
<p>The client shall wait for the agreed scheduled home visitation. After home visitation and evaluation were done, the OSCA Staff will contact the applicant for the release of the ID and booklet (or in case of disapproval, the OSCA Staff shall provide an explanation for disapproval).</p>				



<p>The applicant shall wait for the release of the ID and booklet</p>	<p>Record the name of the applicant in the specified logbook Transcribe the name of the application the senior citizen identification card, medicine and purchase booklets</p>	<p>None</p>	<p>5 minutes</p>	<p>Mr. Nicomedes Matus Ms. Sherly Cantillon</p>
<p>3. Affix signature on the records logbook and claim the OSCA ID with the medicine and purchase booklets</p> <p>Ensure the correctness of the information on the ID and Booklet</p>	<p>Issue the OSCA ID with medicine and purchase booklets. Give brief orientation on the privileges and benefits of senior citizens.</p> <p>In case of incorrect information printed on the ID and booklet, the OSCA Staff shall correct the errors identified by the applicant and issue the revised ID/booklets. Encode new entries to OSCA Database / Valenzuela City Residence Information System for updating of senior citizen Masterlist</p>	<p>None</p>	<p>10 minutes</p>	<p>Frontline Personnel Mr. Nicomedes Matus Ms. Sherly Cantillon</p>



TOTAL		None	30 minutes	

2. Replacement of Lost Senior Citizen Identification Card (SCID)

Office or Division:	Office of Senior Citizens Affairs			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior citizen of Valenzuela with lost senior citizen identification card (OSCA ID)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) photocopies of any of the following government-issued documents with Valenzuela City address such as but not limited to voter's ID/certification, SSS/GSIS/UMID ID, driver's license, PRC ID, Postal ID		Government Offices		
1. Copy of the Affidavit of Loss		Legal Office Second Floor Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and submit two (2) photocopies of any government-issued IDs and documents with Valenzuela City address	Check the validity of the requirements submitted	None	3 minutes	Frontline Personnel Mr. Sherwin Iballa Ms. Ofelia Jimenez Shirley Legaspi Ms. Rachelle German
	Provide the stub (request of affidavit of loss) with the details of the applicant including their previous OSCA ID number Issue the stub to the client.			
File an affidavit of lost OSCA ID to the City Legal Office situated at the 2nd floor, Executive Building. If the applicant has physical or mental disability, instruct the applicant's representative to file on his or her behalf.				



2. Submit the original copy of affidavit of loss issued by the Legal Office	Check the information of the affidavit of loss fill in the information needed Prepare for the replacement of the OSCA ID	None	3 minutes	Frontline Personnel Mr. Sherwin Iballa Ms. Ofelia Jimenez Shirley Legaspi Ms. Rachelle German
3. Affix signature on the logbook and claim the replaced OSCA ID	Issue the replaced OSCA ID. Update the OSCA database of the alterations	None	3 minutes	Frontline Personnel Mr. Sherwin Iballa Ms. Ofelia Jimenez Shirley Legaspi Ms. Rachelle German
TOTAL		None	9 minutes	

3. Request for Correction of details on Senior Citizen Identification Card (OSCA ID)

Office or Division:	Office of Senior Citizen Affairs	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Senior citizen of Valenzuela with declared discrepancy on their names or date of birth; filing for change of address and other forms of mutilation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original copy of the Birth Certificate		Philippine Statistics Authority (main or local office)
2. Two (2) photocopies of any government-issued ID/documents with Valenzuela city address (voter's I.D./certification, UMID ID, driver's license, postal ID)		Government Offices



3. Current Senior Citizen Identification Card (OSCA ID)		Requestee		
4. Copy of the Affidavit of Discrepancy		Legal Office, 2nd floor, Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and submit two (2) photocopies of any government- issued IDs and documents with Valenzuela City address with correct personal information as supporting documents.	Check the validity of the requirements submitted and conduct brief interview to know the legitimacy of the request	None	3 minutes	Frontline Personnel <ul style="list-style-type: none"> • Mr. Sherwin Iballa • Ms. Ofelia Jimenez • Shirley Legaspi • Ms. Rachelle German
	Issued the stub requesting of Affidavit of Discrepancy.			
File an affidavit of discrepancy to the City Legal Office situated at the 2nd floor, Executive Building. If the applicant has physical or mental disability, instruct the applicant's representative to file on his or her behalf.				
2. Submit the original copy of Affidavit of Discrepancy . For applicants requesting for change of surname in their OSCA ID due to change of civil status, present copy of marriage certificate or CENOMAR and original copy of Affidavit of Discrepancy .	Check the documents and other information necessary	None	3 minutes	Frontline Personnel <ul style="list-style-type: none"> • Mr. Sherwin Iballa • Ms. Ofelia Jimenez • Shirley Legaspi • Ms. Rachelle German
4. Affix signature on	Issue the	None	3 minutes	Frontline



the logbook and claim the replaced OSCA ID	replaced OSCA ID. Update the OSCA database			Personnel • Mr. Sherwin Iballa
	of the alterations			• Ms. Ofelia Jimenez • Shirley Legaspi • Ms. Rachelle German
TOTAL		None	9 minutes	

4. Issuance of Certification for Burial Assistance of Senior Citizens

Office or Division:	Office of the Senior Citizens			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Immediate family members or benefactors of deceased senior citizen registered in OSCA-Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 photocopy of Death Certificate of deceased senior Citizen with registry number		Philippine Statistics Authority (main or local office)		
2. Actual senior citizen Identification Card (OSCA ID) of the deceased		Requestee		
3. Original copy and 1 photocopy of valid identification card/document of the claimant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender OSCA ID along with the death certificate with registry number and 1 photo copy of valid ID of claimant	Validate requirements	None	10 minutes	OSCA personnel • Ms. Nora Jardeliza • Shirley Legaspi • Ms. Rachelle German
	If requirements submitted are complete, prepare the certification of membership for burial assistance			
2. Claim and receive certification	2.1 Issue the certification for burial assistance	None	3 minutes	OSCA personnel • Ms. Nora Jardeliza



				<ul style="list-style-type: none"> • Shirley Legaspi • Ms. Rachelle German
TOTAL		None	13 minutes	

5. Issuance of Certificate of registration of Senior Citizen

Office or Division:	Office of the Senior Citizens			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All senior citizens with request for certification			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter indicating the purpose of certificate		Requestee		
2. Senior citizen Identification Card (OSCA ID) OR 1 Valid ID of representative and authorization letter (if representative will file on behalf of the senior citizens)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter along with the SCID For representative: 1 Valid ID and authorization letter.	Accept and validate requirements prepare the certification of membership for eligible applicants	None	10 minutes	OSCA personnel <ul style="list-style-type: none"> • Ms. Nora Jardeliza • Ms. Shirley Legaspi • Ms. Rachelle German
2. Claim and receive certification	2.1 Issue the certification	None	3 minutes	OSCA personnel <ul style="list-style-type: none"> • Ms. Nora Jardeliza • Shirley Legaspi • Ms. Rachelle German



TOTAL	None	13 minutes	
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6. Requesting of Master list of Registered Senior Citizen per Barangay

Office or Division:	Office of the Senior Citizens Affairs			
Classification:	Simple			
Type of Transaction:	Highly Technical			
Who may avail:	Barangays Chairman or Appointed Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Barangay Hall		
2. Valid Identification Card		Barangay Chairman		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter, along with the Valid ID of Brgy. Chairman.	Accept and validate the requirements and Prepare the Data Sharing Agreement to the client for Signature of Brgy. Chairman	None	10 minutes	OSCA personnel • Ms. Nora Jardeliza
2. Return the Data Sharing Agreement with Signature of Barangay Chairman	2. Review the Data Sharing Agreement	None	10 minutes	Assigned Staff • Ms. Nora Jardeliza
The client shall wait for the agreed scheduled of returned date.				
The data sharing agreement shall be forwarded to the City Administration's office for approval.				
Upon approval of City Administration, the agreement shall move to City Legal Office for Notarization.				



3. The applicant shall wait for the release of the Masterlist together with the Notarized Data Sharing Agreement	3. Issue the Masterlist together with the Notarized Data Sharing Agreement to the client	None	10 minutes	Assigned Staff • Ms. Nora Jardeliza
TOTAL		None	30 minutes	

7. Centenarian Program

Office or Division:	Office of Senior Citizen			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Registered Senior Citizens aged One Hundred years and above and at least 2 years resident of this City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (1 Original & 2 Photocopies)		Philippine Statistic Authority (PSA)		
2. Senior Citizen ID (2 photo copies)		Office of the Senior Citizens Affairs		
3. Barangay Certification (1 Original & 2 Photocopies)		Barangay Hall		
For Representative: 1. Senior Citizens ID 2. Authorization Letter 3. Valid ID of the Representative		Representative of Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Check and verify the requirements	None	2 minutes	Assigned Staff • Ms. Nora Jardeliza



2. Wait for the scheduled home visitation.	2. Conduct home visitation for validation of the applicant.	None	3 days	Assigned Staff • Ms. Nora Jardeliza
Submit the requirements to the Payroll office for preparation of Payroll				
Forward the payroll to Accounting Department for processing.				
3. Claim the stipend	3. Releasing of stipend as per Ordinance no. 300 every October of the year	None	Released every October of the year	Assigned Staff • Ms. Nora Jardeliza
TOTAL		None	7 minutes	

8. Application for Availing Social Pension Program for Indigent Senior Citizens

Office of Senior Citizen	Office of Senior Citizen			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All indigent Valenzuela Senior Citizen age sixty (60) years old and above *indigent senior citizen, refers to any elderly who is frail, sickly or with disability, and without pension or permanent source of income, compensation or financial assistance from his/her relatives to support his/her basic needs per R.A. 9994			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) photo copy of Senior Citizen Identification Card (OSCA ID)		Office of the Senior Citizens Affair (OSCA) Ground Floor, Legislative Building		
2. Application Form for Social pension program		Office of the Senior Citizens Affair (OSCA) Ground Floor, Legislative Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) photo copy of senior citizen identification card	Introduce and explain to the client the qualification and procedure of how	None	5 minutes	Interviewer, OSCA personnel • Ms. Lady Lou



	to avail social pension for indigent senior citizens			Balbino • Ms. Salvacion Leal • Ms. Victoria Cruz
	Validate the requirements submitted			
	Conduct an Interview to the client			
The client shall wait for the scheduled home visitation.				
2. Wait for the scheduled home visitation and collateral investigation on the address indicated in the application form	3.1 Conduct home visitation for validation of socio-economic and overall status of the applicant	None	1 day	OSCA personnel • Ms. Lady Lou Balbino • Ms. Salvacion Leal • Ms. Victoria Cruz
Forwarded the application to DSWD NCR.				
TOTAL		None	1 day and 5 minutes	

9. Issuance of the Certificate for Cancellation of Senior Citizen ID

Office or Division:	Office of Senior Citizen
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All registered senior citizens of Valenzuela with request to transfer of residence.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Request Letter from Senior Citizen		Requestee		
2. Senior Citizens Identification Card (Original Copy)				
For representative: 1. Valid ID of the representative 2. Authorization Letter 3. Senior Citizens Identification Card (Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender the Original Senior Citizens Identification Card along with the required documents. For representative: Submit the required documents along with the Original Senior Citizens Identification Card	Validate the requirements	None	10 minutes	Frontline Personnel <ul style="list-style-type: none"> • Ms. Nora Jardeliza • Ms. Shirley Legaspi • Ms. Rachelle German
	Prepare the certification for eligible applicants.			
3. Claim and received the certification	Issue the certification to the client	None	23 Minutes	OSCA personnel <ul style="list-style-type: none"> • Ms. Nora Jardeliza • Ms. Shirley Legaspi • Ms. Rachelle German
Forwarded the application to DSWD NCR.				
TOTAL		None	33 minutes	



SOCIAL SERVICES OFFICES
VALENZUELA CITY PEOPLE'S PARK
EXTERNAL SERVICES



1. Lending of Property

Property or equipment of the Valenzuela City People's Park can be requested upon approval.

Office or Division:	Park Admin Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with contact details		Park Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	1. Receive letter of request 1.2 Check the availability of the equipment 1.3 Endorse letter of request to Head for the approval 1.4. Reserve and prepare the equipment to borrow.	None	10 minutes	Ms. Charina Caparas Ms. Mary Grace Montalbo
2. Claim of equipment	2. Gate pass and borrower's agreement will be issued.	None	10 minutes	Ms. Charina Caparas Ms. Mary Grace Montalbo
TOTAL		None	20 minutes	

2. Use of Facilities

Facilities of the park can be booked or reserved for a fee.

Office or Division:	Park Events Division
Classification:	Simple



Type of Transaction:	G2C, G2G			
Who may avail:	Clients, local and National Offices, NGO's, Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		From the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter indicating the date, time and the facility to be used	1. Check the availability of the facility Book/ reserve if available on the date requested Prepare the Permit and the Rental Agreement Issue Order of Payment	None	5 minutes	Mr. Erwin Marasigan Ms. Diane Obado
Client will be endorse to City Treasurer's Office for the payment				
2. Present the O.R to the Park Events Personnel Office, read, and sign the Rental Agreement	2. Sign the permit	None	15 minutes	Ms. Charina Caparas Mr. Federico Galvez
3. Receive the Permit	3. Issue the Permit with attached Rental Agreement	None	5 Minutes	Mr. Erwin Marasigan Ms. Diane Obado
TOTAL		None	25 minutes	

Note:

Amphitheater Day rate time PHP 5,000 for the first three (3) hours,

PHP 1,000 for every succeeding hour

Night time rate PHP 7,000 for the first three (3) hours, PHP 1,000 for every succeeding hour

PHP 2,000 additional charges

For day time events that Goes beyond 6:00pm, PHP 2,000 cash bond

In case where the applicant fails to comply with the obligation, the money is forfeited in favor of the City Government of Valenzuela. Further, the cash bond is refundable if no damage to government property is appraised.



SOCIAL SERVICES OFFICES
PERSONS WITH DISABILITY AFFAIRS OFFICE
(PDAO)
EXTERNAL SERVICES



1. Issuance of Persons with Disability Identification Cards

PDAO is tasked to issue a PWD ID to all qualified and confirmed Persons with Disability with complete requirements.

Office or Division:	Persons with Disability Affairs Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Verified and Confirmed Persons with Disability	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Medical Certificate (New and Renewal)	Specialist / Hospital or Doctor of Client's health condition
	Certification on Disability (New and Renewal)	Barangay Health Center
	Barangay Indigency for Persons with Disability Purpose	Barangay Hall
	Government Issued ID, (New and Renewal) Specific IDs Acceptable: <ul style="list-style-type: none"> • UMID-SSS • GSIS ID • Voters ID / Voter's Certification • Driver's License • National Identification 	Clients
	Birth Certificate for Minor Client and client with mental and learning disability with no government issued Identification card (Photocopy) (New and Renewal)	Clients
	School Identification Card for Minor Client (New and Renewal)	Client's current school
	Government Issued ID of parent/ guardian of minor client and mental client (New and Renewal) Specific IDs Acceptable: <ul style="list-style-type: none"> • UMID-SSS • GSIS ID • Voters ID / Voter's Certification • Driver's License 	Representative and Guardians



<ul style="list-style-type: none"> National Identification 				
<ul style="list-style-type: none"> Authorization Letter of the PWD applicants 				
<ul style="list-style-type: none"> Affidavit of Guardianship if you are not the parent of the PWD Applicants 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number at the front table	1. Give queue number to the client	None	1 minute	<i>PDAO personnel</i> Ms. Rowena Ramirez Mr. Edgar Enguero Ms. Lucy Demition Ms. Rowena Guanzon
2. Once the number was called, sign the Client Logbook	2. Get the queue number and give the logbook to the client for signing.	None	1 minute	
3. Submit the Required Documents to the Assessor for initial assessment.	3. Start processing the request by verifying all submitted documents.	None	5 minutes	
4. Assessment Proper - the assessor will interview the client or client's immediate family or guardian in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.)	4. Interview the client using the 8 pages assessment tool	None	20 minutes	
5. Give 2x2 ID picture or prepare for picture taking	5. Take a picture of the client for ID purposes or additional evidence of the	None	2 minutes	



	client's health condition.			
6. Get a call slip from the assessor, from where the date of call or schedule for ID approval verification is written.	6. Give call slip to the client	None	1 minute	
7. Get a Report Card Survey to check the compliance of the agency.	7. Give report card to the client	None	1 minute	
8. Wait for the scheduled date given to them.	8.1. The PDAO OIC or the City Doctor assigned to PDAO will verify the documents submitted by the client specially the medical certificate, Certification on Disability should be tally with the assessment tool.	None	5 days	<i>PDAO personnel and Head, physician</i> Ms. Snooky Cortez Dra. Missy Vita (CHO)
	8.2. Encode and PWD ID making.	None	1 day	<i>PDAO personnel</i> Mr. Janile Bustamante Mr. Jay Concepcion
9. Call Persons with Disability Affairs Office on the scheduled date written in the slip, to verify approval, to know further details or requirements for the approval such as but not limited to additional picture or additional Identification Card.	Answer the call and give the information to the client	None	5 minutes	<i>PDAO personnel</i> Mr. Jay Concepcion Ms. Rowena Guanzon



10. Once the approval was verified, the Persons with Disability Identification Card will claim in the Persons with Disability Affairs Office every Monday and Thursday only.	11. Give the new PWD ID, medicine booklet and purchased booklet to the client or to the authorized representative, sign to the receiving logbook	None	5 minutes	PDAO personnel <ul style="list-style-type: none"> • Ms. Rowena Ramirez • Mr. Edgar Enguero • Ms. Lucy Demition • Ms. Rowena Guanzon
11. Claim Person with Disability Identification Card For Renewal: Upon claiming the NEW Persons with Disability Identification Card, the client will surrender the old PWD ID		None		
TOTAL		None	6 days and 41 minutes	

2. Issuance of Persons with Disability Identification Cards (No valid I.D. presented)

PDAO is tasked to issue a PWD ID to all qualified and confirmed Persons with Disability with complete requirements. However, the client with No Valid ID presented to prove their residency, home visit will be applied.

Office or Division:	Persons with Disability Affairs Office	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Verified and Confirmed Persons with Disability	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Certificate (New and Renewal)	Specialist / Hospital or Doctor of Client's health condition	
Certification on Disability (New and Renewal)	Barangay Health Center	



Barangay Indigency for Persons with Disability Purpose	Barangay Hall
Government Issued ID, (New and Renewal) Voter's ID or Voter's Certificate, Unified Multi-Purpose Identification Card,	Commission on Election, Land Transportation Office, UMID-SSS or GSIS
Birth Certificate for Minor Client and client with mental and learning disability with no government issued Identification card (Photocopy) (New and Renewal)	Philippine Statistics Authority / Local Civil Registry
School Identification Card for Minor Client (New and Renewal)	Client's current school
Government Issued ID of parent/guardian of minor client and mental client (New and Renewal)	Commission on Election, Land Transportation Office, UMID-SSS or GSIS
Homevisit is required for client who cannot comply with the Government Issued Identification Card.	Persons with Disability Affairs Office Staff will conduct Home visitation to verify the residency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Persons with Disability Affairs Office	1. Welcome the Client	None	1 minute	<i>PDAO personnel</i> <ul style="list-style-type: none"> Ms. Rowena Ramirez Mr. Edgar Enguero Ms. Lucy Demition Ms. Rowena Guanzon
2. Get a queue number at the front table	2. Give queue number to the client	None		
3. Once the number was called, sign in the Client Logbook	3. Get the queue number and give the logbook to the client for signing.	None	1 minute	
4. Submit the Required Documents to the Assessor for initial assessment.	4. Start processing the request by verifying all submitted documents.	None	5 minutes	
5. Assessment Proper - the assessor will interview the client or or guardian	5. Interview the client using the 8 pages assessment	None	20 minutes	



<p>in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.) client's immediate family or guardian in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.)</p>				
<p>6. Give 2x2 ID picture or prepare for picture taking</p>	<p>6. Take picture of the client for ID purposes or additional evidence of the client's health condition.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>PDAO personnel</i> Ms. Rowena Ramirez Mr. Edgar Enguero Ms. Lucy Demition Ms. Rowena Guanzon</p>
<p>7. Get a call slip from the assessor, from where the date of call or schedule for ID approval verification is written.</p>	<p>7. Give call slip to the client</p>	<p>None</p>	<p>1 minute</p>	
<p>8. Get a Report Card Survey to check the compliance of the agency.</p>	<p>8. Give report card to the client</p>	<p>None</p>	<p>1 minute</p>	
<p>9. Wait for the scheduled date given to them.</p>	<p>1. The PDAO OIC or the City Doctor assigned to PDAO will verify the documents submitted by the client specially the medical</p>	<p>None</p>	<p>5 days</p>	<p><i>PDAO personnel and Head, physician</i> Ms. Snooky Cortez Dra. Missy Vita (CHO)</p>



	certificate, Certification on Disability should be tally with the assessment tool.			
	Home visit	None	12 days	<i>PDAO personnel</i> Ms. Admelia Vellasquez (RSW) Ms. Amy Gatus (TL District II) Ms. Juzzel Dulap (TL District I)
	2. Encode and PWD ID making.	None	1 day	<i>PDAO personnel</i>
10. Once the approval was verified, the Persons with Disability Identification Card will claim in the Persons with Disability Affairs Office every Monday and Thursday only.	Issuance of the PWD Identification Card	None	5 minutes	<i>PDAO personnel</i> Ms. Rowena Ramirez Mr. Edgar Enguero Ms. Lucy Demition Ms. Rowena Guanzon
11. Upon claiming the NEW Persons with Disability Identification Card, the client will surrender the old PWD ID For Representative / Guardians: <ul style="list-style-type: none"> Authorization Letter/ Government Issued Identification Card mentioned above of the client and bearer of the letter 		None		



are required in the absence of the client.				
TOTAL		None	18 days and 36 minutes	

3. Issuance of Persons with Disability Certificate of Cancellation or Registration

PDAO is tasked to issue a PWD Certificate of Registration or Cancellation upon PWDs request for any legal purpose it may serve.

Office or Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Verified and Confirmed Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Persons with Disability Identification Card		Persons with Disability Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go directly to the Persons with Disability Affairs Office	1. Interview the client	None	15 minutes	PDAO personnel
2. Give the requirements to the responsible person. For Representative / Guardian. In the absence of the client, their immediate family member with authorization will transact.	2. Print the requested document	None	1 day	<i>PDAO personnel and Head, CSWDO Head Ms. Snooky Cortez Ms. Dorothy Evangelista</i>
	2.1. Sign by the Signatories	None		
3. Claim the Disability Certificate of	3. Issue the requested	None		<i>PDAO personnel</i>



Cancellation or Registration.	document			Ms. Rowena Ramirez Mr. Edgar Enguero Ms. Lucy Demition Ms. Rowena Guanzon
TOTAL		None	1 day and 15 minutes	



SOCIAL SERVICES OFFICES

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

EXTERNAL SERVICES



1. Innovation Of Referral And Placement

Provide employment assistance to jobseekers through counseling and referral.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Job Seekers, Out Of School Youth (Osy), Displaced Workers And Returning Overseas Filipino Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance, Police Clearance, NBI Clearance, Birth Certificate, Diploma, TOR, 2x2 ID Picture, Certificate of Previous Employment, SSS, PHILHEALTH, PAG-IBIG, TIN		In the appropriate Govt. Agencies and Private Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Registration	Proceed to registration area to fill out the online portal. DOLE National Skills Registration Program Form is provided to be filled-out	None	3 minutes	Mr. Erickson De Jesus Mr. Jeffry Andres Ms. Blehilda Lota
Evaluation	Evaluate the NSRP Form if it is correct or properly answered according to the required details		2 minutes	Mr. Erickson De Jesus Mr. Jeffry Andres Ms. Blehilda Lota
Job Matching	Job vacancies requested by		10 minutes	Mr. Erickson De Jesus



	employers are Job-matched to NSRP Form based on educational background, work experiences and physical qualifications of applicants such as height, weight tattoo, ear piercing and etc. which are set-forth by the employer/s.			Mr. Jeffry Andres Ms. Blehilda Lota
Referral	<p>Verify the applicant's name in the system data base</p> <p>Provide an applicant a referral /recommendation letter to the company (complete with address and applied position) of his preference.</p> <p>Update data base where the applicant is referred for quick and easy consolidation of report</p>	None	5 minutes	Mr. Erickson De Jesus Mr. Jeffry Andres Ms. Blehilda Lota
Dispatch	Inform the applicants the date, time, place and the position		2 minute	PESO Personnel



	to apply			
TOTAL		None	20 minutes	

2. Referral and Placements

(Renewal of Accreditation of Employers/ Private Establishments)

Office or Division:	PESO			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Private companies/employer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit, No Pending Case Issued by DOLE, Certification and List of Job Vacancies		In the appropriate Govt. Agencies and Private Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signify outsourcing of manpower supply thru email, phone and personal visit	Accommodate prospective employers and present checklist of requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Evaluation	Evaluate submitted documents	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO	None	5 days	Mr. Jeffry Andres Ms. Josephine P. Osea



	Manager.			
Certification	Certification is to given to the approved company with 1 year validity	None	1 day	Ms. Lovely De Guzman
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	Ms. Maureen Tolentino
TOTAL		None	6 days and 25 minutes	

3. Referral and Placement

Accreditation of New Local Manpower Agency/Contractor

Office or Division:	PESO			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Local Recruitment Agency/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company Profile, Business Permit, SEC Registration, DOLE License No Pending Case Issued by DOLE, BIR Registration and Certification of Mandatory Benefits and List of Job Vacancies		DOLE, LGU and Private Companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signify outsourcing of manpower supply thru email, phone and personal visit	Accommodate prospective agencies and present checklist of requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De



				Jesus
Evaluation	Evaluate submitted documents	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	Mr. Jeffry Andres Ms. Josephine P. Osea
Certification	Certification is to given to the approved company with 1 year validity	None	1 day	Ms. Lovely De Guzman
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	Ms. Maureen Tolentino
TOTAL		None	6 days and 25 minutes	

4. Referral and Placement

(Renewal of Accreditation of New Local Manpower Agency/Contractor)

Office or Division:	PESO	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	Local manpower Agency/Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business Permit, DOLE LICENSE, No Pending Case Issued by DOLE, Certification and List of Job Vacancies		In the appropriate Govt. Agencies and Private Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal	Require companies to submit the renewable documents	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Evaluation	Evaluate submitted documents	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	Mr. Jeffry Andres Ms. Josephine P. Osea
Certification	Certification is to given to the approved company with 1 year validity	None	1 day	Ms. Lovely De Guzman
Re-orientation	Re-orient the renewed company of the new policies	None	10 minutes	Ms. Maureen Tolentino
TOTAL		None	6 days and 25 minutes	

5. Referral and Placement

(Accreditation of New Local Manpower Agency/Contractor)

Office or Division:	PESO
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Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Local manpower Agency/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company Profile, Business Permit, SEC Registration, DOLE License No Pending Case Issued by DOLE, BIR Registration and Certification of Mandatory Benefits and List of Job Vacancies		DOLE, LGU and Private Companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signify outsourcing of manpower supply thru email, phone and personal visit	Accommodate prospective agencies and present checklist of requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino
Submission of requirements	Authenticate the submitted documents /requirements	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Evaluation	Evaluate submitted documents	None	5 minutes	Mr. Jeffry Andres Ms. Maureen Tolentino Mr. Erickson De Jesus
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	Mr. Jeffry Andres Ms. Josephine P. Osea
Certification	Certification is to given to the approved company with 1 year validity	None	1 day	Ms. Lovely De Guzman



Orientation	Orient the approved company about the mandated	None	10 minutes	Ms. Maureen Tolentino
	PESO Act.			
TOTAL		None	6 days and 25 minutes	



SOCIAL SERVICES OFFICES

VALENZUELA CITY COMMAND AND COORDINATING CENTER (VCC3)

EXTERNAL SERVICES



1. Request to View or Access Closed-Circuit Television (CCTV) Footages

The Valenzuela City Command and Coordinating Center (VCC3) provides access to requesting parties to view primary copy of the closed-circuit television footages upon completion of all the requirements and accompanied by person-in-authority. Note: Process of footage review, data merge and file transfer is highly dependent on the number of cameras and incident runtime.

Office or Division:	Valenzuela City Command Control and Communication Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Chief of Police, Head of Office - Public Information Office, City Heads, Judge and Justice Court, Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
At least one (1) valid Identification		Individual		
Individual written request		Individual		
Blotter or Booking request		Barangay Hall, Police Community Precinct or Valenzuela City Police Station		
Approved letter of request from any of the following: 1. Local Chief Executive 2. Head of Law Enforcement Agency Judge, Justice Court		1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall Regional Trial Court, Public Attorney's Office and other Private Law Firm		
Person-in-Authority or as endorsed officially below: 1. Chief of Police, Valenzuela City Police Station-Crime Investigation / Insurance Claims 2. Head, Public Information Office-Media Release/Broadcast Material City Heads-Management Reviews and Training Tools		1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building Traffic Management Division, City Social Welfare Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit written request and valid Identification</p>	<p>1. Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV) review process. 1.2. Assist the requestor in filling up the request form.</p>	<p>None</p>	<p>10 minutes</p>	<p>Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr. San Martin, Cindy Santiago, Susan Santos Sherwin</p>
<p>2. Fill up and submit accomplished closed-circuit television (CCTV) footage request for viewing form along with other requirements.</p>	<p>2. Receive and check viewing form for completeness of requirements Verify and determine the requested incident details according to time, date and location. Validate the availability of footages for retention, preset, proximity/ coverage, outages and unserviceability.</p>	<p>None</p>	<p>10 minutes</p>	<p>Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr. San Martin, Cindy Santiago, Susan Santos Sherwin</p>
<p>3. Proceed to designated viewing room.</p>	<p>3. Prepare and ensure the viewing facility and materials. Determine if it is periodic observation, alerted incident or live coverage. Conduct</p>	<p>None</p>	<p>2 Hours</p>	<p>Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr.</p>



	runtimes indicated. 4. Provide claim copy.			San Martin, Cindy Santiago, Susan Santos Sherwin
TOTAL		None	2 Hours and 20 minutes	

2. Securing Closed-Circuit Television Footages

The Valenzuela City Command and Coordinating Center (VCC3) provides a certified working copy of the closed-circuit television footage approved by City Mayor.

Note: Process of footage review, data merge and file transfer are highly dependent on the number of cameras and incident runtime.

Office or Division:	Valenzuela City Command Control and Communication Center		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Valenzuela City Chief of Police, Head of Office - Public Information Office, City Heads, Judge and Justice Court, Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
At least one (1) valid Identification		Individual	
Individual written request		Individual	
Blotter or Booking request		Barangay Hall, Police Community Precinct or Valenzuela City Police Station	
Approved letter of request from any of the following: 1. Local Chief Executive 2. Head of Law Enforcement Agency Judge, Justice Court		1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall Regional Trial Court, Public Attorney's Office and other Private Law Firm	
Person-in-Authority or as endorsed officially below: 1. Chief of Police, Valenzuela City Police Station-Crime Investigation / Insurance Claims 2. Head, Public Information Office-Media Release/Broadcast Material City Heads-Management Reviews and Training Tools		1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building Traffic Management Division, City Social Welfare Division	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and valid Identification	Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV) review process. Assist the requestor in filing up the request form.	None	10 minutes	Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr. San Martin, Cindy Santiago, Susan Santos Sherwin
2. Fill up and submit accomplished closed-circuit television (CCTV) footage request for viewing form along with other requirements.	2. Receive and check viewing form for completeness of requirements. Verify and determine the requested incident details according to time, date and location. 2.2. Validate the availability of footages for retention, preset, proximity/coverage, outages and unavailability.	None	10 minutes	Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr. San Martin, Cindy Santiago, Susan Santos Sherwin
3. Proceed to designated viewing room.	3. Prepare and ensure the viewing facility and materials. Determine if it is periodic observation, alerted incident	None	2 Hours	Alayon, Arturo Jr. Ariola, Jonathan Bondal, Ron Clint Cabanglan, Nerlyn Cale, Alfredo Jr. Condez, Kimberly Eleazar, Jericho Jr. Espiritu, Reniel Galang, Alfred Jerome Laco, Ronalyn



	or live coverage. Conduct runtime as indicated. Provide claim copy.			Magpatoc, Jefferson Manuel, Sheila Anne Opimo, Anecito Jr. San Martin, Cindy Santiago, Susan Santos Sherwin
4. Receive the footage release.	4. Prepare release of closed-circuit television (CCTV) access file for Mayor's approval thru admin records section. Release of working copy in digital versatile disc (DVD) form.	None	2 days	Fuedan, Nelson
TOTAL		None	2 days, 2 Hours and 20 minutes	



SOCIAL SERVICES OFFICES

VALENZUELA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (VCDRRMO)

EXTERNAL SERVICES



1. Emergency Medical Services

Provision of pre-hospital treatment in emergency medical cases and vehicular accident assistance to Valenzuelanos (residence to hospital, incident site to hospital)

Office or Division:	VCDRRMO / Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone or radio call or personal request	1. Receive the phone or radio call or the personal request Assess if nature of request can be granted	None	2 minutes	VCDRRMO personnel Mr. Rowin Oline (Dispatch Manager) Ms. Ma. Ericka Dy
	If verified: 1.1. Dispatch an ambulance Note: If no unit is readily available for dispatch: 1.2. Coordinate with the Barangay officials or Philippine Red Cross-Valenzuela Chapter	None	10 minutes	Ms. Vilma Donesa Ms. Jecelyn Francisco *TL - Team Leader
	2. Once coordinated	None	10 minutes	



	provide feedback to requesting party			
	3. Upon Arrival at the Scene of Accident: 3.1. Assess the scene of the incident.		2 minutes	Team Leader (EMS-Emergency Medical Services) Mr. Axl Teodoro Mr. Jino Eman
	3.2. Assess the patient Provide pre-hospital treatment Accomplish pre-hospital treatment form for signature of the receiving doctor		10 minutes	Treatment Officer Note: depends on the monthly schedule of dispatching of personnel.
	4. Endorse patient to the receiving doctor		30 minutes	Treatment Officer Note: depends on the monthly schedule of dispatching of personnel.
TOTAL		None	1 hour and 4 minutes	

2. Disaster Preparedness Trainings and Seminars

Provision of different trainings related to disaster preparedness to different sectors of the community

Office or Division:	VCDRRMO /Training Division	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Residents of Valenzuela , 33 Barangays	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request note: Indicating the details of:		Individual



<ul style="list-style-type: none"> Propose number of pax Propose dates and venue Email Address of requesting party. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with contact number	1. Receive the letter of request	None	10 minutes	VCDRRMO personnel
	Interview the requesting party for further details of the required training		2 minutes	Mr. Roy Calingacion Mr. Arjay Santiago Ms. Christine Joyce Laguda
	Create training design appropriate to the requesting party		3 days	
	For Approval of Training design			
	If training design is approved: 2. Endorse training proposal and budgetary requirements to the Office of the Mayor for approval		10 minutes	
2. Wait for the confirmation of the Training Division.	If the training proposal is approved by the Mayor. Training will be conducted.	None	1 minute	VCDRRMO personnel Ms. Christine Joyce Laguda
TOTAL		None	3 days 23 minutes	

3. Search and Rescue Assistance



The VCDRRMO provides rescue assistance to cases of collapsed structure incident, high angle rescue, confined space rescue to victims of industrial accidents and drowning incidents in Valenzuela City

Office or Division:	VCDRRMO / Search and Rescue Assistance			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone calls or radio call or Personal request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone or radio call or personal request	1. Receive the phone or radio call or personal request 1.1. Assess if nature of request can be granted	None	5 minutes	VCDRRMO personnel Mr. Rowin Olino (Dispatch Manager) Ms. Ma. Ericka Dy Ms. Vilma Donesa Ms. Jecelyn Francisco
	If Approved: 1.2. Dispatch a rescue team		10 minutes	
	If Assistance needed is not within the unit's capacity: 1.3. Coordinate with Philippine Coast Guard for drowning incidents and/or other appropriate agencies			
	2. Upon Arrival at the Scene of Incident: Assess the scene of incident	None	2 minutes	Team Leader (SAR-Search and Rescue) Mr. Rizalito Quintana Mr. Bienvenido Alvero Jr. Mr. Ariel San Miguel



<p>3. Request for additional search and rescue equipment and tools. if needed Conduct search/rescue operation Provide pre-hospital treatment</p> <p>3.4. Accomplish pre- hospital treatment form for signature of the receiving doctor</p>	<p>None</p>	<p>30 minutes</p>	<p>(SAR-Search and Rescue)</p> <ul style="list-style-type: none"> • Mr. Rizalito Quintana • Mr. Bienvinido Alvero Jr. • Mr. Ariel San Miguel <p>Treatment Officer Note: depends on the monthly schedule of dispatching of personnel.</p>
<p>4. Endorse patient to the receiving doctor</p>	<p>None</p>	<p>30 minutes</p>	<p>Treatment Officer Note: depends on the monthly schedule of dispatching of personnel.</p>
<p>TOTAL</p>	<p>None</p>	<p>1 hour and 27 minutes</p>	



SOCIAL SERVICES OFFICES

VETERINARY SERVICES OFFICE

EXTERNAL SERVICES



1. Adoptions of Impounded Animals

Application to adopt unredeemed impounded animals (City Ordinance No. 131 Series of 2014) "Anti Rabies Ordinance in the City of Valenzuela" - Sec. VII - No. 5. Impounded pets / animals not claimed after 3 days shall be place for adoption to qualified persons, with the assistance of an animal welfare NGO, when feasible, or otherwise disposed of in any manner authorized, subject to the pertinent provisions of the Republic Act. 8485, otherwise known as the "Animal Welfare Act of 1998"

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued I.D		Client		
Certificate of Residency		Barangay		
Adoption Form		CVSO		
Picture of Location		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished adoption form and submit documentary requirements	Evaluate the submitted requirements	none	10 minutes (Monday to Friday)	Admin Aide III Mr. Renato Obina Jr. Mr. Noel Mendoza Mr. John David Gulane
2. None	Approval	none	15 minutes	Animal Keeper I Mr. Renato Obina Jr. Mr. Noel Mendoza Mr. John David Gulane
3. Claim adopted animal	Register adopted animal to new owner with	none	10 minutes (Monday to Friday)	Animal Keeper I Mr. Renato Obina Jr.



	microchipping and rabies vaccination			Mr. Noel Mendoza
TOTAL		None	35 minutes	

2. Animal Registration Vaccination and/or Microchipping

A service providing mass anti rabies vaccination in all barangays. Republic Act 9482 or the "Anti-Rabies Act of 2007" - Section VII. It is the responsibility of the local government unit to ensure that all dogs are properly immunized/registered; and issue a corresponding dog tag for every immunized and registered dog.

Ordinance no. 835 series of 2020 or an Ordinance Amending section 6 of Ordinance 131 series of 2014 otherwise known as the Anti Rabies Ordinance in the City of Valenzuela. Every dog in the City of Valenzuela shall be submitted to mandatory registration, microchipping and animal vaccination upon reaching the age of three (3) months during the mass anti-rabies vaccination in every barangay

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government-issued ID (at least 1 Valid ID)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check availability of vaccination and/or microchipping activity Thru: Facebook page of Valenzuela 8352-2000 loc. 2111 valpets.appcase.net	Provide scheduled date and location of animal vaccination and/or microchipping through Valenzuela City facebook page or can be viewed at valpets.appcase.net	None	3 minutes	City Veterinary with Coordination of 33 Barangays



2. Bring pet to designated vaccination and/or microchipping sites on scheduled date and time in every Brgy and present documentary requirements	Assess and evaluate health status of pet	None	10 minutes (Monday to Friday)	Veterinarian Dr. Basil B. Sison Dr. Enrique De Gula Dr. Allan Franco Alinea
	Vaccination	None	5 minutes (Monday to Friday)	Veterinarian: Dr. Basil B. Sison Dr. Enrique De Gula Dr. Allan Franco Alinea or Trained Vaccinators: Mr. Jessie Jose Diangson Mr. Ernesto Ducabo Jr. Mr. Joseph Flores Mr. Jomel Matutina Mr. Archieval Taylo Mr. Mark Anthony Viray
	Microchipping	None	5 minutes (Monday to Friday)	Veterinarians: Dr. Basil B. Sison Dr. Enrique De Gula Dr. Allan Franco Alinea or Trained inoculators: Mr. Archieval Taylo Mr. Mark



				Anthony Viray
	Dog Registration	None	5 minutes	Admin. Officer V Admin. Assistant Mr. Adelfo Sandagon Jr. Ms. Victoria De Jesus Mr. Markpol Garzon
3. Receive vaccinated and/or microchipped pet	Release vaccinated and/or microchipped pet	None	3 minutes	Admin. Officer V, Admin. Assistant Mr. Adelfo Sandagon Jr. Ms. Victoria De Jesus Mr. Markpol Garzon
TOTAL		None	28 minutes	

3. Application for Butcher/Meat Handler's Identification Card

A process of issuing identification card to butchers working in slaughterhouses in the City of Valenzuela for database keeping and monitoring. (City Ordinance No. 93-94 series of 1993) - Section III Chapter 2 Those engaged in the profession / occupation such as butchers, meat handlers should pay a yearly license fee.

Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance		Police Clearance Unit		
Health Card		City Health Department		
Butcher and meat handler's form		City Veterinary Services Office		
1x1 I.D picture/2 pcs.		Provided by clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up and submit accomplished butcher and meat handler's form together with other requirements	1. Check completeness of form and requirements	None	15 minutes (Monday to Friday)	Admin Aide Ms. Guia Pagtalunan Ms. Gabriela Del Pilar
	1.1. Prepare Butcher or Meat Handler's Card			
2. Process payment of Butchers and Meat Handler's license	2. Issuance of Order of Payment	Butcher's / Meat Handler's License Fee PHP 200	10 minutes (Monday to Friday)	Admin Aide Ms. Guia Pagtalunan Ms. Gabriela Del Pilar
3. Claim Identification Card	3. Issue butcher / meat handler's identification card	None	3 minutes (Monday to Friday)	Admin Aide Ms. Victoria De Jesus Mr. Markpol Garzon
TOTAL		None	28 minutes	

4. Stray Animal Collections

This A service provided to collect stray animals in 33 barangays of the City (City Ordinance No. 131 Series of 2014) "Anti Rabies Ordinance in the City of Valenzuela" Sec. VII - No. 1 and (Ordinance No. 820 series of 2020) "An Ordinance Amending Ordinance No. 651 Series of 2020, Otherwise Known as Barangay Animal Regulation and Keeping Ordinance or BARK. Stray animal collection shall be undertaken by the Animal Control Unit of the City Veterinary Services Office and Barangay Animal Control Team. Stray animals shall be collected and impounded in Valenzuela City Pound.

Office or Division:	City Veterinary Services Office/ Barangay Animal Control Team			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provided Barangays		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request for stray animal collection through letter, email at cvso.valenzuelacity21@gmail.com, or telephone to CVSO (City Veterinary Services Office) /BACT (Barangay Animal Control Team)	Interview client/ Receive letter or email	none	10 minutes (Monday to Friday)	Admin Aide VI/ BACT Ms. Ms. Guia Pagtalunan Ms. Gabriela Del Pilar
	Ask for location and other specifications	none	10 minutes (Monday to Friday)	Admin Aide VI/ BACT Ms. Ms. Guia Pagtalunan Ms. Gabriela Del Pilar
	Check Available roving team and BACT and inform them of the site of requested stray animal collection			BACT
2. Receive call / notice for confirmation	1. Advise client for the schedule of collection 2. Stray animal collection	none	5 minutes (Monday to Friday)	Ms. Marissa D. Concepcion Admin Aide VI/BACT
TOTAL		None	25 minutes	

5. Redemption of Impounded Animals

An application filed by owners to redeem impounded animals (City Ordinance No. 131 Series of 2014) "Anti Rabies Ordinance in the City of Valenzuela" Sec. VII - Owners of the impounded animals may redeem their pets within three (3) days at the Valenzuela City Pound upon presentation of the registration / rabies vaccination certificate and payment of the following fees to the City Government of Valenzuela

Office or Division:	City Veterinary Services Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Valenzuela City residents only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any government-issued I.D		Client



Animal Redemption Clearance		CVSO		
I. Secure ANIMAL REDEMPTION CLEARANCE at the City Veterinary Services Office				
(Action Center, Dalandanan, Valenzuela City; Tel No. 352-2000 local 2111) (15-30 mins)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the website valpets.appcase.net to check if the pet is impounded	none	none	none	none
2. Present valid ID, Secure Animal Redemption Clearance and submit other documentary requirements	Process request and issue Ordinance Violation Receipt (OVR) and Order of Payment	None	15 minutes (Monday to Friday)	City Veterinary Services Office Personnel Mr. Adelfo Sandagon Jr. Ms. Victoria De Jesus Mr. Markpol Garzon Ms. Ms. Guia Pagtalunan Ms. Gabriela Del Pilar
	Seminar (Rabies Awareness & Responsible Pet Ownership Registered the Animal	none	5 minutes	City Veterinary Services Office Personnel Mr. Adelfo Sandagon Jr. Ms. Victoria De Jesus Mr. Markpol Garzon Ms. Ms. Guia Pagtalunan Ms. Gabriela Del Pilar



III. Proceed to the Valenzuela City Pound (Rubber Master Road, Lingunan, Valenzuela City Tel No. 291-5306)				
4. Present valid I.D. of owner & Animal Redemption Clearance	Check ID / Animal Redemption Clearance	none	5 minutes (Monday to Friday)	Pound Kennel Mr. Renato Obina Jr. Mr. Noel Mendoza Mr. John David Gulane
	Direct client to the pound office			
5. Present the Animal Redemption Clearance, Dog Registration & Official receipt	5. Present the Animal Redemption Clearance, Dog Registration & Official receipt	none	10 minutes (Monday to Friday)	Pound Kennel Mr. Renato Obina Jr. Mr. Noel Mendoza Mr. John David Gulane
	5. Present the Animal Redemption Clearance, Dog Registration & Official receipt			
6. Claim Impounded Animal	1. Record data 2. Check and get the animal 3. Microchipping		15 minutes	Pound Kennel Mr. Renato Obina Jr. Mr. Noel Mendoza Mr. John David Gulane Pound Guard Mr. Arnel Fantilano
	Give Vaccination if necessary			
	Release the animal			
7. Present Official Receipt to the guard before leaving the pound area	Check and record control number	None	Guard House	Pound Guard Mr. Arnel Fantilano
TOTAL		None	50 minutes	

Impounding Fee:500.00

Care Fee:200.00per day

Note:

OVR Ordinance

1st Offense:warning | 2nd offense:1,000.00 | 3rd Offense:3,000.00 | 4th Offense:5,000.00



SOCIAL SERVICES OFFICES

WORKER'S AFFAIRS OFFICE (WAO)

EXTERNAL SERVICES



1. Legal Query and Counseling Assistance for Labor Issues and Concerns

Provides legal counseling to the workers and employees sectors on labor issues and concerns raised.

Office or Division:	Worker's Affairs Office (WAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Private Employees working in Valenzuela City, Valenzuela City resident working outside of the city and Private Employers operating in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Interview	1. Evaluate whether for advice or legal counseling.	None	5 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Ms. Emelyn D. Fernandez Mr. Jerome E. Bendo
2. Legal Counseling	2. Provide advice or legal counseling	None	10 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Ms. Emelyn D. Fernandez Mr. Jerome E. Bendo For legal counseling:



				Mr. Ponciano Encarnacion Jr. Mr. Edward Llenado Ms. Emelyn D. Fernandez
3. Fill up and submit Complaint Form	3. Evaluate the complaint	None	10 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Ms. Emelyn D. Fernandez Mr. Jerome E. Bendo
	3.1 Note: for simple complaints, call the respondent for possible settlement		10 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Ms. Emelyn D. Fernandez Mr. Jerome E. Bendo
	3.2 For complex complaints: Schedule conciliation-mediation conference	None	5 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Mr. Jerome E. Bendo
TOTAL		None	40 minutes	

2. Labor – Management Education and Training Seminars

The Worker's Affairs Office (WAO) offers free education and training seminars on various



topics that include labor standards, health, safety and welfare benefits productivity, labor relations and other courses to both the workers and employers sectors in Valenzuela City

Office or Division:	Worker's Affairs Office (WAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Private Employees working and Private Employers operating in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Enrolment Form	1. Evaluate the duly accomplished form.	None	5 minutes	<i>Frontline Personnel</i> Ms. Edmarie Claveria Ms. Karen Santiago
2. Get Schedule of the seminar/s	2. Provide Schedule of the Seminars	None	2 minutes	<i>Frontline Personnel</i> Ms. Edmarie Claveria Ms. Karen Santiago
TOTAL		None	7 minutes	

3. Referral or Recommendation to PESO and Private Companies for Regular Job Employment

Recommend applicants to the Public Employment Service Office (PESO) and Private Companies for employment

Office or Division:	Worker's Affairs Office (WAO)
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Unemployed Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for referral/recommend action letter	1. Fill up referral/ recommendation letter endorsing the client to PESO or concerned Private Company	None	10 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Mr. Jerome E. Bendo
2. Proceed to PESO or Private Company	2. Sketch the address of PESO and the concerned company.	None	5 minutes	<i>Frontline Personnel</i> Mr. Oscar V. Punzalan III Mr. Jerome E. Bendo
TOTAL		None	15 minutes	



PLANNING AND ENGINEERING SERVICES

CITY ENVIRONMENT AND NATURAL RESOURCES
OFFICE (CENRO)

EXTERNAL SERVICES



1. Company Compliance

Inspection and validation of Companies

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2G and G2B			
Who may avail:	Business Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Business Permit -DENR Permits (Ord. No. 525 - Environment Code of Valenzuela City; Philippine Clean Air Act, Philippine Clean Water Act, Toxic Substances and Hazardous and Nuclear Control Act) - ECC/CNC -Discharge Permit -Permit to Operate -Hazardous Waste Generator ID		-Business Permit and Licensing Office -Department of Environment and Natural Resources Office - Environmental Management Bureau (DENR-EMB NCR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
None (This is a post-issuance step in which the business shall be inspected after securing business permits.)	1. Inspection/Evaluation of Business Establishment	None	1 working day	<i>CENRO Inspectors</i> Mr. Jeffrey Santos Mr. Ricky Ruales Mr William Baloloy Ms. Leilani Llaneta Ms. Jolly Rose Cruz Ms. Rachel Torres Ms. Ferdinand Pinauin CENRO Head Engr. Rommel Pondevida



<p>1. Report to CENRO within 3 working days after inspection</p>	<p>2. Receives the report and action plan from the business establishment.</p>	<p>None</p>	<p>3 working days</p>	<p><i>CENRO Inspectors</i> Mr. Jeffrey Santos Mr. Ricky Ruales Mr William Baloloy Ms. Leilani Llaneta Ms. Jolly Rose Cruz Ms. Rachel Torres Mr. Ferdinand Pinauin</p> <p>CENRO Head Engr. Rommel Pondevida</p>
<p>2. Receives Deed of Undertaking (for signature of authorized representative)</p>	<p>3. Issues the Deed of Undertaking (for signature of authorized representative)</p>	<p>None</p>	<p>5 minutes</p>	<p><i>CENRO Inspectors</i> Mr. Jeffrey Santos Mr. Ricky Ruales Mr William Baloloy Ms. Leilani Llaneta Ms. Jolly Rose Cruz Ms. Rachel Torres Mr. Ferdinand Pinauin</p> <p>CENRO Head Engr. Rommel Pondevida</p>
<p>3. Submits signed and notarized Deed of Undertaking</p>	<p>4. Receives signed and notarized Deed of Undertaking</p>	<p>None</p>	<p>3 working days</p>	<p><i>CENRO Inspectors</i> Mr. Jeffrey Santos Mr. Ricky Ruales Mr William Baloloy</p>



				Ms. Leilani Llaneta Ms. Jolly Rose Cruz Ms. Rachel Torres Mr. Ferdinand Pinauin CENRO Head Engr. Rommel Pondevida
TOTAL		None	7 days and 5 minutes	

5. Community Complaints

Validation and verification of environmental complaints regarding air, water, noise and nuisance

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Complaint or Petition Letter	1. Verify/Validate the complaint	None	5 minutes	<i>CENRO Inspectors</i> Mr. Jeffrey Santos Mr. Ricky Ruales Mr William Baloloy Ms. Leilani



				<p>Llaneta</p> <p>Ms. Jolly Rose Cruz</p> <p>Ms. Rachel Torres</p> <p>Mr. Ferdinand Pinauin</p>
2. Waits for the feedback during re-validation.	2. Re-validates the complaint by inspection of the site.	None	1 working day	<p><i>CENRO Inspectors</i></p> <p>Mr. Jeffrey Santos</p> <p>Mr. Ricky Ruales</p> <p>Mr William Baloloy</p> <p>Ms. Leilani Llaneta</p> <p>Ms. Jolly Rose Cruz</p> <p>Ms. Rachel Torres</p> <p>Mr. Ferdinand Pinauin</p> <p>CENRO Head</p> <p>Engr. Rommel Pondevida</p>
3. Receives feedback	3. Issues feedback regarding the validated complaint and the actions taken.	None	2 working days	<p><i>CENRO Inspectors</i></p> <p>Mr. Jeffrey Santos</p> <p>Mr. Ricky Ruales</p> <p>Mr William</p>



				Baloloy Ms. Leilani Llaneta Ms. Jolly Rose Cruz Ms. Rachel Torres Mr. Ferdinand Pinauin CENRO Head Engr. Rommel Pondevida
TOTAL		None	3 days 5 minutes	



PLANNING AND ENGINEERING SERVICES

CITY ENGINEERING OFFICE (CEO)

EXTERNAL SERVICES



1. Request for Repair and Maintenance of Public Property

Office or Division:	City Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents of Valenzuela City / Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Residents, schools and barangays may request for repair of public property.	1. Received Letter or Report	None	10 minutes	Ms. Rowena Dulalia Ms. Regina Abedoza
	1.1. Designate the concern of work depends on the concern issues for Repair and Maintenances Category as follows: Government Building Facilities Roads and Drainage City Demolition Unit			Mr. Reggie Cayco/Mr. Albert Enrile
	1.2. Assessment on the site and location	None	1 day	
	1.1. Inspection of site and estimation		2 hours	



	1.2. Designation of work depends on the concern issues for Repair and Maintenances Category as follows: • Government Building Facilities • Roads and Drainage • City Demolition Unit		20 minutes	
	1.3. Create Purchase Request		20 minutes	
Purchase request for materials needed for repair and maintenance to be submitted to the Procurement Office and budgetary requirements then wait for the approval.				
If approved, the procurement will notify the office for the delivery date of materials needed.				
	1.3. Implementation		15 days	Mr. Reggie Cayco/Mr. Albert Enrile
TOTAL		None	16 days and 2 hours and 20 minutes	

Note: Processing time may depend on availability of supplier stocks.

2. Request for Demolition on Public Roads

Office or Division:	City Engineering Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Executive Order	Issued by Government Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Residents and barangays may request for demolition provided that it is built on public lands.	1. Assessment on the site and location	None	1 day	Mr. Josefino Antonio
	1.1. Request for materials / PR		2 hours	
	1.2. Wait for the delivery of the materials		2 days	
	1.3. Implementation		15 days	
TOTAL		None	20 days	

Note: Processing time may depend on availability of supplier stocks.

3. Securing an Excavation Permit

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the title		Lot owner		
Request for excavation		Maynilad		
Barangay clearance		Barangay Hall		
Application form		Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon completion of documents, fill up the application form from the Engineering Office.	1. Assessment of fees	None	10 minutes	Mr. Victorino Esteban
Pay for the fees at the Cashier Php500.00/sqm for maintenance fee Php150.00 for processing fee Php200.00 for excavation permit				



2. Claim Excavation Permit	2. Issue Excavation Permit	None	5 minutes	Mr. Victorino Esteban
TOTAL		None	15 minutes	

4. Preparation of Work Program for Construction of School Buildings, Government Facilities and Special Projects (3S, Park, Library, Events Place and Etc.)

Office or Division:	City Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for construction		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Resident may request for construction of the following:	1. Assessment of site and location	None	1 day	Engr. Remedios Cuntapay
-School Buildings	2. Conduct survey		2 days	
-Government Facilities	3. Preparation of plan		14 days	
-Special Projects (3S, Park, Library, Events Place and Etc.)	4. Preparation of Work Program		14 days	
TOTAL		None	31 days	

5. Preparation of Work Program for Repair/Rehabilitation/Improvement of School Buildings, Government Facilities and Special Projects (3S, Park, Library, Events Place and Etc.)

Office or Division:	City Engineering Office
Classification:	Highly Technical



Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for repair/improvement		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Resident may request for repair/rehabilitation/improvement of the following:	1. Assessment of site and location	None	2 days	Engr. Remedios Cuntapay
-School Buildings	2. Conduct survey		7 days	
-Government Facilities	3. Preparation of plan			
-Special Projects (3S, Park, Library, Events Place and Etc.)	4. Preparation of Work Program		7 days	
TOTAL		None	16 days	

6. Preparation of Work Program for Construction of Roads and Drainages

Office or Division:	City Engineering Office			
Classification:	Complex			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for construction		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Residents may request for construction of roads and drainage.	1. Assessment of site and location	None	1 day	Engr. Remedios Cuntapay
	2. Conduct survey		1 day	
	3. Preparation of plan		3 days	



	4. Preparation of Work Program		2 days	
TOTAL		None	7 days	

7. Preparation of Work Program for Repair/Rehabilitation/Improvement of Roads and Drainages

Office or Division:	City Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for repair/improvement		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Residents may request for repair/rehabilitation/improvement of roads and drainage.	1. Assessment of site and location	None	1 day	Engr. Remedios Cuntapay
	2. Conduct survey		1 day	
	3. Preparation of plan		3 days	
	4. Preparation of Work Program		2 days	
TOTAL		None	7 days	



PLANNING AND ENGINEERING SERVICES
CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)
EXTERNAL SERVICES



1. Request for Planning Documents for Research Purposes

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Researchers, or any stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent or Purpose of Research (in compliance to the Privacy Data Act, in case of sensitive data);		Individual		
2. Flashdrive or CD as storage; and or				
3. Email address for electronic sending				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State purpose of research or present Letter of Intent	1. Endorse the client to the responsible person	None	5 minutes	Technical Staff of the City Planning & Development Office
2. Provide own data storage device such as flashdrive or CD for saving requested documents and or provide and email address	2. Provide the information/data needed	None	10 minutes	CPDO staff
3. Log in the record book and leave valid ID if documents need to be taken out the office to copy (Valid ID can be redeemed upon return of borrowed document)	3. Provide the necessary document	None	5 minutes Borrowed documents must be returned right after copying	CPDO staff
4. Register in the visitor and registry logbook	4. Assist client in filling out information needed in the visitor and registry logbook	None	5 minutes	CPDO staff
TOTAL		None	25 minutes	



2. Application on Local Zoning Board on Appeals

Evaluation procedure on Local Zoning Board and Appeals

Office or Division:	City Planning and Development Office	
Classification:	G2B	
Type of Transaction:	Highy Technical	
Who may avail:	Business Owner whose application was denied by the Zoning Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Appeal		Personal letter
Decision on Zoning/Evaluation/Site Investigation Report from City Zoning Office		City Zoning Office
Transfer Certificate of Title (TCT)/ Tax Declaration (TD)/ Evidence of ownership of the property		Office of the Registry of Deeds / City Assessor's Office
Lot Plan / Tech Description of the Property signed and sealed by a Geodetic Engineer		Private practitioner
For Building Const: 2 sets of Architectural Plans 9Site Development Plan, Floor Plan, Elevations and Sections) signed and sealed by an Architect or Civil Engineer and Owner		Private practitioner
Copy of Drainage Impact Statement for Major Development/ Flood Prone Area		Private practitioner
Copy of Traffic Impact Statement for Traffic Generating Development		Private practitioner
Copy of Initial Environment Examination duly Certified by a Licensed Environmental Planner and according to the format specified by the DENR		Department of Environment and Natural Resources
Fencing Plan and or Parking Layout		Private practitioner
Rainwater Catchment		Private practitioner
Project Sign		
Notarized Affidavit of No Objection from Adjacent Property Owners		Adjacent property owners
Notarized Affidavit of No Objection from Subdivision Homeowners Association (if applicable)		Home Owners Association



Barangay Clearance		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
CLIENT STEPS 1. Submit letter of Appeal on the LZBA secretariat thru CPDO 1.1 Submission of complete requirements	Received the letter of Appeal from client 1.1 Checked the requirements submitted by the client 1.2 Prepare the Letter of response and order of payment 1.3 Evaluation of applicants appeal to LZBA for an exception/ variance	None	15 days	Ms. Cecilia Simon L. Baeverfjord
Endorse to City Treasurer's Office for payment; Residential 1st filing fee Php 3,000 Residential 2nd filing fee Php 5,000 Residential 3rd filing fee Php 10,000 Commercial 1st filing fee Php 20,000 Commercial 2nd filing fee Php 40,000 Commercial 3rd filing fee Php 60,000 Industrial 1st filing fee Php 50,000 Industrial 2nd filing fee Php 100,000 Industrial 3rd filing fee Php 150,000				
Total		None	15 days	



3. Release of Local Zoning Board Decision

Procedures on the release of Local Zoning Board and Appeals Decisions

Office or Division:	City Planning and Development Office			
Classification:	G2B			
Type of Transaction:	Simple			
Who may avail:	Business Owner who appealed before the Local Zoning Board of Appeals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Undertaking based on the LZBA Decision		Applicant		
Compliance of lacking requirements		Applicant		
Signed LZBA Decision		LZBA Board Chairman and Members		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide all the Deeds of Undertaking and lacking requirements to the LZBA Secretariat	1. The Secretariat shall release the documents when all requirements are fully complied by the Applicant	None	10 minutes	Ms. Cecilia Simon L. Baeverfjord
2. After the notification of from the LZBA Secretariat, applicant should go to the City Planning and Development Office to get the Decision from the Secretariat				
Total		None	10 minutes	

4. Request for Zoning-Related Inspections

Office or Division:	City Planning and Development Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Government Offices and other Stakeholders



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Inspection;		Individual		
2. Office Order for Inspection;				
3. Historical Pictures, Address, and vicinity map, if possible; and/or				
4. Reports from other government offices, if available.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party shall deliver to the CPDO the request letter along with other cited requirement above	Technical Site Inspection of the said location	None	15 days	Technical Staff of the City Planning & Development Office and Local Zoning Board of Appeals
Total		None	15 days	

5. Request for Review and Approval of Planning-related documents (Barangay and Sangguniang Kabataan)

Office or Division:	City Planning and Development Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government Offices (i.e Barangay and Sangguniang Kabataan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of various plans		Government Offices		
For signature plans				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party shall deliver or email to CPDO the various planning documents for review and approval	Review and/or approval of focal point for planning review	None	7 days	Technical Staff of the City Planning & Development Office
Total		None	7 days	



PLANNING AND ENGINEERING SERVICES
OFFICE OF THE BUILDING OFFICIAL (OBO)
EXTERNAL SERVICES



1. Issuance of Building Permit

A permit is required before construction work or operation can commence setting the acceptable levels of safety for construction in compliance with the National Building Code of the Philippines.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	- Four (4) copies of properly filled up & notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation Clearance	Office of the Building Official (OBO)
	- Additional requirements for Locational Clearance: → Submit Certificate of Height Clearance from Civil Aviation Authority of the Philippines for Tall Structure → Submit clearance from Property Manager/Administrator of Homeowners Association if project is located in existing subdivision, condominium or PUD → Submit Permit from National Water Resources Board if project has Groundwater Extraction (not included on the list) → Submit Drainage Impact Statement if project is a Major development → Submit Socio-Economic Impact Statement if project has a Large Employment → Submit Initial Environmental Examination (IEE) duly certified by a licensed Environmental planner and according to the format specified by the DENR for Industrial facilities → Submit Water Management Plan if	Concerned Offices or Private Professionals



<p>project is a Heavy water-using Facility</p> <ul style="list-style-type: none"> → Submit Historic Site/Facility Development Statement if project is a Historic Site or with Historic Facility → Submit Traffic Impact Statement if project is a potential Traffic Generating Development → Submit Notarized Certificate of No Objection from affected neighbours if project has Firewall/Abutment on any side of the property (not included on the list) → Submit Line and Grade Clearance from the City Engineer's Office if the project is affected by road widening and construction → Submit Waterways Clearance from City Flood Control Division if the project is adjacent to or with waterways → Submit Flood Protection Elevation Certification from City Flood Control Division if the project is within Flood Overlay Zone → Submit soil test regarding soil and related conditions if the project is within the Liquefaction Overlay Zone 	
<ul style="list-style-type: none"> ○ One (1) copy of certified true copy and Three(3) photocopies of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT); if applicant is a lessee, submit Contract of Lease; If OCT/TCT is not in the name of the applicant, submit Deed of Absolute Sale. ○ Special Power of Attorney (SPA) or Secretary's Certificate if the applicant is a Corporation (4 copies: One (1) original and three (3) photocopies) ○ Four (4) sets of Building/Survey Plans, Design plans and other documents, signed and sealed by the concerned Design Professionals, as follows: (20"x30") 	<p>Registry of Deeds, Private Professionals, Department of Labor and Employment (DOLE)</p>



- Architectural Documents (including Materials and Technical Specifications and Gen. Conditions)
 - Civil/Structural Documents (including Soil Test and Structural Design Analysis, if applicable)
 - Electrical Documents
 - Mechanical Documents
 - Sanitary Documents
 - Plumbing Documents
 - Electronics Documents
 - Geodetic Documents (including Lot Plan with technical description and Vicinity Map covering 2km radius)
 - Fire Protection Plan (if applicable)
- Four (4) clear photocopies of Valid Professional Licenses (PRC I.D.) and Professional Tax Receipts (PTR) of all involved professionals
- Four copies of notarized estimated Total construction cost/Value of the building or structure to be constructed as declared by the owner
- One (1) copy of the project's Construction Safety and Health Program stamped received by DOLE regional or district office; Three (3) photocopies of the stamped CSHP cover page.
- One (1) Construction Logbook
- Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary

NOTES:

- Please include this checklist when submitting the above-mentioned documents for your application
- All the fully accomplished above-mentioned forms and requirements must be fastened in a LONG FOLDER including the Drawing Plans and reports upon submission. (make 4 sets)
- Only COMPLETE and COMPLIANT application will be accepted
- Keep your CLAIM STUB at all times; "NO CLAIM STUB, NO RELEASE!" Policy



A surcharge of 100% shall be imposed and collected from any person who shall construct, repair (buildings), install (Electro-mechanical equipments), alter or cause any change in the use or occupancy of any building or parts thereof or appurtenances thereto without any permit. (Section 25.1 of Rule III of the National Building Code/PD 1096)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Engr. Romel Baguilan Engr. Alex Estrada
	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated through the Tax Clearance and the Tax Declaration.	None		Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None		Evaluator of CZO
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans	None		Evaluator of CZO



	submitted.			
	1.5. The CZO shall verify and check area computation.	None		Zoning Administrator
	1.6. The CZO shall encode the data for the Order of Payment of fees.	None		Evaluator of CZO
	1.7. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None		Evaluator of BFP
	1.8. The BFP shall evaluate the documents and provide remarks.	None		Evaluator of BFP
	1.9. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None		Fire Marshal
	1.10. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements.	None	1 day	Evaluators: Building: Arch. Dawson James Deniega Engr. Jelly Tembligue Engr. Ariel Lumbre Electrical: Engr. Emerson Encio Engr. Jelly Dacumos Engr. Audrie Mateo



	(Building, Electrical, Mechanical, Electronics)			<p>Mechanical: Engr. Arthur Jacob Gallardo</p> <p>Electronics: Engr. Paul Emmanuel Faustino</p>
	1.11. Site Inspection shall be conducted.	None	7 days	<p>Engr. Clark Paroginog Engr. John Kharol Sew Engr. Joed Lazaro Engr. Gerard Joseph Sumulat</p>
	1.12. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	<p>Engr. Jeffrey Dolorito</p>
	1.13. The fees will be assessed.	None	1 day	<p>Engr. Divina Gracia Salvador Engr. Tom Bryan Magnaye</p>
2. Return on the date indicated in the stub and inquire on the	2.If the application is approved for	Order of Payment shall be	30 mins	<p>Arch. Edison Ching M. Padilla (Building Official)</p>



<p>status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.</p>	<p>payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.</p>	<p>based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.</p>		<p>and Officer of the Day</p>
	<p>2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet</p>	<p>None</p>	<p>30 minutes</p>	<p>Officer of the Day</p>



<p>3. Present or submit the Official Receipt (OR) to the Officer of the Day.</p>	<p>3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.</p>	<p>None</p>	<p>4 hours</p>	<p>Officer of the Day, Felimon Lobo Mario Francisco, Jr. Jacquilyn Bacares Amelita Tan Maida Angeles Jocelyn Cayco</p>
	<p>3.1. The permit shall be signed by the Building Official or his authorized representative.</p>	<p>None</p>	<p>30 minutes</p>	<p>Arch. Edison Ching M. Padilla (Building Official)</p>
	<p>3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.</p>	<p>None</p>	<p>2 hours</p>	<p>Felimon Lobo Mario Francisco, Jr.</p>
<p>4. Claim permit and sign logbook or other transmittals for acknowledgment.</p>	<p>4. The permit shall be released to the applicant.</p>	<p>None</p>	<p>1 hour</p>	<p>Ruth May Narcisco</p>
<p>TOTAL</p>		<p>Order of Payment shall be based on the schedule of fees prescribed by</p>	<p>17 days, 13 hours and 52 minutes</p>	



	<p>the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.</p>		
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2. Issuance of Certificate of Occupancy

A permit is issued to ascertain that a newly constructed edifice or structure complex with stringent safety and sanitary requirements for occupancy.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> - Four (4) copies of properly filled-up Unified Application Form for Certificate of Occupancy and Fire Safety Inspection Certificate - Four (4) copies of properly filled-up and duly notarized Certificate of Completion (using the form in Annex H), signed by the owner/applicant and signed and sealed by the duly licensed Architect or Civil Engineer in-charge of construction, together with one (1) set of issued Building Permit Plans and a copy 	Office of the Building Official (OBO), Private Professionals



<p>of the Construction Logbook. If the construction was undertaken through a contract, the Certificate of Completion shall also be signed by the Contractor/Authorized Managing Officer</p> <ul style="list-style-type: none"> - Four (4) sets photocopy of the issued Building Permit and the issued Ancillary Permits - Four (4) sets photocopy of the Owner's copy of issued Fire Safety Checklist and its corresponding Fire Safety Evaluation Clearance - Four (4) sets of Compliant AS-BUILT PLANS reflecting all corrected comments made in the Issued Building Permit Plans signed and sealed by owner and all involved professionals Clear 3R size Photographs of the completed structure showing substantial completion of front, sides, and rear areas (4 sets) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Engr. Romel Baguilan Engr. Alex Estrada
	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated	None		Evaluator of City Treasurer's Office



	through the Tax Clearance and the Tax Declaration.			
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None		Evaluator of CZO
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.	None		Evaluator of CZO
	1.4. The CZO shall verify and check area computation.	None		Zoning Administrator
	1.5. The CZO shall encode the data for the Order of Payment of fees.	None		Evaluator of CZO
	1.6. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None		Evaluator of BFP
	1.7. The BFP shall evaluate the documents and provide remarks.	None		Evaluator of BFP
	1.8. The BFP shall inspect the structure and determine compliance with the requirements	None		BFP Inspectors



	of the Fire Code.			
	1.9. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None		Fire Marshal
	1.10. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)	None		<p>Evaluators:</p> <p>Building: Arch. Dawson James Deniega Engr. Jelly Temblique Engr. Ariel Lumbre</p> <p>Electrical: Engr. Emerson Encio Engr. Jelly Dacumos Engr. Audrie Mateo</p> <p>Mechanical: Engr. Arthur Jacob Gallardo</p> <p>Electronics: Engr. Paul Emmanuel Faustino</p>
	1.11. Site Inspection shall be conducted.	None	7 days	<p>Engr. Clark Paroginog Engr. John Kharol Sew Engr. Joed Lazaro Engr. Gerard Joseph Sumulat</p>



	1.12. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Engr. Jeffrey Dolorito
	1.13. The fees will be assessed.	None	1 day	Engr. Divina Gracia Salvador Engr. Tom Bryan Magnaye
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue	30 minutes	Arch. Edison Ching M. Padilla (Building Official) and Officer of the Day



		Code.		
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Felimon Lobo Mario Francisco, Jr. Jacquilyn Bacares Amelita Tan Maida Angeles Jocelyn Cayco
	3.1. The permit shall be signed by the Building Official or his authorized representative	None	30 minutes	Arch. Edison Ching M. Padilla (Building Official)
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Felimon Lobo Mario Francisco, Jr.



4. Claim permit and sign logbook or other transmittals for acknowledgment.	The permit shall be released to the applicant.	None	1 hour	Ruth May Narcisco
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	20 days, 14 hours and 52 minutes	

3. Issuance of Electrical Permit or Certificate of Final Electrical Inspection (CFEI)

A permit is necessary when installing electric power in a construction project.

Office or Division:	Office of the Building Official (OBO)	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



ELECTRICAL PERMIT 1 (WITH BP AND OP)

- Original Electrical Permit Form (4 copies), completely filled up
- Electrical plan
- Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature
- Original Electrical Barangay Clearance
- Photocopy of Building Permit (BP)
- Photocopy of Occupancy Permit (OP)
- Photo of site
- Yellow Card from MERALCO
- If not owned, provide original notarized letter of consent from the lot owner
- Provide Duplicate Copy

ELECTRICAL PERMIT 2 (WITHOUT BP AND OP)

- Original Electrical Permit Form (4 copies), completely filled up
 - Original Electrical Layout
 - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature
 - Original Electrical Barangay Clearance
 - Photocopy of Land Title (TCT)
 - Photocopy of Updated Tax Declaration and Tax Receipt
 - Photo of Site
 - Yellow Card from Meralco
 - If not owned, provide original notarized letter of consent from the lot owner
 - Provide Duplicate Copy
- TCL**
- Original Temporary Service Connection Form (4 copies), completely filled up

ELECTRICAL PERMIT 1 (WITH BP AND OP)

- Original Electrical Permit Form (4 copies), completely filled up
- Electrical plan
- Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature
- Original Electrical Barangay Clearance
- Photocopy of Building Permit (BP)
- Photocopy of Occupancy Permit (OP)
- Photo of site
- Yellow Card from MERALCO
- If not owned, provide original notarized letter of consent from the lot owner
- Provide Duplicate Copy

ELECTRICAL PERMIT 2 (WITHOUT BP AND OP)

- Original Electrical Permit Form (4 copies), completely filled up
 - Original Electrical Layout
 - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature
 - Original Electrical Barangay Clearance
 - Photocopy of Land Title (TCT)
 - Photocopy of Updated Tax Declaration and Tax Receipt
 - Photo of Site
 - Yellow Card from Meralco
 - If not owned, provide original notarized letter of consent from the lot owner
 - Provide Duplicate Copy
- TCL**
- Original Temporary Service Connection Form (4 copies), completely filled up
 - Original Electrical Plan/Layout
 - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature
 - Original Electrical Barangay Clearance
 - Photocopy of Building Permit



<ul style="list-style-type: none"> - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Building Permit - Photo of Site - Yellow Card from MERALCO (TCL) - Provide Duplicate Copy <p>UPAO</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professional with 3 original specimen signature - Original Electrical Barangay Clearance - Original UPAO Certificate - Original HOA Certificate - Photo of Site - Yellow Card from MERALCO - Provide Duplicate Copy <p>RECONNECTION/RELOCATION</p> <ul style="list-style-type: none"> - Original Electrical Permit (4 copies), completely filled up - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original 	<ul style="list-style-type: none"> - Photo of Site - Yellow Card from MERALCO (TCL) - Provide Duplicate Copy <p>UPAO</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professional with 3 original specimen signature - Original Electrical Barangay Clearance - Original UPAO Certificate - Original HOA Certificate - Photo of Site - Yellow Card from MERALCO - Provide Duplicate Copy <p>RECONNECTION/RELOCATION</p> <ul style="list-style-type: none"> - Original Electrical Permit (4 copies), completely filled up - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy CFEI “Yellow Card” issued by Meralco/Electrical Service Provider stating “secure CFEI” - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS- BUILT Electrical Plan signed and sealed by owner and all involved professionals
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notarized letter of consent from the lot owner - Provide Duplicate Copy CFEI “Yellow Card” issued by Meralco/Electrical Service Provider stating “secure CFEI” - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS-BUILT Electrical Plan signed and sealed by owner and all involved professionals Clear 3R size Photograph of the completed Service Entrance and Meter Base installation		Clear 3R size Photograph of the completed Service Entrance and Meter Base installation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Engr. Romel Baguilan Engr. Alex Estrada
	1.1. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other	None	1 day	Engr. Emerson Encio Engr. Jelly Dacumos Engr. Audrie Mateo



	statutory requirements.			
	1.2. Site Inspection shall be conducted.	None	7 days	Engr. John Dole Templo Engr. Juneko Valdez Engr. Christian Kayne Quimpo Engr. Tomas Montoya
	1.3. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Engr. Maria Irene Venuya
	1.4. The fees will be assessed.	None	1 day	Engr. Divina Gracia Salvador Engr. Tom Bryan Magnaye
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the	30 minutes	Arch. Edison Ching M. Padilla (Building Official) and Officer of the Day



with the requirements, and go back to step 1.		concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.		
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Felimon Lobo Mario Francisco, Jr. Engr. Rhebienald Visperas Amelita Tan Maida Angeles Jocelyn Cayco
	3.1. The permit shall be signed by the Building Official or his	None	30 minutes	Arch. Edison Ching M. Padilla (Building Official)



	authorized representative.			
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Felimon Lobo Mario Francisco, Jr.
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Ruth May Narcisco
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	10 days, 9 hours and 30 minutes	

4. Issuance of Mechanical Permit



Obtaining a permit from the City Government of Valenzuela is necessary before the installation, removal, or alteration of machinery having at least twenty (20) horsepower. A separate permit to operate (Certificate to Operate) is necessary after installation and inspection of the machinery.

Office or Division:	Office of the Building Official (OBO)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Legal Documents (Submit 1 original copy and 2 photocopies) <ol style="list-style-type: none"> 1. Notarized Authorization Letter and Contact Number (For Applicant's Representative) and Applicant's ID Copy - Technical Documents <ol style="list-style-type: none"> 2. Application forms for Mechanical Permit, signed and sealed by duly licensed professionals and signed by the owners 3. Clear photocopies of valid PRC Ids and current PTRs with dry seal and 3 specimen signatures (BLUE INK) 4 sets of complete mechanical plans, details, and computations, signed and sealed by duly licensed professionals and signed by owners 		Office of the Building Official, Private Professionals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted	None	1 hour	Engr. Romel Baguilan Engr. Alex Estrada



	documents.			
	1.1. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements	None	1 day	Mechanical: Engr. Arthur Jacob Gallardo
	1.2. Site Inspection shall be conducted.	None	7 days	Engr. Daniel De Galicia
	1.3. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Engr. Jeffrey Dolorito
	1.4. The fees will be assessed.	None	1 day	Engr. Divina Gracia Salvador Engr. Tom Bryan Magnaye
2. Return on the date indicated in the stub	2. If the application is	Order of Payment	30 mins	Arch. Edison Ching M. Padilla



<p>and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.</p>	<p>approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.</p>	<p>shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, fire Code Zoning Ordinance and the Local Revenue Code</p>		<p>(Building Official) and Officer of the Day</p>
	<p>2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.</p>	<p>None</p>	<p>30 minutes</p>	<p>Officer of the Day</p>
<p>3. Present or submit the Official Receipt (OR) to the Officer of the Day.</p>	<p>3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include</p>	<p>None</p>	<p>4 hours</p>	<p>Officer of the Day, Felimon Lobo Mario Francisco, Jr. Engr. Daniel De Galicia Amelita Tan Maida Angeles</p>



	printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.			Jocelyn Cayco
	3.1. The permit shall be signed by the Building Official or his authorized representative	None	30 minutes	Arch. Edison Ching M. Padilla (Building Official)
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Felimon Lobo Mario Francisco, Jr.
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Ruth May Narcisco
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire	10 days, 8 hours and 30 minutes	



	Code, Zoning Ordinan ce, and the Local Revenue Code.		
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PLANNING AND ENGINEERING SERVICES

ZONING OFFICE

EXTERNAL SERVICES



1. Locational Clearance for Building Permit

A permit is required before construction work or operation can commence setting the acceptable levels of safety for construction in compliance with the National Building Code of the Philippines.

Office or Division:	Zoning Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	Property owners securing building permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Additional Requirements for Locational Clearance:		Office of the Building Official (OBO)		
Tree Planting Layout (City Ordinance No. 496 Series of 2018)				
Certificate of Height Clearance from the Civil Aviation Authority of the Philippines. Tall Structure				
Clearance from Property Manager/Administrator or Homeowners' Association. Existing Subdivision, Condominium or Pud				
Initial Environmental Examination duly certified by a licensed Environmental Planner and according to the format specified by the DENR. Industrial Facility				
Water Management Plan. Heavy Water Using Facility				
Historic Site/Facility Development Statement. Historic Site or with Historic Facility				
Drainage Impact Statement. Major Development				
Socio-Economic Impact Statement. Large Employment				
Traffic Impact Assessment. Traffic Generating Development				
Line and Grade Clearance from City Engineer's Office. Road Widening and Construction				
Waterways Clearance from City Flood Control Division. Adjacent to or with Waterways				
Flood Protection Elevation certification from City Flood Control Division. Flood Overlay Zone				
Soil test regarding soil and related conditions. Liquefaction Overlay Zone				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIB



		BE PAID		LE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated through the Tax Clearance and the Tax Declaration.	None	30 minutes	Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None	5 minutes	Engr. William V. Llaneta
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.	None	2 hours	Engr. William V. Llaneta
	1.4. The CZO shall verify and check area computation.	None	7 minutes	Engr. Anita C. Robles-Zoning Administrator
	1.5. The CZO shall encode the data for the Order of Payment of fees. Print the Decision on Zoning and shall be signed by the Zoning Administrator together with the building plans.	None	10 minutes	Engr. William V. Llaneta
	1.6. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None	30 minutes	Evaluator of BFP
	1.7. The BFP shall evaluate the documents and provide remarks.	None	2 hours	Evaluator of BFP
	1.8. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None	7 days	Fire Marshal
	1.9. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)	None	1 day	Building, Electrical, Mechanical, and Electronics Evaluators of the OBO
1.10. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO	



	1.11. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Section Head of the OBO
	1.12. The fees will be assessed.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	See note 1 below	30 minutes	Building Official and Officer of the Day
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative.	None	30 minutes	Building Official or his authorized representative
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Releasing Section
TOTAL		See note 2 below	17 days, 14 hours and 30 minutes	

Note 1: Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.

Note 2: Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.



2. Locational Clearance for Business License

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Property owners securing business permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Business License Application or Permit		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
Proof of Ownership of lease of contract				
Or in absence of requirements (a) & (b) to be viewed in Business Permit & License System				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form together with other requirements	1. Accept and process application form and other requirements	See below price list	3 minutes	Engr. Krizzia Christin C. Donesa / Joy G. Vera / Katherine B. Aquino
	1.1. Schedule site inspection for verification		1 day	
	1.2. Conduct on-site inspection and take pictures			
	1.3. Prepare order of payment	2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera / Katherine B. Aquino	
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	Cashier Payment Window, OBO Permit Division
3. Pay the required fees	3. Receive payment		2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera / Katherine B. Aquino
4. Claim official receipt	4. Issue official receipt		2 Minutes	
5. Present and claim Zoning decision	5. Prepare and release Zoning decision		5 Minutes	
6. Sign logbook for acknowledgment	6. Record transaction in the logbook		2 Minutes	
TOTAL			1 day and 18 minutes	



Note:

Conforming Use: Residential - 2.00 Commercial - Small Scale - 3.00 Commercial - Big Scale - 10.00 Industrial - 10.00 Institutional - 8.00 Memorial Park - 5.00 Agro-Industrial Manufacturing - 10.00 Non-Manufacturing - 5.00 Telecommunication Tower - 10.00 Billboard - 10.00 Yard Utilized for Industrial purposes - 5.00 Yard Utilized for Commercial purposes - 5.00 All types of Renovation - 50% of prescribe fee

Non-Conforming Use: Residential - 4.00 Subdivision - Residential - 2.00 Subdivision - Industrial - 10.00 Commercial - 40.00 Industrial - 50.00 Institutional - 16.00 Memorial Park - 10.00 Agro-Industrial Manufacturing - 20.00 Non-Manufacturing - 10.00 Telecommunication Tower - 50.00 Billboard - 50.00 Yard Utilized for Industrial Purposes - 40.00 Yard Utilized for Commercial Purposes - 40.00 All types of Renovation - 75% or prescribe rate.

3. Zoning Certification and Classification

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Property owners and business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Zoning Certification		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
a). Clear photocopy if Title (TCT) b). Any proof of ownership (e.g. Tax Declaration) c). Additional requirements if transacted by representative; authorization by owner with ID Picture.				
2. Zoning Classification				
a. Previous Locational Clearance for Building Permits or Business Permits				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Receive and prepare order of payment of fees	PHP 50 per title	5 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay applicable fees	3. Receive payment		2 Minutes	<i>Cashier Payment Window, OBO Permit Division</i>
4. Claim official receipt	4. Issue official receipt		2 Minutes	
5. Present and Claim Zoning Certification	5. Issue zoning Certification		3 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
TOTAL			14 minutes	

4. Locational Clearance of Subdivision Development

Office or Division:	Zoning Office
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Property Owners Securing Subdivision Development Permit / Subdivision Developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application form.		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
2. Five (5) copies of the requirements of PD957 and an ID (Deed of Restriction)				
3. Five (5) sets of Preliminary Development Plan requirements according to PD957 along with an IDC (Deed of Restriction) – Complex Subdivision				
4. Five (5) copies of the requirements of BP 220 and an IDC (Deed of Restriction)				
5. Permit from the National Water Resource Board (NWRB) – Ground Water				
6. Drainage Impact Statement – Major Development / Flood Prone				
7. Traffic Impact Statement – Traffic Generating Development				
8. Certified True Copy of Title (TCT) (photocopy)				
9. Certified True Copy of Tax Declaration (photocopy)				
10. Consent from the owner if applicant is not the registered owner				
11. Five (5) sets of Technical Description of the property duly signed and sealed by a licensed Geodetic Engineer – Lot Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form along with all requirements	1. Accept and process application form and other requirement	See Note 1 below	5 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
	1.1. Schedule site inspection for verification		1 day	
	1.2. Schedule site inspection for verification			
	1.3. Prepare order of payment fees			
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	Donesa / Joy Lyn G. De Vera
3. Pay the required fees	3. Receive payment		2 Minutes	Cashier Payment



4. Claim official receipt	4. Issue official receipt		3 Minutes	Window, OBO-Permit Division
5. Present and claim Zoning decision	5. Prepare and release Zoning decision		5 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
6. Sign logbook for acknowledgment	6. Record transaction in the logbook		2 Minutes	
TOTAL			1 day and 21 minutes	

Note 1: Filing Fee –PHP 50 Processing Fee –PHP 2 per sqm

5. Locational Clearance for Business License (Post Audit-Process)

Office or Division:	Zoning Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
On daily basis to be viewed in Business Permit & License System		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.View in the BPLS new business for inspection (daily)	See Note 1	1 hour	Engr. Anita C. Robles-Zoning Administrator
	1.1. Schedule Site Inspection			
	1.2. Conduct on-site inspection and take pictures		14 days	Engr. Oliver B. Peñaflor / Engr. Emmanuel M. Maderazo / Alvin P. Alvarez / Renz Paul P. Balboa / Jefferson S. Reboquio
	1.3. Submits inspected business (daily)		15 Minutes	Engr. Oliver B. Peñaflor / Engr. Emmanuel M. Maderazo / Alvin P. Alvarez / Renz Paul P. Balboa / Jefferson S. Reboquio
	1.4. Receives submitted inspected business		2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera /



				Katherine B. Aquino
	1.5. Prepare report of summary inspected business (weekly)		45 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera / Katherine B. Aquino
	1.6. Receives report and update record of new business in the BPLS		45 Minutes	Engr. Anita C. Robles-Zoning Administrator
	1.7. Endorse copy of report to BPLO and OBO		5 Minutes	
TOTAL		None	14 days, 2 hours and 52 minutes	

Note 1: Fees of inspected new business will be updated in the BPLS and will be charged on the next business renewal

6. Locational Clearance - Denied

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Property owners securing building permit/business permit/subdivision developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Locational Clearance for Building Permit / Business Permit / Subdivision Permit		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit application form together with other requirements	1. Accept/ receives application form with requirements	Filing Fee – PHP 50	2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
	1.1. Evaluate/check conforming land use		3 Minutes	
	1.2. Endorse application to office head if not conforming		2 Minutes	Engr. Anita C. Robles-Zoning Administrator
	1.3. Conduct an initial conference to explain that application will be DENIED & the option to submit an appeal to the Local Zoning Board of		8 Minutes	



	Adjustment and Appeals (LZBA) (Mitigating Devices)			
2. Claim order of payment	2. Prepare order of payment fees (Filing Fees)		2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
3. Pay the required fees	3. Issue signed order of payment		2 Minutes	
4. Claim office Receipt	4. Issue official receipt		2 Minutes	
5. Submit official receipt	5. Accept official receipt		2 Minutes	
	5.1. Schedule site inspection		As scheduled	Engr. Anita C. Robles-Zoning Administrator and TWG/CPDO
6. Claim Decision on Zoning (Denied)	6. Issue decision on zoning		2 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
TOTAL		PHP 50	1 day and 25 minutes	

7. Issuance of Inspection Report for Tax Exemption

Office or Division:	Zoning Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Business owners securing exemption			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Zoning Office		Zoning Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Receives endorsement from BPLO	None	3 Minutes	Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera / Katherine B. Aquino
	Schedule site inspection		3 Minutes	
	Conduct site inspection and verification		5 days	Engr. Oliver B. Peñaflor / Engr. Emmanuel M. Maderazo / Alvin P. Alvarez / Renz Paul P. Balboa / Jefferson S. Reboquo
	Submit report of inspection		30 Minutes	
	Prepares report of site inspection to be		45 Minutes	



	submitted to CSWDO		
TOTAL		None	5 days, 1 hour and 21 minutes

8. Online Service – Zoning Certification

Office or Division:	Zoning Office			
Classification:	Same classification for walk-in or onsite process			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government			
Who may avail:	Property owner or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned Copy of TCT (Certificate Transfer of Title)		3S+ Valenzuela City Online Services at Valenzuela City website (www.valenzuela.gov.ph)		
Reminder:				
1. Payment of fees are the same for each process.		Automatically computed by the system, summary of amount due will be shown before checkout		
2. Additional charge for delivery of the document/s requested will be collected. The amount will depend on the delivery location and on the delivery option chosen.		Automatically computed by the system, summary of amount due will be shown before checkout		
3. The requestor will pay convenience fee and merchant discount rate may vary from P0.00 to P25.00 or 1% to 2% of the total transaction, depending on the Payment Channel chosen. These fees are collected by the Payment Partners only.		Payment Partner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Valenzuela City website at www.valenzuela.gov.ph and click 3S+ Valenzuela City Online Services to register or login				
2. To process your request click City Zoning Office.				
3. Fill in the required field, attach the documentary requirements, submit your request for processing and wait for approval of request in the email.	1. Receiving and checking of the completeness of submitted documentary requirements.			



	2. Research, validate and update of documented information in the office, if necessary 3. Approve request			
4. Payment	4. Before checkout, showing summary of amount due, the process will require choosing of Delivery Option and Payment Channel.	Certificati on fee = Php50.0 0 per Title	5 Minutes	Receiving Officer
	5. Processed in the Payment option and Channel chosen		5 Minutes	Office of the City Treasurer, for verification of payment made online
	6. Request for issuance of Official Receipt, if needed		5-10 Minutes	Receiving Officer
	7. Preparation of requested document 7.1. Printing 7.2. Review and approval of the Certification			Engr. Anita C. Robles-Zoning Administrator / Engr. Krizzia Christine C. Donesa / Joy Lyn G. Vera
	8. Transmittal of records for delivery to Online Dispatch Unit			Receiving Officer
	9. Releasing of the request			ICTO – Dispatch Unit

9. Locational Clearance for Fencing Permit

A locational clearance is required before construction work for fencing can commence in conformity with the provision as set in the Valenzuela City Zoning Ordinance of 2019.

Office or Division:	Zoning Office
Classification:	Simple
Type of Transaction:	G2C,G2B
Who may avail:	Property owners securing fencing permit



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Fencing Plan with signed and sealed by professionals				
3. Certified True Copy of TCT from Registry of Deeds				
4. Lot Plan with signed and sealed by Geodetic Engineer.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CTO staff will verify if the property is updated on land tax payment	None	10 Minutes	CTO Staff
	1.3 The CZO shall evaluate and check conformity with the provision set on the Valenzuela City Zoning Ordinance regarding fencing height.	None	15 Minutes	Engr. William V. Llaneta
	1.4 The CZO upon evaluation will encode data on the system together with the required filling fee and print out the Zoning Decision for fencing.	₱50.00 (to be included on order of payment/assessment by OBO)	5 Minutes	Engr. William V. Llaneta
	1.5 The Zoning Administrator will sign the Zoning Decision and plan	None	5 Minutes	Engr. Anita C. Robles-Zoning Administrator



	for fencing permit.			
	1.6 Application will be forwarded to OBO evaluator for their review, evaluation, inspection preparation of order of payment and upon approval will be released to the applicant together with the Locational Clearance	To be determined by OBO staff	To be set by OBO	OBO Staff
TOTAL			45 Minutes	

Order of payment shall be based on the schedule of fees prescribed by DPWH and Zoning Ordinance and the Local Revenue Code

10. Locational Clearance for Sign Permit

No advertising, billboards or business signs whether on or off premises of an establishments shall be displayed or put up for public view without a locational clearance from Zoning Office.

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C,G2B			
Who may avail:	Property owners securing sign permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Sign Plan				
3. Certified True Copy of TCT /Lease of contract & Secretary's Certificate of signatory				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CZO will check, evaluate the application and	₱5.00 filing fee	15 Minutes	



	encode in the system the required area computed with the required filling fee and processing fee and print out the Zoning Decision for sign permit.	₱5.00 per square meter (to be included on the order of payment /assessment by OBO)		Engr. William V. Llaneta	
	will sign the plan and Zoning Decision for sign permit	None	5 Minutes	Engr. Anita C. Robles-Zoning Administrator	
	forwarded to OBO evaluator for their review and evaluation; inspection preparation of order of payment and upon approval will be released to the applicant together with the Locational Clearance.	To be determined by OBO staff	To be set by OBO	OBO Staff	
TOTAL			30 Minutes		

Order of payment shall be based on the schedule of fees prescribed by DPWH and Zoning Ordinance and the Local Revenue Code

11. Locational Clearance for Ground Preparation (Embankment/Landfill)

A locational clearance is required prior to ground preparation (embankment or landfill) to determine land use of the property as per Valenzuela City Zoning Ordinance.

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Property owners securing ground preparation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Certified True Copy of Title				
3. Lot Plan				
4. Topographic Map				
5. Site Grading Plan				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING TIME	PERSON



	ACTIONS	PAID		RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CZO shall evaluate and check the land use of the subject property in accordance with the Valenzuela Zoning Ordinance of 2019	None	15 Minutes	Engr. William V. Llaneta
	1.3 The CZO upon evaluation will encode date on the system together with the required filing fee and print out the Zoning Decision for Ground Preparation.	₱50.00 (to be included on order of payment/assessment by OBO)	5 Minutes	Engr. William V. Llaneta
	1.4 The Zoning Administrator will sign the Zoning Decision and plan for	None	5 Minutes	Engr. Anita C. Robles-Zoning



	Ground Preparation			
		To be determined by OBO Staff	To be set by OBO	OBO Staff
	1.5 Application will be forwarded to OBO evaluator for their review, evaluation, inspection, preparation of order of payment and upon approval will be released to the applicant together with the Locational Clearance.			
TOTAL		Order of payment shall be based on the schedule of fees prescribed by DPWH and Zoning Ordinance and the Local Revenue Code	35 Minutes	

Order of payment shall be based on the schedule of fees prescribed by DPWH and Zoning Ordinance and the Local Revenue Code



FINANCE OFFICES
CITY ASSESSOR'S OFFICE
EXTERNAL SERVICES



1. Transfer of Ownership of Real Property in the Tax Declaration

To accommodate request of property owners who shall transfer real property and/or update to ownership made in the titles or approved plan

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p><i>Note:</i> Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Certified True Copy of Title Or Condominium Certificate of Title (CCT). Previous title may be required for verification and continuity.</p> <p><i>Note:</i> For easy tagging with GIS data and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available</p>	<p>Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)</p> <p>Geodetic Engineer</p>
<p>3. Duly Notarized Deed of Conveyance of property including machinery, improvement and other structure, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other proof of disposition of real property.</p> <p><i>Note:</i> a. Building, improvement, and other structures included in the disposition of the property must be clearly stated in the Deed of Conveyance. In absence thereof, submit a Notarized Addendum and/or Affidavit of Inclusion duly signed by the previous</p>	<p>Notary Public or file copy submitted to the Registry of Deeds</p>



<p>owner/s.</p> <p>b. In case the owner's copy of the Deed of Conveyance is no longer available, please submit:</p> <ol style="list-style-type: none"> i. Certified True Copy of previous Title. ii. Certification of No Record from concerned Registry of Deeds; and iii. If Item No. I is no longer available, certification from the concerned RD (Valenzuela, Caloocan and/or Bulacan RD) of No Record of Title <p>c. In case of untitled land, no transfer can be processed without a Deed of Conveyance.</p>	
<p>4. Electronic Certificate Authorizing Registration (eCAR) or CAR. In the absence of eCAR or CAR, a certification from the Bureau of Internal Revenue (BIR). In case of exemption from national taxes, certification from BIR.</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> a. In case the owner's and RD's copy of the CAR is no longer available, please submit: <ol style="list-style-type: none"> i. Certification of No Record from concerned Registry of Deeds; and ii. Certification of payment or exemption from BIR 	<p>BIR or file copy submitted to the Registry of Deeds</p>
<p>5. Transfer Tax Receipt. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer</p> <p><i>Note:</i></p> <ol style="list-style-type: none"> a. In case the owner's and RD's copy of the Transfer Tax is no longer available, please submit: <ol style="list-style-type: none"> i. Certification of No Record from concerned Registry of Deeds; and ii. Certification of payment from Office of the City Treasurer 	<p>Office of the City Treasurer or file copy submitted to the Registry of Deeds</p>



6. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
<p>7. Official Receipt for Processing Fee = PHP100.00</p> <p><i>Note:</i></p> <p>a. Payment of Penalty Fee per property for late declaration if request is made 60 days from Registration with the Registry of Deeds = PHP 2,000.00 per property</p>	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements if transaction is done by a representative:	
8. Photocopy of government issued ID of representative (and present original)	Authorized Representative
9. Notarized Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminders:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
If the requester wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s and the Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
<p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners</p>	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<i>In case of untitled real property:</i>	
<p>Certified true copy of requirements from Nos. 3 to 5 duly received by Registry of Deeds</p>	<p>Registry of Deeds (as proof of Registration with the RD)</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p> <p>If email request, for email Reply</p>		<p>3 minutes</p>	<p><i>Receiving Officers</i></p> <ol style="list-style-type: none"> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon



payment				
<p>2. Payment</p> <p>If email Submission of documentary requirements, present requirements to the frontliner</p>	2. Preparing and issuance of the Order of Payment	Processing Fee = P100.00 or Penalty = P2,000.00, if any, per property	3 minutes	<i>Office of the City Treasurer</i> <i>Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
	3. Receiving of payment and issuance of Official Receipt			
	4. Processing of the request for Appraisal and Assessment based on Transfer		15 - 20 minutes	<i>Receiving Officers</i> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon
	4.1. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	4.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			
4.3. Review and approval of the NoA and TD			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>	
3. Receiving of the NoA and owner's copy of TD	5. Releasing of the NoA and owner's copy of TD		2 minutes per property	<i>Releasing Officers:</i> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon



TOTAL	PHP 100 per property; Penalty of PHP 2,000 per property, if any.	23-28 minutes per property	
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Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – involves resulting one to five (1-5) real property units or condominium units. If there are several taxpayers accommodated at the time of the request, the office commits to processing the request within the day (office hours) or not exceeding three (3) working days.
 - b. Complex – involves resulting six to twenty (6-20) real property unit transactions.
 - c. Highly Technical – involves transfer of multiple transactions in excess of twenty (20) real property units.
2. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During these periods the office usually experience surge of inquiries and transactions that may cause delay in the transaction
3. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.
4. For Ease of Doing Business, verification of building, structure, and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation

2. Subdivision and/or Consolidation of Real Property

To accommodate request of property owners who updated their real property by virtue of subdivision and/or consolidation of real property.

Office or Division:	Office of the City Assessor - Administrative and Records Division
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Classification:	Simple / Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Certified True Copy of Title ___ Transfer Certificate of Title (TCT) or ___ Lot Technical Description, in case of untitled land	Registry of Deeds (RD) or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)
3. Certified True Copy of Approved Survey Plan <i>Note:</i> For easy tagging with GIS data and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available	DENR or LRA Geodetic Engineer
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
5. Payment of Processing Fee = PHP100.00 <i>Note:</i> <ol style="list-style-type: none"> a. Payment of Penalty Fee per property for late declaration if request is made 60 days from Registration with the Registry of Deeds = PHP 2,000.00 per property; and b. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first) 	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor



Additional Requirements, if transaction is done by a representative:	
6. Photocopy of government issued ID of representative	Authorized Representative
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Additional Requirement if subdivided property is with Transfer:	
8. If with disposition of property; please include documentary requirements from Transfer of Ownership Process	Property Owner and/or certified file copy submitted to the Registry of Deeds
Reminders:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator
<i>In case of untitled real property:</i>	
Certified true copy of requirement from No. 3 duly received by Registry of Deeds	Registry of Deeds (as proof of Registration with the RD)
Only property owner can transact with the office If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



- person to transact to the office
- b. Government issued ID

In case of banks:

- a. Authority to transact from Branch Manager
- b. Company ID of Branch Manager
- c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage

Note:

Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	<i>Receiving Officers</i> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon
	2. If with verification of building, structure and other improvements, for ocular inspection If email request, for email Reply			Next working day to 5 working days



2. Payment If email Submission of documentary requirements, present requirements to the frontliners	2. Preparing and issuance of the Order of Payment	Processing Fee = P100.00 or Penalty = P2,000.00, if any, per property	3 minutes	<i>Receiving Officers</i> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon
	3. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	<i>Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
	4. Processing of the request for Appraisal and Assessment based on Subdivision of Property		15 – 20 minutes per property subdivided	<i>Receiving Officers</i> 1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon
	4.1. Prepare Field Appraisal and Assessment Sheet (FAAS)			
4.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)				
	4.3. Review and approval of the NOA and TD			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
3. Receiving of the NoA and	5. Releasing of the NoA and owner's		2 minutes per property	<i>Releasing Officers</i>



owner's copy of TD	copy of TD			1. Remedios F. Caguia 2. Juan Miguel P. Calixto 3. Toribia M. De Guzman 4. Ren Mark R. Perdigon
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property for late declaration and for each discovery, if any.	23 - 28 minutes per property, if vacant lot 3 – 7 working days if not vacant	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – involves vacant lots with resulting one to five (1-5) real property units with no transfer process. If there are several taxpayers accommodated at the time of the request, the office commits to processing the request within the day (office hours) or not exceeding three (3) working days.
 - b. Complex – involves vacant lots with resulting six to 20 (6-20) real property unit transactions and if it involves tax mapping that will result one to twenty (1-20) real property unit.
 - c. Highly Technical – involves processing of multiple transactions in excess of twenty (20) real property units.
2. If the process includes transfer, the additional period for processing of request for transfer shall be included in the processing time.
3. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by



the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

5. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation

3. Declaration of Untitled Land for the First Time

To accommodate a request for declaration of untitled land for the first time.

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value	Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certification stating that the land is within the alienable and disposable area	Department of Environment and Natural Resources (DENR)
4. Certified True Copy of Approved Survey Plan <i>Note:</i> For easy tagging with GIS data and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA) Geodetic Engineer



5. Two (2) Sworn Affidavit stating that the declarant is the present possessor and occupant of the land	Two (2) disinterested persons owning properties within the immediate vicinity where the declaration is located
6. Certification from Barangay Captain that the declarant is the actual possessor and occupant of the land	Barangay Captain
7. Affidavit of Ownership that the applicant is in long continuous and notorious possession of the property	Notary Public
8. Lot Data Computation	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
10. Payment of Processing Fee = PHP100.00 per property and Payment of Penalty Fee per property for late declaration = PHP 2,000.00 per property; <i>Note:</i> a. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements, if transaction is done by a representative:	
11. Photocopy of government issued ID of representative	Authorized Representative
12. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminders:	



<p>If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.</p>	<p>Property Owner</p>
<p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p> <p>Email your request at</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p>		<p>3 minutes</p>	<p><i>Receiving Officers</i></p> <p>1. <i>Edna N. Escalambre</i></p> <p>2. <i>Christine Mae L. Oteyza</i></p> <p>3. <i>Patricia C. de los Reyes</i></p>



<p>assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment</p>	<p>2. Verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll and other documented information</p>	<p>3 - 7 working days</p>	<p><i>Tax Mapping</i></p> <p>1. <i>Mark Dominic A. Lumberio</i> 2. <i>Raquel R. Rivera</i> 3. <i>Christian M. Pineda</i></p>
	<p>3. Processing of the request for Appraisal and Assessment or Denial of Request</p>		
	<p>3.1. Ocular Inspection, if necessary</p>	<p>3 – 7 working days</p>	<p><i>Appraisal / Tax Mapping:</i></p> <p>1. <i>Christian M. Pineda</i> 2. <i>Prince C. Gelvis</i> 3. <i>Reynaldo S. Manuel</i> 4. <i>Gerry A. Alejandrino</i></p>
	<p>3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)</p>		
	<p>3.3. For review and approval of FAAS, if necessary</p>		
	<p>If email request, for email Reply</p>		
	<p>3.4. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)</p>		
	<p>3.5. Preparing of the Order of Payment</p>		



	3.6. Review and approval of the NoA and TD or Reply Letter, in case of denial			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2. Return to the Office of the City Assessor six (6) working days after submission of request and Process Payment If email Submission of documentary requirements, present requirements to the frontliners	3. Issuance of the Order of Payment	PHP 100 per property; and PHP 2,000 per property for late declaration and for each discovery, if any.	2 minutes	<i>Releasing Officers</i> <i>1. Jefferson A. Daligdig</i> <i>2. Sharon T. Alceso</i> <i>3. Alondra P. Corcuera</i>
	4. Receiving of payment and issuance of Official Receipt		<i>o Office of the City Treasurer</i>	<i>Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
3. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	<i>Releasing Officers</i> <i>1. Jefferson A. Daligdig</i> <i>2. Sharon T. Alceso</i> <i>3. Alondra P. Corcuera</i>
TOTAL		PHP 100 per property; and PHP 2,000 per property for late declaration and for each discovery, if any.	5 – 7 working days 7 – 15 working days, if with Tax Mapping	

Note:



1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Complex – involves the process resulting in one to three (1-3) real property unit transactions.
 - b. Highly Technical – involves process of multiple transactions more than three (3) real property units.
2. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delays in the transaction.
3. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.
4. For Ease of Doing Business, verification of building, structure, and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation

4. Declaration of Titled Land for the First Time

To accommodate a request for declaration of titled land for the first time. Property owners need to present previous titles for verification and continuity.

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit; Appraisal and Assessment Division, in case of Condominium Division
Classification:	Complex to Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email	Property Owner Form is downloadable or from the office



address	
2. Duly accomplished Notarized Sworn Statement of True Value	Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certified True Copy of Title ___ Free Patent, ___ Original Certificate of Title (OCT), ___ Transfer Certificate of Title (TCT) or ___ Certified true copy of previous title/s required for verification and continuity	Registry of Deeds (RoD) Valenzuela, Caloocan and Bulacan
4. Certified True Copy of Approved Survey Plan <i>Note:</i> For easy tagging with GIS data and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA) Geodetic Engineer
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
IF WITH PREVIOUS TITLE	
6. Certified True Copy of History of each Previous Titles (from OCT or Free Patent to current title), including the documentary requirements described for processing of Transfer <i>Note:</i> a. If the previous titles and documentary requirements are no longer available, a certification from the three Registry of Deeds that the records are no longer available or no records.	RoD of Valenzuela, Caloocan and Bulacan, Property owner or file copy submitted to the Registry of Deeds
7. Lot Data Computation	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)



<p>8. Payment of Processing Fee = PHP100.00 per property and Payment of Penalty Fee per property for late declaration = PHP 2,000.00 per property;</p> <p><i>Note:</i></p> <p>a. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)</p>	<p>Property owner to the Office of the City Treasurer Order of Payment with the Office of the City Assessor</p>
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>9. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>
<p>10. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)</p>	<p>Property Owner</p>
<p>Reminder:</p>	
<p>In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary.</p> <p><i>Note:</i></p> <p>a. Certified true copy/ies of previous titles shall remain to the office</p>	<p>Property Owner</p>
<p>Only property owners can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <p>a. Secretary Certificate authorizing the person to transfer to the office.</p> <p>b. Government issued ID.</p> <p>In case of banks:</p>	<p>Property Owner Property Owner or Notary Public if contracts or affidavits from lot owner</p>



- a. Authority to transact from Branch Manager
- b. Company ID of Branch Manager
- c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage

Note:

Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	<i>Receiving Officers</i> 1. Edna N. Escalambre 2. Christine Mae L. Oteyza 3. Patricia C. de los Reyes
	2. Research and verification if the property is Undeclared in the Assessment Roll, Tax Map Control Roll and other documented information		3 - 5 working days	<i>Tax Mapping:</i> 1. Mark Dominic A. Lumberio 2. Raquel R. Rivera 3. Christian M. Pineda
	3. Processing of the request for Appraisal and Assessment or Denial of Request			
	3.1. Ocular Inspection, if necessary		3 – 7 working days	<i>Appraisal / Tax Mapping:</i>



				<p>1. <i>Christian M. Pineda</i></p> <p>2. <i>Prince C. Gelvis</i></p> <p>3. <i>Reynaldo S. Manuel</i></p> <p>4. <i>Gerry A. Alejandrino</i></p>
	<p>3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)</p> <p>If email request, for email Reply</p>			
	<p>3.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)</p>			
	<p>3.4. Preparing the Order of Payment</p>			
	<p>3.5. Review and approval of the NOA and TD or Reply Letter, in case of denial</p>			<p><i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i></p>
<p>2. Return to the Office of the City Assessor 6 working days after submission of request and Process Payment</p> <p>If email Submission of documentary</p>	<p>4. Issuance of the Order of Payment</p>	<p>PHP 100 per property; and PHP 2,000 per property for late declaration and for each discovery, if any.</p>	<p>2 minutes</p>	<p><i>Releasing Officer</i></p> <p>1. <i>Jefferson A. Daligdig</i></p> <p>2. <i>Sharon T. Alceso</i></p> <p>3. <i>Alondra P. Corcuera</i></p>
	<p>5. Receiving of payment and issuance of Official</p>		<p>o <i>Office of the City Treasurer</i></p>	<p><i>Cashier</i></p> <p><i>Office of the City</i></p>



requirements, present requirements to the frontliners	Receipt			<i>Treasurer % Ms Adelia Soriano E.</i>
3. Receiving of the NoA and owner's copy of TD or reply letter	6. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	<i>Releasing Officer 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera</i>
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property.	5 to 10 working days depending on the number of previous titles 5 – 14 working days, if with Tax Mapping	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Complex – involves resulting one to five (1-5) real property unit transactions.
 - b. Highly Technical – involves process of multiple transactions of more than five (5) real property units.
2. The periods of January, March, June, September, and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delays in the transaction.
3. If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s and the Receiving Officer will return the original copy upon release of the request/s



4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.
5. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation

5. Declaration of Condominium Unit for the First Time

To accommodate a request for a condominium unit for the first time, the declaration of the main building where the unit or improvement is located is required. Property owners need to present previous titles for verification and continuity.

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit; Appraisal and Assessment Division, in case of Condominium Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value	Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certified True Copy of Title ___ Condominium Certificate of Title (OCT), ___ Previous title/s for may be required for verification and continuity	Registry of Deeds



4. Certified True Copy of Document to determine where the building and unit is located	Registry of Deeds
5. Declaration of building where the Condominium Unit/s are located	Property Owner: in the absence of declaration, please proceed to the processing of Declaration for Appraisal and Assessment
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
6. In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary	Property Owner
7. Payment of Processing Fee = PHP100.00 per property <i>Note:</i> a. Payment of Penalty Fee per property for late declaration = PHP 2,000.00 per property; and b. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
IF WITH PREVIOUS CCT	
8. Certified true copy of previous title/s for may be required for verification and continuity, including the documentary requirements described for processing of Transfer If the previous titles and documentary requirements are no longer available, a certification from the three Registry of Deeds that the records are no longer available or no records.	Registry of Deeds (RD) of Valenzuela, Caloocan and Bulacan
Additional Requirements, if transaction is done by a representative:	
9. Photocopy of government issued ID of representative	Authorized Representative



<p>10. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)</p>	<p>Property Owner</p>
<p>Reminder:</p>	
<p>In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> a. Certified true copy/ies of previous titles shall remain to the office 	<p>Property Owner</p>
<p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ul style="list-style-type: none"> a. Secretary Certificate authorizing the person to transfer to the office. b. Government issued ID <p>In case of banks:</p> <ul style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	<p>Property Owner Property Owner or Notary Public if contracts or affidavits from lot owner</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p>		<p>3 minutes</p>	<p><i>Receiving Officers</i></p> <p>1. <i>Edna N. Escalambre</i></p> <p>2. <i>Christine Mae L. Oteyza</i></p> <p>3. <i>Patricia C. de los Reyes</i></p>
	<p>2. Research and verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll and other documented information</p>		<p>3 - 5 working days</p>	<p>Tax Mapping:</p> <p>1. <i>Mark Dominic A. Lumberio</i></p> <p>2. <i>Raquel R. Rivera</i></p> <p>3. <i>Christian M. Pineda</i></p>
	<p>3. Processing of the request for Appraisal and Assessment or Denial of Request</p> <p>If email request, for email Reply</p>			
	<p>3.1. Ocular Inspection, if necessary</p>			<p>Appraisal/ Tax Mapping</p> <p>1. <i>Christian M. Pineda</i></p> <p>2. <i>Prince C. Gelvis</i></p> <p>3. <i>Reynaldo S. Manuel</i> 4. <i>Gerry A. Alejandrino</i></p>
	<p>3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)</p>			



	3.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.4. Preparing the Order of Payment			
	3.5. Review and approval of the NOA and TD or Reply Letter, in case of denial			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2. Return to the Office of the City Assessor 6 Working days after submission of request and Process Payment	4. Issuance of the Order of Payment	PHP 100 per property; and PHP 2,000 per property for late declaration and for each discovery, if any.	2 minutes	<i>Releasing Officers 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera</i>
If email Submission of documentary requirements, present requirements to the frontliners	5. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	<i>Cashier Office of the City Treasurer % Ms Adelia E. Soriano</i>
3. Receiving of the NoA and owner's copy of TD or reply letter	6. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	<i>Releasing Officers 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera</i>
TOTAL		PHP 100 per property;	5 – 7 working days	



	Penalty of PHP 2,000 per property.		
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Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Complex – involves resulting one to three (1-3) real property unit transactions.
 - b. Highly Technical – involves process of multiple transactions in excess of three (3) real property units.
2. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
3. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department is not included in the processing time of the office, as this is outside its jurisdiction.
4. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation

6. Appraisal and Assessment of Real Property

To accommodate with the compliance of the duty of the person with real property or making improvements thereon. This service provides appraisal and assessment of real property as a basis of permanent record of property owned (land, building, improvement, other structure and machineries), providing therein the name of the owner, if known, or against an unknown owner, as the case may be, and the assessed value of the property for purpose of real property taxation.

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division / Tax Mapping Division
Classification:	Complex to Highly Complex



Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p><i>Note:</i> Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Proof of ownership, if lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	<p>Property Owner Property Owner or Notary Public if contracts or affidavits from lot owner</p>



3. Photocopy of Building / Construction Permit and / or Occupancy Permit	Property owner / Office of the Building Official
4. Floor Plan or Approved Building Plan; Perspective (A-1) and Floor Plan (A-2), Measurement in square meter (sq.m.)	Property owner / Office of the Building Official
5. Duly accomplished Notarized Sworn Statement of True Value	Notary Public, blank Sworn Statement is with the office or downloadable form in the website
6. FOR RESIDENTIAL ONLY - In the absence of Requirement No. 3: Certification from Barangay stating the Period or year when the building/improvement/structure was built	Barangay Hall, 3s Centers where the real property is located
7. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)	Property owner
8. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
9. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements, if transaction is done by a representative:	
10. Photocopy of government issued ID of representative	Authorized Representative
11. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminders:	



If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.

Property owner or administrator or authorize representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		10 minutes per property	<i>Receiving Officers</i> 1. Patricia C. de los Reyes 2. Christine Mae L. Oteyza
	2. Processing of the request for Appraisal and		within the day - next working day (morning)	
	2.1. Log the request made within the day			
	2.2. Endorsement for appraisal			
	2.3. Review of submitted documentary requirement and Preparation for ocular inspection, if necessary		within 5 working days	<i>Appraisal</i> 1. Victoria S. Bogayan 2. Hilario S. Delesmo 3. Reynaldo S. Manuel



	<p>2.4. Ocular Inspection, if necessary</p>			<p>4. Gerry A. Alejandrino</p>
	<p>2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)</p> <p>If email request, for email Reply</p>			<p>or Tax Mapping Division, if assigned for inspection</p> <p>1. Christian M. Pineda 2. Prince C. Gelvis 3. Jayson L. Esternon 4. Reynaldo S. Manuel 5. Gerry A. Alejandrino</p>
	<p>2.6. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)</p>			<p>Encoders 1. Patricia C. de los Reyes 2. Christine Mae L. Oteyza</p>
	<p>2.7. Preparing the Order of Payment</p>			
	<p>2.8. Review and approval of the NOA and TD</p>			<p>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</p>
<p>2. Return to the Office of the City Assessor 6 working days after submission of request and</p>	<p>3. Issuance of the Order of Payment, if any.</p>	<p>Penalty = PHP 2,000.00, per property, if any</p>	<p>2 minutes</p>	<p>Releasing Officers 1. Jefferson A. Daligid 2. Sharon T. Alceso 3. Alondra P. Corcuera</p>



<p>Processing of Payment, if necessary</p> <p>If email Submission of documentary requirements, present Requirements to the frontliners</p> <p>OR</p>	<p>Receiving of Payment and issuance of Official Receipt if any</p> <p>OR</p>		<p>o Office of the City Treasurer</p>	<p>Cashier,</p> <p>Office of the City Treasurer % Ms Adelia E. Soriano</p>
<p>3. Receiving of the NoA and owner's copy of TD or reply letter</p>	<p>Releasing of the NoA and owner's copy of TD</p>		<p>2 minutes per property</p>	<p>Releasing Officer</p> <p>1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera</p>
<p>Process from Client Step No. 1, if real property for reassessment</p>				
	<p>2. Processing of the request for Appraisal and Assessment or Denial of Request</p> <p>2.1. Log the request made within the day</p> <p>2.2. Endorsement for appraisal</p> <p>2.3. Review of submitted documentary requirement and Preparation for ocular inspection, if</p>		<p>within the day – next working day (morning)</p> <p>within 5 working days</p>	<p>Receiving Officers</p> <p>1. Patricia C. de los Reyes 2. Christine Mae L. Oteyza</p> <p>Appraisal</p> <p>1. Mark Dominic A. Lumberio 2. Raquel R. Rivera 3. Victoria S.</p>



	necessary				<i>Bogayan</i> <i>4. Hilario S. Delesmo</i> <i>5. Reynaldo S. Manuel</i> <i>6. Gerry A. Alejandrino</i>
	2.4. Review of previous assessment				
	2.5. Ocular Inspection, if necessary				<i>Appraisal/ Tax Mapping</i> <i>1. Christian M. Pineda</i> <i>2. Prince C. Gelvis</i> <i>3. Reynaldo S. Manuel</i> <i>4. Gerry A. Alejandrino</i>
	2.6. Prepare FAAS and Cancellation of TD, if any If email request, for email Reply				
	2.7. Prepare the NoA and TD				<i>Encoders</i> <i>1. Patricia C. de los Reyes</i> <i>2. Christine L. Mae Oteyza</i>
	2.8. Preparing the Order of Payment				
	2.9. Review and approval of the NOA and TD or Reply Letter, in case of denial				<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2. Return to the Office of the City Assessor 6 Working days	3. Issuance of the Order of Payment, if any.	Penalty = PHP 2,000.00, per property, if any	2 minutes		<i>Releasing Officers</i> <i>1. Jefferson A. Daligdig</i>



after submission of request and				2. Sharon T. Alceso 3. Alondra P. Corcuera
Processing of Payment, if necessary If email Submission of documentary requirements, present requirements to the frontliners OR	Receiving of Payment and issuance of Official Receipt, if any OR		o Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
3. Receiving of the NoA and owner's copy of TD or reply letter	Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officers 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera
If still unsatisfied with the assessment, proceed to appeal to the Local Board and Assessment Appeal (LBAA)		Payment Under Protest		Office of the City Treasurer % Ms Adelia E. Soriano
Filing of Petition				Local Board Assessment Appeal, City Legal Office, Atty. Jaime De Veyra



TOTAL	Penalty = PHP 2,000.00, per property, if any	5 – 10 working days	
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Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple –
If table assessment will be accommodated due to urgency of the request; *Provided*, all the documentary requirements from Office of the Building Official are complete.
 - b. Complex –
If it involves resulting two to five (2-3) real property unit transaction
If complete documentary requirements were endorsed from the Office of the Building Official and there is no conflict from the records of the office
 - c. Highly Technical – involves process of multiple transactions in excess of three (3) real property units.
2. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Assessment to verify approved plan, submitted documentary requirements and actual use of the property.
3. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation
5. Process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.
6. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

7. Question on the Discovery of Undeclared Building or portion thereof, and Structure, Machinery and Other Improvement



To comply with the Tax Mapping operation of the office and declaration of Real Property by the Assessor and utilize the automation process of Tax Mapping of the office by using GIS data and documented information of the office only and endorsement for appraisal by other concerned offices, particularly when there are cases of failure of real property owner to comply with the compliance of the duty of the person with real property or making improvements thereon. This service provides appraisal and assessment of real property as a basis of permanent record of property owned (land, building, improvement, other structure and machineries), providing therein the name of the owner, if known, or against an unknown owner, as the case may be, and the assessed value of the property for purpose of real property taxation. The property owner is given an opportunity to clarify the table appraisal and assessment made by the office before processing the appeal.

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division / Tax Mapping Division
Classification:	Complex to Highly Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Proof of ownership If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID In case of banks: <ol style="list-style-type: none"> a. Authority to transact from Branch 	Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>Manager</p> <p>b. Company ID of Branch Manager</p> <p>c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage</p> <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
3. Photocopy of Building / Construction Permit and / or Occupancy Permit	Property owner / Office of the Building Official
4. Floor Plan or Approved Building Plan; Perspective (A-1) and Floor Plan (A-2), Measurement in square meter (sq.m.)	Property owner / Office of the Building Official
5. Duly accomplished Notarized Sworn Statement of True Value	Notary Public, blank Sworn Statement is with the office or downloadable form in the website
6. FOR RESIDENTIAL ONLY - In the absence of Requirement No. 3: Certification from Barangay stating the Period or year when the building/improvement/structure was built	Barangay Hall, 3s Centers where the real property is located
7. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)	Property owner
8. Proof of Declaration, such as Tax Declaration	
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
10. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor



(within 60 days upon completion or occupation, whichever comes first)	
Additional Requirements, if transaction is done by a representative:	
11. Photocopy of government issued ID of representative	Authorized Representative
12. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminder:	
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.	Property owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Tax Mapping Operation using GIS data or other documented information in the office, or endorsement from other concerned offices			<i>Appraisal</i> 1. Mark Dominic A. Lumberio 2. Raquel R. Rivera 3. Christian M. Pineda 4. Prince C. Gelvis 5. Jayson L. Esternon 6. Richard R. Tapero



	2. Processing of the request for Appraisal and Assessment by Property Declarant or Land Declarant			
1. Receiving of Notice of Assessment (NoA) with attached Tax Declaration (TD) or Identified upon payment of Real Property Tax	3. Issuance of Notice of Assessment with attached Tax Declaration <i>Note:</i> Notice shall be sent to the mailing address in the records of the land where the building, structure and improvements are built and/or where the machineries are installed			<i>Releasing Officer:</i> 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera
2. If no issue on the assessment made, proceed to the Office of the City Treasurer for payment OR	4. Payment of Real Property Tax	Tax Due	o Office of the City Treasurer	<i>Real Property Tax Payment Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i> <i>or Payment online</i>
If with proof of declaration and issues on the discovery made, request for ocular inspection and submit documentary requirements	4. Receiving and checking of the completeness of submitted documentary requirements		10 minutes per property	<i>Receiving Officers</i> 1. Edna N. Escalambre 2. Christine Mae L. Oteyza 3. Patricia C. de los Reyes
	5. Processing of the request for Appraisal and Assessment		within the day - next working day (morning)	



<p>OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment</p>	5.1. Log the request made within the day			
	5.2. Endorsement for appraisal			
	5.3. Review of submitted documentary requirement and Preparation for ocular inspection, if necessary		within 5 - 9 working days	<p><i>Appraisal</i></p> <p>1. Mark Dominic A. Lumberio</p> <p>2. Raquel R. Rivera</p> <p>3. Christian M. Pineda</p> <p>4. Prince C. Gelvis</p> <p>5. Jayson L. Esternon</p> <p>6. Richard R. Tapero</p>
	5.4. Ocular Inspection, if necessary			<p><i>Appraisal / Tax Mapping</i></p> <p>1. Christian M. Pineda</p> <p>2. Prince C. Gelvis</p> <p>3. Reynaldo S. Manuel</p> <p>4. Gerry A. Alejandrino</p>
	5.5. Prepare Field Appraisal and Assessment Sheet (FAAS) or letter of denial of request			
	5.6. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			<p><i>Encoder:</i></p> <p>1. Christine Mae L. Oteyza</p> <p>2. Patricia C. de los Reyes</p> <p>3. Florence G. Edora</p>
	5.7. Preparing the Order of Payment			
	5.8. Review and approval of the NOA and TD			<p><i>Atty. Cecilynne R. Andrade or Mark Dominic A.</i></p>



				<i>Lumberio</i>
<p>3. Return to the Office of the City Assessor 6 working days after submission of request and receiving of the Order of Payment</p> <p>If email Submission of documentary requirements, present requirements to the frontliners</p>	<p>6. Issuance of the Order of Payment, if any.</p>	<p>Penalty = PHP 2,000.00, per property, if any</p>	<p>2 minutes</p>	<p><i>Releasing Officer</i></p> <p>1. <i>Jefferson A. Daligdig</i> 2. <i>Sharon T. Alceso</i> 3. <i>Alondra P. Corcuera</i></p>
<p>Payment, if necessary</p> <p>OR</p>	<p>Receiving of Payment and issuance of Official Receipt if any</p> <p>OR</p>		<p>o <i>Office of the City Treasurer</i></p>	<p><i>Cashier,</i></p> <p><i>Office of the City Treasurer % Ms Adelia E. Soriano</i></p>
<p>4. Receiving of the NoA and owner's copy of TD or reply letter</p>	<p>Releasing of the NoA and owner's copy of TD or letter of denial of request</p>		<p>2 minutes per property</p>	<p><i>Releasing Officers</i></p> <p>1. <i>Jefferson A. Daligdig</i> 2. <i>Sharon T. Alceso</i> 3. <i>Alondra P. Corcuera</i></p>
<p>If still unsatisfied with the assessment,</p>		<p>Payment Under Protest</p>	<p>o <i>Office of the City Treasurer</i></p>	<p><i>Office of the City Treasurer % Ms Adelia E.</i></p>



Proceed to appeal to the Local Board and Assessment Appeal				Soriano
Filing of Petition				Local Board Assessment Appeal, % City Legal Office, Atty. Jaime De Veyra
TOTAL		Penalty = PHP 2,000.00, per property, if any	5 - 10 working days	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Complex –
If it involves resulting two to five (2-3) real property unit transaction
If complete documentary requirements were endorsed from the Office of the Building Official and there is no conflict from the records of the office
 - b. Highly Technical – involves transfer of multiple transactions in excess of three (3) real property units.
2. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Assessment to verify approved plan, submitted documentary requirements and actual use of the property.
3. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. Process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.
5. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by



the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

8. Request for Exemption from Real Property Taxation

To accommodate request for exemption from assessment pursuant to Section 206, R.A. No. 7160.

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division
Classification:	Highly Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value of Property	Notary Public, sample Sworn Statement is with the office or downloadable form in the website
3. Current colored photos (land, building/structure and/or machinery)	Property owner
4. Documentary evidence to support claim of exemption <input type="checkbox"/> Deed of Conveyance in favor of government <input type="checkbox"/> Writ of Possession <input type="checkbox"/> Others, please specify in the Application Form or Request Letter	Requestor or Property Owner
5. Proof of ownership	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>6. Requirements pursuant to Sec 206, Local Government Code, R.A. 7160</p> <ul style="list-style-type: none"> ___ Corporate Charters ___ Articles of Incorporation ___ By-Laws ___ Contract ___ Affidavits ___ Certifications ___ Mortgage of Deeds ___ other similar documents 	<p>Requestor or Property Owner, Government Agency regulating the operation</p>
<p>7. Other documentary evidence to support claim for correction of entries, which is a government issued and / or duly notarized, as the case may be</p>	<p>Property Owner</p>
<p>8. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)</p>	<p>Property owner</p>



9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property Owner
Additional Requirements, if transaction is done by a representative:	
10. Photocopy of government issued ID of representative	Authorized Representative
11. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminders:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies at the time of request	Property owner, may be verified with the Office of the City Treasurer
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.	Property owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR Email your request at assessors.valcity@gmail.com	1. Receiving of the submitted documentary requirements		10 minutes per property	<i>Receiving Officers</i> 1. Edna N. Escalambre 2. Christine Mae L. Oteyza 3. Patricia C. de los Reyes



and attach the documentary requirements. A communication will be received for processing of payment	2. Preparation for endorsement to City Legal Office, if with issue	within the day - next working day	<i>Atty. Cecilynne R. Andrade</i>
	2.1. Log the request made within the day		<i>Receiving Officers</i>
	2.2. Scanning or photocopy of request and attachments		<i>1.Edna N. Escalambre 2.Christine Mae L. Oteyza 3.Patricia C. de los Reyes</i>
	2.4. Endorsement of Request for Exemption from Real Property Taxation to City Legal, if with issue Reply to the taxpayer/requestor that the request made was endorsed to City Legal and the office will wait for the reply before processing the request.		
	3. Review of Request for Exemption from Real Property Taxation and endorsement to City Assessor for denial or approval		<i>o City Legal Office</i>
4. Processing of the request for Appraisal and Assessment for exemption upon receipt from City Legal, if with endorsement	within 15-19 working days	<i>Receiving Officers 1.Edna N. Escalambre 2.Christine Mae L. Oteyza 3.Patricia C. de los Reyes</i>	



	4.1. Endorsement for Appraisal		
	4.2. Review of submitted documentary requirement and Preparation for ocular inspection, if necessary		<i>Appraisal / Tax:</i> <i>1. Mark Dominic A. Lumberio</i> <i>2. Raquel R. Rivera</i> <i>3. Christian M. Pineda</i>
	4.3. Review of previous assessment		
	4.4. Ocular inspection, if necessary		<i>Appraisal / Tax Mapping:</i> <i>1. Christian M. Pineda</i> <i>2. Prince C. Gelvis</i> <i>3. Reynaldo S. Manuel</i> <i>4. Gerry A. Alejandrino</i>
	4.5. Prepare Field Appraisal and Assessment Sheet (FAAS) and Cancellation of Tax Declaration (TD) if any		
	4.5. Prepare the Notice of Assessment (NoA) and TD		<i>Encoder:</i> <i>1. Christine Mae L. Oteyza</i> <i>2. Patricia C. de los Reyes</i> <i>3. Florence G. Edora</i>
	4.6. Review and approval of the NOA and TD or Reply Letter, in case of denial		<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2. Return to the Office of the City Assessor 19 working days after submission	5. Releasing of the NoA and owner's copy of TD or Releasing of Reply Letter	2 minutes per property	<i>Releasing Officers</i> <i>1. Jefferson A. Daligdig</i>



of request and Receiving of NoA and owner's copy of TD or Reply Letter If email Submission of documentary requirements, present requirements to the frontliners				2. Sharon T. Alceso 3. Alondra P. Corcuera
If satisfied with the action taken by the office		Payment, if necessary	<i>Office of the City Treasurer</i>	<i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
If still unsatisfied with the assessment, proceed to appeal to the Local Board and Assessment Appeal		Payment Under Protest	<i>Office of the City Treasurer</i>	<i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
Filing of Petition				<i>Local Board Assessment Appeal, % City Legal Office, Atty. Jaime De Veyra</i>
TOTAL			20 working days	

Note:

1. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Assessment to verify approved plan, submitted documentary requirements and actual use of the property.



2. If the issue needs to be raised to the City Legal Office or other concerned offices, additional requirements according to their process shall be included in the turnaround time. The processing time of the City Legal Office and other concerned offices are not included in the total processing time in the table, as this is outside the jurisdiction of the office. The office will communicate to the requestor within the twenty (20) working days if the issue or concern was raised or subject of verification to another office.
3. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation
4. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
5. The process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.
6. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

9. Cancellation of Tax Declaration (Total Demolition / Cessation or Retirement of Machinery Operation)

To accommodate with the compliance of the duty of the person with real property or making improvements thereon. This service provides appraisal and assessment of real property as a basis of permanent record of property owned (land, building, improvement, other structure and machineries), providing therein the name of the owner, if known, or against an unknown owner, as the case may be, and the assessed value of the property for purpose of real property taxation.

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Proof of cancellation ___ Demolition Permit	Office of the Building Official
___ Certification from BFP, if razed or destroyed by Fire	Bureau of Fire Protection (BFP), Valenzuela City
___ Retirement of Business, in case of machinery request	Office of the City Treasurer
3. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Tax Clearance from the Office of the City Treasurer
4. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)	Property owner
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
Additional Requirements, if transaction is done by a representative:	
6. Photocopy of government issued ID of representative	Authorized Representative
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminder:	



<p>If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.</p>	<p>Property Owner</p>
<p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures, same requirements as authorized representative</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p>		<p>10 minutes per property</p>	<p><i>Receiving Officers</i></p> <p>1. <i>Edna N. Escalambre</i> 2. <i>Christine Mae</i></p>



<p>email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication for action taken by the office</p>	<p>2. Processing of the request for Cancellation of Assessment or Reply Letter</p>	<p>within the day - next working day (morning)</p>	<p><i>L. Oteyza</i> <i>3.Patricia C. de los Reyes</i></p>
	<p>2.1. Log the request made within the day</p>		
	<p>2.2. Endorsement for Appraisal or Tax Mapping</p>		
	<p>2.3. Review of submitted documentary requirement</p>		<p><i>Tax Mapping:</i></p> <p><i>1. Richard R. Tapero</i> <i>2. Jayson L. Esternon</i> <i>3.Christian M. Pineda</i> <i>4..Prince C. Gelvis</i></p>
	<p>2.4.Ocular inspection, if necessary</p>	<p>within 5 - 7 working days</p>	<p><i>Appraisal / Tax Mapping:</i></p> <p><i>1. Christian M. Pineda</i> <i>2. Prince C. Gelvis</i> <i>3. Reynaldo S. Manuel</i> <i>4. Gerry A. Alejandrino</i></p>
	<p>2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)</p>		
<p>2.6. Prepare the Notice of Cancellation</p>		<p><i>Encoder:</i></p> <p><i>1.Christine Mae L. Oteyza</i> <i>2. Patricia C. de los Reyes</i> <i>3. Florence G. Edora</i></p>	



	2.7. Review and approval of the NOA and TD		<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2. Receiving of the Notice of Cancellation or reply letter If email submission of documentary requirements, present requirements to the frontliners	3. Releasing of the Notice of Cancellation or Reply Letter	2 minutes per property	<i>Releasing Officers</i> <i>1. Jefferson A. Daligdig</i> <i>2. Sharon T. Alceso</i> <i>3. Alondra P. Corcuera</i>
TOTAL		6 – 7 working days	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – A table assessment can be made within the day, if the office can be furnished with a clear video of the vicinity or subject property, taken from the main road going to the subject property and when the documented information available in the office will reflect that the property is already vacant. Also, for demolished structures, if demolition permit is s
 - b. Complex – Rest assured, considering this is a complex transaction, a maximum period of seven (7) working days will still be observed.
2. If the issue needs to be raised to the City Legal Office or other concerned offices, additional requirements according to their process shall be included in the turnaround time. The office will communicate to the requestor within the twenty (20) working days if the issue or concern was raised or subject of verification to another office.
3. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Cancellation.



4. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
5. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

10. Correction of Entries in the Tax Declaration

To accommodate requests for correction of entry in the Tax Declaration, particularly corrections that were identified after issuance of Notice of Assessment and Tax Declaration. This shall not include entries that will affect classification and assessed value.

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Documented Information to support claim for correction of entries: ____ Certified True Copy of Title. If property is	Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)



untitled, Certified True Copy of Approved Plan and Lot Data Computation, if detail of technical description is involved _other documented records as basis of correction	
3. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
4. Payment of Processing Fee = PHP100.00 per property, per correction and update	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements, if transaction is done by a representative:	
5. Photocopy of government issued ID of representative	Authorized Representative
6. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminder:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
Only property owner can transact with the office If the lot owner is not the owner of the machinery, building, improvement, and other structures, same requirements as authorized representative In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>In case of banks:</p> <ol style="list-style-type: none"> Authority to transact from Branch Manager Company ID of Branch Manager Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.</p>	<p>Property Owner</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p> <p>2. Processing of the request for Appraisal and Assessment for update of entry or Denial of Request</p> <p>2.1. Prepare Field Appraisal and Assessment Sheet (FAAS) reflecting the corrected entries or Letter of Denial of Request</p>		<p>3 minutes</p> <p>5 – 10 minutes, per corrected or updated TD or</p>	<p><i>Receiving Officer</i></p> <p>1. <i>Edna N. Escalambre</i> 2. <i>Christine Mae L. Oteyza</i> 3. <i>Patricia C. de los Reyes</i></p>



	<p>2.2. For review and approval of FAAS, if necessary</p> <p>If email request, for email Reply</p>			
	2.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			<p><i>Encoder</i></p> <p>1. Christine Mae L. Oteyza</p> <p>2. Patricia C. de los Reyes</p>
	3.5. Preparing the Order of Payment, if any			
	3.6. Review and approval of the NOA and TD or Reply Letter, in case of denial			<p><i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i></p>
<p>2. Payment</p> <p>If email Submission of documentary requirements, present requirements to the frontliners</p>	3. Issuance of the Order of Payment	<p>Processing Fee = PHP100.00 per property, per correction and update</p>	2 minutes	<p><i>Releasing Officer</i></p> <p>1. Christine Mae L. Oteyza</p>
	4. Receiving of payment and issuance of Official Receipt		<p><i>Office of the City Treasurer</i></p>	<p><i>Cashier</i></p> <p><i>Office of the City Treasurer % Ms Adelia E. Soriano</i></p>
3. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes	<p><i>Releasing Officer</i></p> <p>1. Jefferson A. Daligdig</p> <p>2. Sharon T. Alceso</p>



				3. Alondra P. Corcuera
	TOTAL	Processing Fee = PHP100.00 per property, per correction and update	7 - 12 minutes, per entry and per TD corrected or updated, or within the day depending of the number of entry to be corrected	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions and regular process of transfer, subdivision/segregation, and/or consolidation and certified and/or certification requests to be processed within the turnaround time, the following shall be considered:
 - a. Simple – involves resulting one to ten (1-10) Tax Declaration corrected or updated can be processed within the 12 – 17 minutes per entry and per Tax Declaration processed. The office commits to process the request within the day (office hours) or not exceeding three (3) working days, if there are several tax declarations or entries to be corrected and updated.
2. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delays in the transaction.
3. For Ease of Doing Business, verification of building, structure and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation
4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

11. Annotation in the Tax Declaration



To accommodate requests for annotation in the Tax Declaration. This shall only be annotations that are reflected in the Title and annotated by the Registry of Deed in their Registration.

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note: Provide a contact number and/or email address</i>	Property Owner Form is downloadable or from the office
2. Certified True Copy of Title reflecting the entry of the Annotation If property is untitled, a certified true copy of documented information duly received and registered by the Registry of Deeds.	Registry of Deeds as proof of Registration with the RD, in case of untitled land
3. Document subject of annotation	Property Owner or certified of document submitted to the RD
4. In case of annotation, whether titled or untitled, the annotation must be reflected in the title and documented information must be duly received by the Registry of Deeds	Registry of Deeds (as proof of Registration with the RD, in case of untitled land)
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
6. Payment of Fees (P100.00 Processing Fee per property, per correction and per entry) <i>Note:</i>	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor



<p>a. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration</p> <p>(within 60 days from date of registration)</p>	
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>7. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>
<p>8. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)</p>	<p>Property Owner</p>
<p>Reminder:</p>	
<p>Real Property Tax (RPT) must be currently paid, no delinquency/ies</p>	<p>Property owner or Tax Clearance from the Office of the City Treasurer</p>
<p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures, same requirements as authorized representative</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i></p>	<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>



<p>Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.</p>	<p>Property Owner</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p style="text-align: center;">OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements</p>		<p>3 minutes</p>	<p><i>Receiving Officers</i></p> <p>1. <i>Edna N. Escalambre</i> 2. <i>Christine Mae L. Oteyza</i> 3. <i>Patricia C. de los Reyes</i></p>
	<p>2. Processing of the request for Appraisal and Assessment for update of entry or Denial of Request</p>		<p>30 minutes to 1 hour</p>	
	<p>2.1. Prepare Field Appraisal and Assessment Sheet (FAAS) reflecting the corrected entries or Letter of Denial of Request</p>			<p><i>Encoders</i></p> <p>1. <i>Florence G. Edora</i> 2. <i>Christine Mae L. Oteyza</i> 3. <i>Patricia C. de los Reyes</i> 4. <i>Juan Miguel P. Calixto</i> 5. <i>Ren Mark R. Perdigon</i></p>



	<p>2.2. For review and approval of FAAS, if necessary</p> <p>If email request, for email Reply</p>			<p><i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i></p>
	<p>2.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)</p>			<p><i>Encoders</i></p> <p>1. <i>Florence G. Edora</i> 2. <i>Christine Mae L. Oteyza</i> 3. <i>Patricia C. de los Reyes</i></p>
	<p>3.5. Preparing the Order of Payment, if any</p>			
	<p>3.6. Review and approval of the NOA and TD or Reply Letter, in case of denial</p>			<p><i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i></p>
<p>2. Payment</p> <p>If email Submission of documentary requirements, present requirements to the frontliners</p>	<p>3. Issuance of the Order of Payment</p>	<p>Processing Fee = P100.00, and; Penalty of PHP 2,000 Per Tax Declaration and per Annotation entry</p>	<p>2 minutes</p>	<p><i>Releasing Officer</i></p> <p>1. <i>Jefferson A. Daligdig</i> 2. <i>Sharon T. Alceso</i> 3. <i>Alondra P. Corcuera</i></p>
	<p>4. Receiving of payment and issuance of Official Receipt</p>		<p><i>Office of the City Treasurer</i></p>	<p><i>Cashier</i></p> <p><i>Office of the City Treasurer % Ms Adelia E. Soriano</i></p>
<p>3. Receiving of the NoA and owner's copy of TD or reply letter</p>	<p>5. Releasing of the NoA and owner's copy of TD or reply letter</p>		<p>2 minutes per property</p>	<p><i>Releasing Officer</i></p> <p>1. <i>Jefferson A.</i></p>



				<i>Daligdig</i> 2. <i>Sharon T. Alceso</i> 3. <i>Alondra P. Corcuera</i>
	TOTAL	Processing Fee = P100.00, and; Penalty of PHP 2,000 per Tax Declaration and per Annotation entry	37 to 55 minutes	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions and regular process of transfer, subdivision/segregation, and/or consolidation and certified and/or certification requests to be processed within the turnaround time, the following shall be considered:
 - a. Simple -
 - If it involves process of resulting one (1) Tax Declaration and one (1) annotation entry, the processing time of within one hour will be the turn-around time
 - If it involves resulting to two to five (2-5) Tax Declaration and annotations, the office commits to process the request within the day (office hours) or not exceeding three (3) working days if there are several tax declarations or entries to be to be updated.
2. For Ease of Doing Business, verification of building, structure, and other improvements, for ocular inspection may be processed after release of Notice of Assessment, and will be considered as part of Tax Mapping Operation
3. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by



the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

12. Issuance of Certified True Copy of Tax Declaration

To accommodate the request of property owners to obtain a certified true copy of Tax Declaration as reference for payment of taxes and for other purposes it may serve.

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p><i>Note:</i> Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Proof of ownership <input type="checkbox"/> Photocopy of title <input type="checkbox"/> Deed of Conveyance <input type="checkbox"/> Other reference of property identification in case of Estate Processing / death of declarant, please submit Death Certificate and proof of affiliation with the property owner</p> <p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures</p> <p>In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the</p>	<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>



<p>person to transact to the office</p> <p>b. Government issued ID</p> <p>In case of banks:</p> <p>a. Authority to transact from Branch Manager</p> <p>b. Company ID of Branch Manager</p> <p>c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage</p> <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>3. Identification of property subject of certified request</p>	<p>Property Owner</p>
<p>4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties</p>	<p>Property owner</p>
<p>5. Payment of Certification Fee = PHP 50.00 per property and for each Tax Declaration; and Research Fee = P100.00 for every trace back of Tax Declaration, if any, per property</p>	<p>Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor</p>
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>6. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>
<p>7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)</p>	<p>Property Owner</p>
<p>Reminder:</p>	



Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes per property	Receiving Officers 1. Brylle R. Crespo 2. Jefferson C. Uy
2. Return to the Office of the City Assessor 2 working days after submission of request, if request requires trace back and Process Payment	2. Preparing the Order of Payment		2 minutes	
	3. Issue Order of Payment	Certification Fee = PHP 50.00 per property ad for each Tax Declaration; and Research Fee = P100.00 for every trace back of Tax Declaration, if any, per property		
	4. Receiving of payment and issuance of Official Receipt		Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
	5. Preparation of certified true copy of tax declaration		3 – 5 minutes per property	Receiving Officers 1. Brylle R. Crespo 2. Jefferson C. Uy
5.1. Printing				



	5.2. Review And signing of Authorized Personnel		<i>Ma Carminda DR. Aquino or Remedios F. Caguia</i>
3. Receiving of Certified True Copy	6. Releasing of the Certified True Copy of Tax Declaration	2 minutes	<i>Receiving Officers</i> <i>1. Brylle R. Crespo 2. Jefferson C. Uy</i>
TOTAL		Certification Fee = PHP 50.00 per property ad for each Tax Declaration; and Research Fee = P100.00 for every trace back of Tax Declaration, if any, per property	10 - 12 minutes per property

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – involves resulting one to ten (1-10) real property unit transactions; the processing time of 15 – 20 minutes per property shall be observed. However, if it involves resulting eleven to fifty (11-50) real property unit transactions; the processing time of a maximum of three (3) working days shall be observed.
 - b. Complex –
If the process involves resulting fifty to one hundred (50-100) real property unit transactions and / or with traceback.
It is also considered complex even if it involves resulting one to fifty (1-50) real property unit transactions if the process requires research and history of tax declaration and certified true copy of cancelled tax declaration/s.
 - c. Highly Complex – involves requests of multiple transactions in excess of one hundred (100) real property units, including research and history or



certified request of the cancelled tax declaration/s; for the reason that the office does not want to compromise regular process and commitments of frontliners.

2. For Ease of Doing Business, the certified document or certification was issued. As such, for any inconsistencies between the data herein and the actual status and condition of property onsite, please notify the office for proper action. Likewise, the property may still be subject to update or reassessment upon request, discovery, tax mapping or conduct of revision.
3. The periods of January, March, June, September and December are considered peak seasons for processing Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

13. Issuance of Certificate of Property and/or No Property Holdings

To accommodate the request of property owners to verify existence or listing of property holdings as reference for payment of taxes and for other purposes it may serve.

Office or Division:	Office of the City Assessor - Administrative and Record Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office



<p>2. Proof of ownership <input type="checkbox"/> Photocopy of title <input type="checkbox"/> Notarized Deed of Conveyance <input type="checkbox"/> Other reference of property identification <input type="checkbox"/> in case of Estate Processing / death of declarant, please submit Death Certificate and proof of affiliation with the property owner</p> <p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>
<p>3. Payment of Fees = PHP 50.00 for every property in the certificate and per certificate</p>	<p>Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor</p>
<p>3. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties</p>	<p>Property owner</p>
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>4. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>



5. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminder:	
If with property holdings, Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
For Social and Medical Services Related Requests	
Referral Slip from Hospital	Social Service Department of the Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	<i>Receiving Officers</i> 1. Brylle R. Crespo 2. Jefferson C. Uy
2. Payment	2. Prepare the Order of Payment		2 minutes	
	3. Issue Order of Payment	Certification Fee		



	4. Receiving of payment and issuance of Official Receipt	= PHP 50.00 per property and/or PHP50.00 for No-Property Holdings	o Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
	5. Preparation of Certificate of Property or No Property Holdings		3 - 5 minutes per property	Receiving Officers 1. Brylle R. Crespo 2. Jefferson C. Uy
	5.1. Printing			
	5.2. Review and approval of the Certification			Ma Carminda DR. Aquino or Remedios F. Caguia
3. Receiving of the request	6. Releasing of the Certificate of Property or No Property Holdings		2 minutes	Receiving Officers 1. Brylle R. Crespo 2. Jefferson C. Uy
	TOTAL	Certification Fee = PHP 50.00 per property and/or PHP 50.00 for No-Property Holdings	10 - 12 minutes per property	

Note:

1. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experiences surge of inquiries and transactions. This may cause possible delays in the transaction.
2. If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the



document/s and the Receiving Officer will return the original copy upon release of the request/s

3. If there is a need for further verification of the records of the office, considering this is a simple transaction, a maximum period of three (3) business days will still be observed. Except for Certificate of No Property Holdings, which can be accommodated within the Processing Time.
4. For Ease of Doing Business, the certified document or certification was issued. As such, for any inconsistencies between the data herein and the actual status and condition of property onsite, please notify the office for proper action. Likewise, the property may still be subject to update or reassessment upon request, discovery, tax mapping or conduct of revision.
5. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

14. Issuance of Certificate of Tax Map

To accommodate requests for a tax map to identify the location of a property based on the tax mapping records and Assessor's Geographical Information System (AGIS) and for other purposes it may serve. This certificate shall not be used as evidence for settling boundary disputes.

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office



<p>c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage</p> <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties</p>	<p>Property owner</p>
<p>5. Payment of Certification Fee = PHP 100.00 per property and for each Tax Declaration; and Research Fee = P100.00 for if no Tax Declaration or Title is presented</p>	<p>Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor</p>
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>6. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>
<p>7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)</p>	<p>Property Owner</p>
<p>Reminder:</p>	
<p>Real Property Tax (RPT) must be currently paid, no delinquency/ies</p>	<p>Property owner or Tax Clearance from the Office of the City Treasurer</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p>	<p>1. Receiving and checking of the completeness of submitted</p>		<p>3 minutes</p>	<p><i>Receiving Officers</i> 1. Richard R. Tapero</p>



	documentary requirements			2. <i>Christian M. Pineda</i> 3. <i>Prince C. Gelvis</i> 4. <i>Jayson L. Esternon</i>
	1.1. Plotting of technical description and notifying the requestor of the findings, if property is not yet plotted or technical description is with issue in the Geographical Information System or Tax Map Control Roll (GIS or TMCR)		30 to 45 minutes per property	
2. Payment	2. Prepare the Order of Payment		2 minutes	<i>Receiving Officers</i> 1. <i>Richard R. Tapero</i> 2. <i>Christian M. Pineda</i> 3. <i>Prince C. Gelvis</i> 4. <i>Jayson L. Esternon</i>
	3. Issue Order of Payment	Certification Fee = PHP 100.00 and Research Fee = P100.00 per property and for each Tax Declaration		1. <i>Brylle R. Crespo</i> 2. <i>Jefferson C. Uy</i>
	4. Receiving of payment and issuance of Official Receipt		o <i>Office of the City Treasurer</i>	<i>Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
	5. Preparation of Certificate of Tax Map		3 - 5 minutes per property	<i>Receiving Officers</i> 1. <i>Richard R. Tapero</i> 2. <i>Christian M. Pineda</i>
	5.1. Printing			



			3. Prince C. Gelvis 4. Jayson L. Esternon
	5.2. Review and approval of the Certificate		City Assessor or authorized signatory
3. Receiving of the Certificate	6. Receiving of the Tax Map Certificate	2 minutes	Releasing Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
TOTAL		Certification Fee = PHP 100.00 and Research Fee = P100.00 per property and for each Tax Declaration	10 – 40 minutes per property

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple –
 The process is simple transaction, and the office aims to process within the 45 minutes processing time;
 However, if it involves resulting one to twenty-five (1-25) real property unit transactions; the office commits to process within the day. However, if it involves resulting twenty-six to fifty (26-50) real property unit transactions; the processing time of maximum of three (3) working days shall be observed.
 - b. Complex –



- If the process involves resulting fifty to one hundred (50-100) real property unit transactions and / or with traceback.
- c. Highly Complex – involves requests of multiple transactions in excess of one hundred (100) real property units, including research and history or certified request of the cancelled tax declaration/s; for the reason that the office does not want to compromise regular process and commitments of frontliners.
2. If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s and the Receiving Officer will return the original copy upon release of the request/s.
 3. If the requested property has a problem in the technical description, such as, but not limited to, incomplete technical description or the points did not produce a parcel, the frontliners will notify the requestor, and this may require additional documentary requirements so that the property will be plotted correctly. This will be considered a return of request due to incomplete documentary requirements because of the issue in technical description.
 4. Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed
 5. For Ease of Doing Business, the certified document or certification was issued. As such, for any inconsistencies between the data herein and the actual status and condition of property onsite, please notify the office for proper action. Likewise, the property may still be subject to update or reassessment upon request, discovery, tax mapping or conduct of revision
 6. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

15. Issuance of Certificate of No Improvement

To accommodate requests that will verify if the land is vacant, otherwise the buildings/improvements located in the property shall be appraised and assessed for the purpose of real property taxation. This will also serve as a basis for identification of idle lands. The Certificate issued shall be valid for **twelve (12) months** from date of issuance.

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit
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Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The land have no existing building, improvements, other structures and machineries	Property owner
2. Tax Declaration and / or Readable and clear copy of Title (The title must provide the technical description of the property, and not merely names as boundaries. However, if the technical description of the real property is referenced in the previous Title, please bring the said copy with technical description. Further, if the copy is no longer available with the Registry of Deeds, provide a copy of approved plan). If property is untitled, Approved Plan, Technical Description and / or Lot Data Computation	Property owner
3. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
4. Proof of ownership ___ Photocopy of title ___ Notarized Deed of Conveyance ___ Other reference of property identification _in case of Estate Processing / death of declarant, please submit Death Certificate and proof of affiliation with the property owner or Notarized Extra Judicial Settlement Only property owner can transact with the office	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ol style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p><i>Note:</i> Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact</p>	
<p>5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties</p>	<p>Property owner</p>
<p>6. Current colored photos from the front facing the property and inside the property showing the vicinity, and/or video to show clearer surroundings and vicinity of the property</p>	<p>Property owner</p>
<p>7. Payment of Certification Fee = PHP 50.00 per property and for each Tax Declaration; and Research Fee = P100.00 for if no Tax Declaration or Title is presented and Item No. 5 is missing</p>	<p>Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor</p>
<p>Additional Requirements, if transaction is done by a representative:</p>	
<p>8. Photocopy of government issued ID of representative</p>	<p>Authorized Representative</p>



9. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Additional Requirements, if only portion of the land requires Certificate	
10. Certified True Copy of Approved Survey Plan <i>Note:</i> For easy tagging with GIS data and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available	DENR or LRA Geodetic Engineer
Reminder:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements. Photos and videos can be submitted via Bluetooth, Viber or Email at assessors.valcity@gmail.com		3 minutes	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon



	2. Verification if property is vacant		5 minutes per property.	
2. Payment	3. Prepare the Order of Payment		2 minutes	
	4. Issue Order of Payment	Certification Fee = PHP 50.00 and Research Fee = P100.00 per property and for each Tax Declaration		<i>Receiving Officers</i> 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon 5. Brylle R. Crespo 6. Jefferson C. Uy
	5. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	<i>Cashier</i> <i>Office of the City Treasurer % Ms Adelia E. Soriano</i>
	6. Preparation of Certificate of Certificate of No Improvement (CNI)		3 - 5 minutes per property	<i>Receiving Officers</i> 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
	6.1. Printing			1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
	6.2. Review and approval of the Certification			<i>Ma Carminda DR. Aquino or Remedios F. Cagua</i>



3. Receiving of the certificate	7. Releasing of the CNI		2 minutes per property	<i>Receiving Officers</i> 1. <i>Richard R. Tapero</i> 2. <i>Christian M. Pineda</i> 3. <i>Prince C. Gelvis</i> 4. <i>Jayson L. Esternon</i>
Process from Client Step No. 1, if there is conflict with the documents submitted and verification from Tax Mapping and Tax Mapping / Assessor Geographical Information (AGIS) Division because the records in the office shows existing building, improvement, other structure and machineries				
	3. Ocular inspection, if necessary		1 - 2 working days	Appraisal / Tax Mapping 1. <i>Reynaldo S. Manuel</i> 2. <i>Gerry A. Alejandrino</i> 3. <i>Christian M. Pineda</i> 4. <i>Prince C. Gelvis</i>
	4. Prepare Certificate of No Improvement or Appraisal and Assessment			1. <i>Reynaldo S. Manuel</i> 2. <i>Gerry A. Alejandrino</i> 3. <i>Christian M. Pineda</i> 4. <i>Prince C. Gelvis</i>
	4.1. Field Appraisal and Assessment Sheet (FAAS), Notice of Assessment (NOA) and Tax Declaration (TD)			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
	4.2. Review and approval of the NOA and TD, if any			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
2 Return to the Office of the City Assessor 2 days after submission of request and Processing of	5. Prepare the Order of Payment		2 minutes	<i>Receiving Officers</i> 1. <i>Richard R. Tapero</i> 2. <i>Christian M. Pineda</i>



Payment				3. Prince C. Gelvis 4. Jayson L. Esternon 5. Brylle R. Crespo 6. Jefferson C. Uy
	6. Issue Order of Payment	Certification Fee = PHP 50.00 and	2 minutes	
	7 Receiving of payment and issuance of Official Receipt	Research Fee = P100.00 per property and for each Tax Declaration	o Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
	8. Continuation of preparation of Certificate of Tax Map		10 - 15 minutes per property	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
	8.1. Printing			
	8.2. Review and approval of the Certification			City Assessor or authorized signatory
4. Receiving of the Certificate of No Improvement or NOA and owner's copy of TD	9. Receiving of the Certificate No Improvement or NOA and owner's copy of TD, the latter constitutes denial of		2 minutes	Receiving Officers 1. Richard R. Tapero 2. Christian M.



	issuance of the Certificate			<i>Pineda</i> <i>3.Prince C. Gelvis</i> <i>4.Jayson L. Esternon</i>
Process if the property is with improvement at the time of request with the documented information of the office, but vacant or no records at the date or period where CNI is required				
1. Declaration of Building, Improvement or other structure and Machinery, please see process for Appraisal and Assessment of Real Property OR Proceed to the process of Cancellation of Tax Declaration	1. Same action for appraisal and assessment of real property process. With memorandum in the Tax Declaration of the date when the building, improvement or other structure and machinery was actually constructed or existing OR Process same with Cancellation of Tax Declaration	Same fees identified for appraisal and assessment of real property process	Same processing time identified for appraisal and assessment of real property process	<i>Same persons identified for appraisal and assessment of real property process</i>
2. Return to the Office of the City Assessor 6 Working days after submission of request for Appraisal and Assessment and submit documentary requirements for CNI and	2. Receiving and checking of the completeness of submitted documentary requirements. Photos and videos can be submitted via Bluetooth, Viber or Email at assessors.valcity@gmail.com		2 minutes	<i>Receiving Officers</i> <i>1.Edna N. Escalambre</i> <i>2.Christine Mae L. Oteyza</i> <i>3.Patricia C. de los Reyes</i>



Processing Payment	of	3. Prepare the Order of Payment			
		4. Issue Order of Payment	Certification Fee = PHP 50.00 and Research Fee = P100.00 per property and for each Tax Declaration		
		5. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
		6. Preparation of the Certificate of No Improvement		5 minutes per property	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
		6.1. Printing			
		6.2. Review and approval of the Certificate			Ma Carminda DR. Aquino or Remedios F. Caguia
3. Receiving of the certificate		7. Releasing of the CNI		2 minutes	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon



	TOTAL	Certification Fee = PHP 50.00 and Research Fee = P100.00 per property and for each Tax Declaration	15 minutes per property 3 working days, if with inspection	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple

It involves resulting one to five (1-5) real property unit transactions a processing time 20 minutes per property will be the processing time. Likewise, if the office can be furnished with a clear video of the vicinity or subject property, taken from the main road going to the subject property and when the documented information available in the office will reflect that the property is already vacant.

Rest assured, considering this is a simple transaction, a maximum period of three (3) working days will still be observed, even if an inspection is required in the process.
 - b. Complex – involves requests of multiple transactions in excess of five (5) real property unit transactions.
2. The period for appraisal and assessment shall be considered whenever discovery is made upon Tax Mapping
3. A post audit and tax mapping will still be made that will result in a further reassessment and back taxes can be done even after issuance of the Certificate of No Improvement.
4. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
5. For Ease of Doing Business, the certified document or certification was issued. As such, for any inconsistencies between the data herein and the actual status and condition of property onsite, please notify the office for proper action. Likewise, the



property may still be subject to update or reassessment upon request, discovery, tax mapping or conduct of revision.

6. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

16. Issuance of Certificate of Adjacent or Adjoining Lots

To accommodate requests for certification and verification of adjacent lot/s.

Office or Division:	Office of the City Assessor - Tax Mapping / Assessor Geographical Information (AGIS) Division
Classification:	Simple to Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Proof of ownership ___ Photocopy of title or any other reference of property identification ___ Notarized Deed of Conveyance ___ Other reference of property identification in case of Estate Processing / death of declarant, please submit Death Certificate and proof of affiliation with the property owner or Notarized Extra Judicial Settlement Only property owner can transact with the office	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



5. Payment of Certification Fee = PHP 50.00 per property; and Research Fee = P100.00 Payment per parcel of property adjacent or adjoining to the subject lot	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements, if transaction is done by a representative:	
6. Photocopy of government issued ID of representative	Authorized Representative
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminder:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner or Tax Clearance from the Office of the City Treasurer
If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the	1. Receiving and checking of the completeness of submitted documentary requirements.		3 minutes	<i>Receiving Officers</i> 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
	2. Research in the TMCR and GIS and plotting of technical description, if necessary		30 minutes, if it consists of 1 – 5 adjacent or adjoining lots	



documentary requirements. A communication will be received for processing of payment	If email request, for email Reply		3 - 5 working days	
	3. Prepare Order of Payment			
2. Return to the Office of the City Assessor 5 days after submission of request and Process Payment If email Submission of documentary requirements, present requirements to the frontliners	4. Issuance of the Order of Payment	Certification Fee = PHP 50.00 per property; and Research Fee = P100.00 for each boundary identified	2 minutes	
	5. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	Cashier Office of the City Treasurer % Ms Adelia E. Soriano
	6. Preparation of Certificate showing Adjacent Lot		5 minutes	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon
	6.1. Printing			
	6.2. Review and approval of the Certification			Ma Carminda DR. Aquino or Remedios F. Cagua
3. Receiving of the Certificate	7. Releasing of the Certificate showing Adjacent Lot		2 minutes	Receiving Officers 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon



TOTAL	Certification Fee = PHP 50.00 per property; and Research Fee = P100.00 for each boundary identified	50 minutes to 6 working days, depending on the number of parcels of land identified
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Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – If boundaries consist only of one to five (1 to 5) adjacent or adjoining lot;
 - b. Complex – involves resulting six to fifteen (6-20) real property unit transactions and/or adjacent or adjoining lot
 - c. Highly Complex – involves requests of multiple transactions in excess of twenty (20) real property units and/or adjacent or adjoining lot.
2. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
3. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

17. Online Process Request

To accommodate requests for certified true copy of tax declaration, tax map certificates, certificate of no improvement and appraisal processed online using 3S+ Valenzuela City Online Services. The processing time of the request shall begin from payment of the necessary fees online. For processes not included in the Valenzuela City 3S+ Online System; submission of the requirements may be submitted at email: assessors.valcity@gmail.com. Instructions for payment and releasing of request shall be made thru email communication.

Office or Division:	Office of the City Assessor - Administrative and Record Division
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Classification:	please refer to process of issuance of Certified True Copy of Tax Declaration, Certificate of Tax Map, Certificate of No Improvement and request for Appraisal and Assessment
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
1. Scanned Copy of the documentary requirements for the process of issuance of certified true copy of tax declaration, tax map certificates, certificate of no improvement and appraisal and reassessment, preferably pdf file.	Property owner
2. The amount of fees to be paid are the same for each process	Automatically computed by the system, summary of amount due will be shown before checkout
3. Additional charge for delivery of the document/s requested will be collected. The amount will depend on the delivery location and on the delivery option chosen.	Automatically computed by the system, summary of amount due will be shown before checkout
Reminder:	
The requestor will pay convenience fee or merchant discount rate, this will vary from P0.00 to P25.00 or 1% to 2% of the total amount due per transaction, depending on the Payment Option or Channel chosen. The additional fees are collected by the Payment Partners only.	Payment Channels



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Go to the official website of Valenzuela City website at www.valenzuela.gov.ph and click 3S+ Valenzuela City Online Services to register or login</p> <p>To process your request, click Office of the City Assessor</p>				
<p>2. Fill in the required data fields, uploading of the the documentary requirements, submit your request for processing and wait for approval of request in your registered email</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements.</p>			<p><i>Ma Carminda DR. Aquino</i></p>
	<p>2. Receiving of request for research and update of documented information in the office, if necessary</p>			<p>Tax Mapping 1. <i>Christian M. Pineda</i> 2. <i>Jayson L. Esternon</i> 3. <i>Prince C. Gelvis</i> 4. <i>Richard R. Tapero</i></p>
	<p>3. Approval of request</p>			<p><i>Ma Carminda DR. Aquino</i></p>



3. Payment	4. Before checkout, the system will be showing the summary of the amount due. You are given the option to choose a delivery partner, payment option and channel.			
	5. Processed in the Payment Option and Channel chosen	Certification fee = P50.00 for Certified True Copy of Tax Declaration and Certificate of No Improvement, and P100.00 for Tax Map Certificate.	o Office of the City Treasurer	Office of the City Treasurer, for verification of payment made online o Ms Adelia E. Soriano
	6. Request for issuance of Official Receipt, if needed			Ma. Carminda DR. Aquino
	7. Preparation of Certified or Certificate			Processors 1. Richard R. Tapero 2. Christian M. Pineda 3. Prince C. Gelvis 4. Jayson L. Esternon 5. Brylle R. Crespo 6. Jefferson C. Uy
	7.1. Printing			
	7.2. Review and approval of the Certification			Ma. Carminda DR. Aquino



	8. Transmittal of records for delivery to Online Dispatch Unit			<i>Releasing Officer</i> 1. Jefferson A. Daligdig 2. Sharon T. Alceso 3. Alondra P. Corcuera
4. Wait for delivery of the Request	9. Releasing of the request			<i>ICTO - Dispatch Unit</i> o Randy R. Sison
Process from Client Step No. 1, for appraisal				
2. Fill in the required data fields, uploading of the documentary requirements, submit your request for processing and wait for approval. You will receive a communication with your registered email upon approval OR email your request at assessors.valcity@gmail.com and attach the documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements.			Ma. Carminda DR. Aquino Or Raquel R. Rivera and Edna N. Escalambre for email request
	2. Receiving and processing of the request for Appraisal and		o Office of the City Treasurer	<i>Receiving Officers</i> 1. Patricia C. de los Reyes 2. Christine Mae L. Oteyza
	2.1. Log the request made within the day			
	2.2. Endorsement for appraisal			
	2.3. Review of submitted documentary requirement and			<i>Appraiser or Tax Mapping Team</i> 1. Mark Dominic



	Preparation for ocular inspection, if necessary			<i>A. Lumberio</i> <i>2. Raquel R. ivera</i> <i>3. Victoria S. Bogayan</i> <i>4. Hilario S. Delesmo</i> <i>5. Reynaldo S. Manuel</i> <i>6. Gerry A. Alejandrino</i>
	2.4. Ocular Inspection, if necessary			
	2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			<i>Encoder</i> <i>1. Patricia C. de los Reyes</i> <i>2. Christine Mae L. Oteyza</i>
	2.7. Preparing the Order of Payment			
	2.8. Reviewing and approval of the NOA and TD			<i>Atty. Cecilynne R. Andrade or Mark Dominic A. Lumberio</i>
3. Return to the Office of the City Assessor 6 Working days after submission of request and process payment	3. Issuance of the Order of Payment, if any.	Penalty = P2,000.00, if any, per property		<i>Releasing Officer</i> <i>1. Jefferson A. Daligdig</i> <i>2. Sharon T. Alceso</i> <i>3. Alondra P. Corcuera</i>
	4. Receiving of payment and issuance of Official Receipt		o Office of the City Treasurer	<i>Cashier</i> <i>Office of the City Treasurer % M</i> <i>Adelia E. Soriano</i>
4. Receiving of the NoA and owner's copy of TD	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	<i>Releasing Officer</i> <i>1. Jefferson A. Daligdig</i> <i>2. Sharon T. Alceso</i>



				3. Alondra Corcuera	P.
	TOTAL	Certification fee = P50.00, Delivery fee, convenience fee	3 working days for certified and certification (office hours)		
		Penalty = P2,000.00, if any, per property	5 - 10 days for appraisal and assessment (office hours)		

Note:

1. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions. This may cause possible delay in the transaction.
2. If the requested property has a problem in the technical description, such as, but not limited to, incomplete technical description or the points did not produce a parcel, the frontliners will notify the requestor, and this may require additional documentary requirements so that the property will be plotted correctly. This will be considered a return of request due to incomplete documentary requirements because of the issue in technical description.
3. Rest assured, the maximum period of three (3) business days for certified and certification requests and twenty (20) business days period for appraisal requests will still be observed, considering these are simple and highly complex transactions, respectively
4. For Ease of Doing Business, the certified document or certification was issued. As such, for any inconsistencies between the data herein and the actual status and condition of property onsite, please notify the office for proper action. Likewise, the property may still be subject to update or reassessment upon request, discovery, tax mapping or conduct of revision
5. If a request is denied, a notice will be sent in your registered email. Please comply with the findings and press the link provided for reprocessing of the request and in case of email request, submission of necessary requirements should be processed.



6. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.



FINANCE SERVICES

**BUSINESS PERMIT AND
LICENSING OFFICE**

EXTERNAL SERVICES



1. Securing a New Business Permit

All enterprises are required to secure a Mayor's Permit before the start of business operations.

All other requirements required by law, ordinance and rules are subject to "post-audit" process.

Post-Audit Process: After a client has secured the Mayor's Permit and Business License, the business establishment is subject to inspection by relevant city offices.

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished Application Form	Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)	
2. Proof of Business Registration, Incorporation, or Legal Personality (i.e. Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority Registration)	Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and amended by 3S Ordinance No. 322, Series of 2016)	



<p>3. Basis for computing taxes, fees, and charges</p>	<p>Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)</p>
<p>4. Occupancy Permit, if required by national law (e.g. Building Code) and/or local laws. If not available during Application, present as post-audit requirement, in accordance with Section 5 of Ordinance No. 322, Series of 2016 in relation to Section 6.2.1.3 of DILG-DTI-DICT JMC 01-2016.</p>	<p>Office of the Building Official (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance 322, Series of 2016)</p>
<p>5. Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance if Occupancy Permit is available during New Business Application.</p>	<p>Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)</p>
<p>6. If Lessee: <ul style="list-style-type: none"> - Contract of Lease; or - Award Notice, if applicable; or - Certificate of Non-Rental, if applicable </p>	<p>Lessor and/or land owner (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)</p>
<p>7. Location of business (Sketch and/or Map)</p>	<p>Requestee</p>



<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	<p>Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)</p>
<p>*SPECIAL REQUIREMENTS*</p>	
<p>For Animal Facilities: Certificate of Registration</p>	<p>Department of Agriculture - Bureau of Animal Industry (Basis: Department of Agriculture-Bureau of Animal Industry Memorandum Circular No. 2016-12 and Memorandum dated 12 May 2016 issued by City Legal Office)</p>
<p>For Manpower Agencies: Paid-up Capital must be at least Five Million Pesos (Php5,000,000)</p>	<p>(Basis: DOLE Department Order No. 174, Series of 2017)</p>
<p>For Cell Site Communication Services: Franchise to Operate</p>	<p>Sangguniang Panlungsod (Basis: Ordinance No. 32, Series of 2011, as amended by Ordinance No. 252, Series of 2015)</p>



For Public Market, Private Market, “Talipapa” or Satellite Market , “Tiangge” or Flea Market, Hawkers, Slaughterhouse, and other similar market activities:

- a. Franchise to Operate for Private market; or
- b. Special Permit to Operate for “Talipapa”.

Sangguniang Panlungsod
(Basis: Ordinance No. 903, Series of 2021 - New Market Code of Valenzuela)

For Private entities operating Pre-School, Elementary, and High School:

- a. For Established Schools Originated in Valenzuela City:

DepEd Division Office and Regional Office
(Basis: Ordinance No. 112, Series of 2014 - An Ordinance Prescribing the Documentary Operating Pre-School, Elementary, and High School Institution)



1. Recommendation Letter from Valenzuela Division Office of DepEd;
2. Permit to Operate issued by the Regional Office of DepEd; and
3. Occupancy Permit.

b. For Established Schools Originated outside the City, but with branches within Valenzuela City:

1. Recommendation letter from Valenzuela Division Office of DepEd; and
2. Permit to Operate issued by the Regional Office of DepEd; and
3. Certificate of Recognition issued by the Regional Office of DepEd; and
4. Occupancy Permit.



c. For New Schools in Valenzuela City:

1. Recommendation letter from Valenzuela Division Office of DepEd;
2. Duly stamped application form for permit to operate issued by the Division Office of DepEd;
3. Occupancy Permit; and
4. Affidavit of the Applicant undertaking to submit the Permit to Operate issued by DepEd prior the renewal of the business.

d. For New Branches of Established Schools originated outside the City:

1. Recommendation letter from Valenzuela Division Office of DepEd;



<p>2. Permit to Operate issued by the Regional Office of DepEd;</p> <p>3. Any document or certificate issued by the Regional Office of DepEd stating the approval of the establishment of new branch within Valenzuela City; and</p> <p>4. Occupancy Permit.</p>	
<p>All other requirements required by law, ordinance, and rules are subject to post-audit process.</p>	<p>(Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)</p>
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>	<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>
<p>* BUSINESSES NOT ALLOWED*</p>	
<p>For video games and other similar activities or nature of business (Allowed in shopping malls and arcades only)</p>	<p>(Basis: Ordinance No. 40, Series of 2000)</p>



<p>For Firecrackers and other pyrotechnic devices: a. Manufacturing is prohibited within the territorial jurisdiction of Valenzuela City b. Dealers and retailers shall only be offered for sale in malls and in licensed public and private markets.</p>		<p>(Note: Ordinance No. 994, Series of 2022 lifted the total ban imposed by Ordinance No. 833, Series of 2020. However, this type of business should be regulated, pursuant to DILG Memorandum Circular No. 2016-176 dated December 14, 2016 and Republic Act No. 7183 - An Act Regulating the Sale, Manufacture, Distribution and Use of Firecrackers and Other Pyrotechnic Devices)</p>		
<p>For Small Town Lottery: Considered illegal and Unauthorized by the PCSO.</p>		<p>(Basis: PCSO Letter dated October 18, 2018 and Ordinance No. 093, Series of 2023)</p>		
<p>Philippine Offshore Gaming Operations (POGOS) is disallowed</p>		<p>(Basis: Ordinance No. 1105, Series of 2023)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Application, Filing, and Verification – 1.1 Submission of duly accomplished Application Form with Documentary Requirements</p>	<p>1.1 Verify and receive the Application Form with attached Documentary Requirements</p> <p>1.2 Forward to Assessment</p>	<p>None</p>	<p>3 minutes</p>	<p>1.1-1.2 Frontline personnel: John Paul Plantilla - License Inspector II, Leonard Soledad - Admin Asst II, Rosendo Chico jr. - Admin Asst II, Frederick John Olleres - Admin Asst II, CJ Ceballos - Admin Asst I, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Felicidad Ermita - Admin Asst I, Richard Ayo - Admin Aide VI, Michael David - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Vince Anthony Selencio</p>
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				<ul style="list-style-type: none">- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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<p>2.Assessment-</p>	<p>2.1 Encode details and prepare assessment of taxes, fee, and charges</p> <p>2.2 Forward the assessment for approval</p> <p>Note: if listed in Negative list, issue a Denied/ Disapproved form stating the violation/s</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax</u></p>	<p>10 minutes</p>	<p>2.1-2.2 Frontline personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV,</p>
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		<p><u>Ordinance 373 series of 2017.</u></p>		<p>Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III</p>
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	<p>2.3 Sign the assessment</p>			<p>2.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I</p>
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2.4 Receive the Application with Assessment then proceeds to City Treasurer's Office - Cashier

2.4 Issue the signed assessment and application form

2.4 Frontline personnel:
John Paul Plantilla
- License Inspector II, Rosendo Chico jr.
- Admin Asst II, Sharon Bartolome
- Admin Asst II, Jose Leonardo Dolorito
- Admin Asst I, Leo James Alvarico
- Admin Asst I, Florenz De Leon
- Admin Aide V, Richard Paul Bartolome
- Admin Aide V, Rodessa Jean Guban
- Admin Aide V, Abein Angelo Alcala
- Admin Aide IV, Mark Dharyl Hayahay
- Admin Aide IV, Airan San Roque
- Admin Aide IV, Robert Troy Paduada
- Admin Aide IV, Reynaldo Gesrael Legaspi



				<ul style="list-style-type: none">- Admin Aide III, Jhon Brix Delos Reyes- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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3. Pay and claim-			
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3.1 The client shall pay the required business taxes, fees and/or charges to the cashier



<p>3.2 Claim Business Permit and Plate and/or sticker, Barangay Clearance, and Delivery Van/ Truck Sticker (if applicable)</p>	<p>3.1.2 Prepare Mayor's/ Business Permit and forward to releasing</p> <p>3.2 Record transaction to logbook and release Business Permit, Plate and/or sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)</p>		<p>3 minutes</p>	<p>3.1.2 - 3.2 Frontline personnel: John Paul Plantilla - License Inspector II, Rosalyn Turingan - Admin Asst III, Rosendo Chico jr. - Admin Asst II, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Carla Lyn Cantillon - Admin Asst I, Mark Angelo Rodriguez - Admin Aide V, Mark Anthony De Leon - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Vince Anthony Selencio</p>
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				<ul style="list-style-type: none">- Admin Aide III, Mark Paul Sebastian- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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TOTAL	Based on Revenue Code of Valenzuela City as amended	16 minutes	
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*The processing time stated herein are not applicable during: (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since the said offices are outside the jurisdiction of BPLO. The Processing Time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject Business Establishment to Secure a New Business Permit.

2. Renewal of Business Permit

All enterprises and/or business owners are required to renew their Mayor's/ Business License annually.

The Business Permit must be renewed annually, between January 1 and 20. Penalties and surcharges are imposed after this period.

Business taxes are computed based on percentage of gross receipts / sales. Payments may be made annually, semi-annually, or quarterly.

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Business (G2B)



Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished Application Form	Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)	
2. Basis for computing taxes, fees, and/or charges	Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)	
<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	Requestee (Basis: Data Privacy Act of 2012 - R.A. 10173)	
SPECIAL REQUIREMENTS		



<p>For Animal Facilities: Certificate of Registration</p>	<p>Department of Agriculture - Bureau of Animal Industry. (Basis: Department of Agriculture-Bureau of Animal Industry Memorandum Circular No. 2016-12 and Memorandum dated May 12, 2016 issued by City Legal Office)</p>
<p>For Cell Site Communication Services: Franchise to Operate</p>	<p>Sangguniang Panlungsod (Basis: Ordinance No. 32, Series of 2011, as amended by Ordinance No. 252, Series of 2015)</p>
<p>For Public Market, Private Market, "Talipapa" or Satellite Market, "Tiangge" or Flea Market, Hawkers, Slaughterhouse, and other similar market activities. a. Franchise to Operate for Private Market.;or b. Special Permit to Operate for "Talipapa".</p>	<p>Sangguniang Panlungsod (Basis: Ordinance No. 903, Series of 2021 - New Market Code of Valenzuela)</p>
<p>For Pawnshop. a. Certificate of Authority (COA) or valid Provisional Certificate of Authority (PCOA) for Head Office.; or b. BSP Letter on the Issuance of Code for Pawnshop offices other than Head Offices.</p>	<p>Bangko Sentral ng Pilipinas (Basis: Joint Memorandum Circular JMC No. 01, Series of 2019)</p>



<p>For Money Service Business</p> <p>a. Certificate of Registration (COR) or valid Provisional Certificate of Registration (PCOR) for Head Office.; or</p> <p>b. BSP Letter on the Issuance of Code for MSB offices other than Head Offices.</p>		<p>Bangko Sentral ng Pilipinas</p> <p>(Basis: Joint Memorandum Circular JMC No. 01, Series of 2019)</p>		
<p>For Designated Non-Financial Businesses and Professions (DNFBPs): Copies of their AMLC Provisional Certificate of Registration (PCOR or AMLC Certificate of Registration (COR) duly issued by the AMLC</p>		<p>Anti-Money Laundering Council (AMLC)</p> <p>(Basis: Joint Memorandum Circular JMC No. 01, Series of 2023)</p>		
<p>All other requirements required by law, ordinance and rules are subject to Post-Audit Process.</p>		<p>(Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)</p>		
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>		<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Application Filing and Verification –				
1.1 Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application with attached documentary requirements	None	3 minutes	1.1-1.2 Frontline personnel: John Paul Plantilla - License Inspector II, Leonard Soledad - Admin Asst II, Rosendo Chico jr. - Admin Asst II, Frederick John Olleres - Admin Asst II, CJ Ceballos - Admin Asst I, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Felicidad Ermita - Admin Asst I, Richard Ayo - Admin Aide VI, Michael David - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III,
	1.2 Forward to assessment			



				Vince Anthony Selencio - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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<p>2.Assessment-</p>	<p>2.1 Encode details and prepare assessment of taxes, fee and/or charges</p>	<p>Based on <u>Ordinance no. 92.01 to 02, Series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax</u></p>	<p>10 minutes</p>	<p>2.1-2.2 Frontline personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo</p>
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		<p><u>Ordinance 373 series of 2017.</u></p>	<p>Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III</p>
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	<p>2.2 Forward the assessment for approval</p> <p>2.3 Sign the assessment</p>		<p>2.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego</p> <ul style="list-style-type: none">- Assistant Head, Emmanuel Aquino- Licensing Officer IV, Eduardo Carreon- Licensing Officer IV, Angelina Reyes- Super Admin Officer, Rosalina Sandig- Licensing Officer II, Juanita Cabildo- Admin Asst IV, Edilberto Manuel- License Officer I, Ernst Justin Ipapo- License Officer I, Joel Abamo- Senior Admin
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2.4 Receive the Application with assessment then proceed to City Treasurer's Office - Cashier

2.4 Issue the signed assessment and application form

2.4 Frontline personnel:
John Paul Plantilla
- License Inspector II, Rosendo Chico jr.
- Admin Asst II, Sharon Bartolome
- Admin Asst II, Jose Leonardo Dolorito
- Admin Asst I, Leo James Alvarico
- Admin Asst I, Florenz De Leon
- Admin Aide V, Richard Paul Bartolome
- Admin Aide V, Rodessa Jean Guban
- Admin Aide V, Abein Angelo Alcala
- Admin Aide IV, Mark Dharyl Hayahay
- Admin Aide IV, Airan San Roque
- Admin Aide IV, Robert Troy Paduada
- Admin Aide IV, Reynaldo Gesrael Legaspi



				<ul style="list-style-type: none">- Admin Aide III, Jhon Brix Delos Reyes- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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3. Pay and claim-			
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3.1 The client shall pay the required business taxes, fees and/or charges to the cashier			
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<p>3.2 Claim the Business Permit and Plate and/or sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)</p>	<p>3.1.2 Prepare Mayor's/ Business Permit and forward to releasing</p> <p>3.2 Record transaction to logbook and Release Business Permit and Plate and/or Sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)</p>		<p>3 minutes</p>	<p>3.1.2 - 3.2 Frontline personnel: John Paul Plantilla - License Inspector II, Rosalyn Turingan - Admin Asst III, Rosendo Chico jr. - Admin Asst II, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Carla Lyn Cantillon - Admin Asst I, Mark Angelo Rodriguez - Admin Aide V, Mark Anthony De Leon - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Vince Anthony Selencio</p>
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				<ul style="list-style-type: none">- Admin Aide III, Mark Paul Sebastian- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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TOTAL	Based on Revenue Code of Valenzuela City as amended	16 minutes*	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to renew its Business Permit.

3. Additional Line of Business

For Business Establishments, which need or are required to secure additional line/s of business.

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises and/or Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished application form indicating the line of business that will be added		Business Permits and Licensing Office	



2. Copy of the existing business permit		Requestee		
3. (Amended / Corrected) Fire Safety Inspection Certificate		Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)		
<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>		Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Application Filing and Verification – 1.1 Submission of complete accomplished application form with attached documentary requirements</p>	<p>1.1 Verify and receive the application form with attached documentary requirements</p> <p>1.2 Forward to assessment</p>	<p>None</p>	<p>3 minutes</p>	<p>1.1-1.2 Frontline personnel: John Paul Plantilla - License Inspector II, Leonard Soledad - Admin Asst II, Rosendo Chico jr. - Admin Asst II, Frederick John Olleres - Admin Asst II, CJ Ceballos - Admin Asst I, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Felicidad Ermita - Admin Asst I, Richard Ayo - Admin Aide VI, Michael David - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Vince Anthony</p>
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				<p>Selencio - Admin Aide III, Raymart Richmond Galvez - Admin Aide III</p>
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<p>2.Assessment-</p>	<p>2.1 Encode details and prepare assessment of taxes, fee and/or charges</p> <p>2.2 Forward the assessment for approval</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax</u></p>	<p>10 minutes</p>	<p>2.1-2.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo</p>
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		<u>Ordinance 373 series of 2017.</u>		Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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	2.3 Sign the assessment			<p>2.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego</p> <ul style="list-style-type: none"> - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I <p>2.4 Frontline personnel:</p>
2.4 Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier	2.4 Issue the signed assessment and application form			



				<p>John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos</p>
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				Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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3. Pay and claim-				
3.1 The client shall pay the required business taxes, fees and/or charges to the cashier				



<p>3.2 Claim the Business Permit</p>	<p>3.1.4 Prepare Mayor's/ Business Permit and forward to releasing</p> <p>3.2 Record the transaction to logbook and release the Business Permit</p>		<p>3 minutes</p>	<p>3.1.4 - 3.2 Frontline personnel: John Paul Plantilla - License Inspector II, Rosalyn Turingan - Admin Asst III, Rosendo Chico jr. - Admin Asst II, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Carla Lyn Cantillon - Admin Asst I, Mark Angelo Rodriguez - Admin Aide V, Mark Anthony De Leon - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Vince Anthony Selencio</p>
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				<ul style="list-style-type: none">- Admin Aide III, Mark Paul Sebastian- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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TOTAL	Based on Revenue Code of Valenzuela City as amended	16 Minutes	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to Secure Additional Line of Business.

4. Certified True Copy of Business Permit and/or Barangay Clearance

The Business Permits and Licensing Office provides a Certified True Copy of the Business Permit and/or Barangay Clearance requested by the business owners in Valenzuela City.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished request form for certified true copy of business permit and/or barangay clearance	Business Permits and Licensing Office	



<p>2. Original and photocopy of the Business Permit and/or Barangay Clearance to be certified.</p> <p>In case of lost Business Permit and/or Barangay Clearance: Notarized Affidavit of Loss.</p>		Requestee		
<p>3. Photocopy of ID of the requesting owner, Manager, President, and/or one of the Incorporators.</p>				
<p>For Corporation: Proof of Incorporator (i.e. Securities and Exchange Commission General Information Sheet)</p>		Securities and Exchange Commission		
<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the request form along with other requirements	1. Verify and receive the request form with the documentary requirements	None	3 minutes	1. - 2.2 Frontline Personnel: Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,
2. Receive order of payment	2.1 Issue order of payment 2.2 Inform client to proceed to City Treasurer's Office - Cashier			
<p>3. Pay the required fees The client shall pay the required business taxes, fees and/or charges to the cashier</p>				



<p>4. Present official receipt and claim certified true copy of Business Permit and/or Barangay Clearance</p>	<p>4.1 Receive the official receipt</p> <p>4.2 Prepare certified true copy of Business Permit and/or Barangay Clearance</p> <p>4.3 Sign/ approve certified true copy of Business Permit and/or Barangay Clearance</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p>	<p>4.1 - 4.2 Frontline Personnel: Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,</p> <p>4.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin</p>
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				<p>Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I</p>
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	4.4 Release the certified true copy of Business Permit and/or Barangay Clearance		2 minutes	4.4 Frontline Personnel Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,
TOTAL		Php50.00 per copy	11 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

5. Certification of Business Record

The Business Permits and Licensing Office provides a Certification of Business Record of a particular business entity.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	Requesting Client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Request Form for certification of business record		Business Permits and Licensing Office



2. Photocopy of ID of the Owner, Manager, President, and/or one of the Incorporators	Requestee			
<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form along with other requirements	<ol style="list-style-type: none"> 1.1 Receive the request form with other attached documentary requirements 1.2 Check in the Business Permits and Licensing Office records and/or documents the business record 	None	3 minutes	1.1 - 2.2 Frontline Personnel: Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,



2. Receive order of payment	2.1 Issue order of payment 2.2 Inform client to proceed to City Treasurer's Office - Cashier			
<p>3. Pay the required fees The client shall pay the required business taxes, fees and/or charges to the cashier</p>				
4. Present official receipt and claim the certification	4.1 Receive the official receipt 4.2 Prepare certification of Business permit	None	3 minutes	4.1 - 4.2 Frontline Personnel: Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,



	<p>4.3 Sign/ Approve certification of Business permit</p>		<p>3 minutes</p>	<p>4.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig</p>
	<p>4.4 Release the certification</p>		<p>2 minutes</p>	<p>- Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I</p>



				<p>4.4 Frontline Personnel: Felicidad Ermita - Admin Asst I, Carla Lyn Cantillon - Admin Asst I,</p>
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TOTAL	Php50.00 per copy	11 minutes*	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

6. Retiring a Business Operation

Enterprises that closed or ceased their business operation or line of business or whose ownership has changed must file an Application for Retirement of Business. This should be done to update the City Government's records and avoid accumulation of tax payments and penalties.

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises/ Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Notarized and Accomplished Application Form for Retirement of Business		Business Permits and Licensing Office	
2. Sworn Statement of gross receipts (Indicate the reason and date of retirement)		Requestee	
3. VAT or Percentage Tax Payments			



4. Original Mayor's Permit and Official Receipts issued by the City Treasurer's Office	
5. Sales Book	
6. Location of Business (Sketch and/or Map)	
7. Whichever applicable in the following: a. For Sole Proprietorship with the Registered Owner is deceased - Death Certificate b. For Partnership - Dissolution c. For Corporation - Board Resolution regarding closure	
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate	Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)
SPECIAL REQUIREMENTS	



<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>		<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Fill up and submit accomplished application form along with other requirements</p>	<p>1.1 Provide retirement form</p> <p>1.2 Check the completeness of form and requirements</p> <p>1.3 Conduct assessment of taxes and fees due, if any</p> <p>1.4 Prepare order of payment</p>	<p>None</p>	<p>7 Minutes</p>	<p>1.1 - 1.4 Frontline Personnel: John Paul Plantilla - License Inspector II, Leonard Soledad - Admin Asst II, Rosendo Chico jr. - Admin Asst II, Frederick John Olleres - Admin Asst II, CJ Ceballos - Admin Asst I, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Felicidad Ermita - Admin Asst I, Richard Ayo - Admin Aide VI, Michael David - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III, Vince Anthony Selencio - Admin Aide III, Raymart</p>
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	1.5 Forward order of payment for signature			<p>Richmond Galvez - Admin Aide III</p> <p>1.5 Business Permits and Licensing Office Officer-in-Charge: Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I</p>
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<p>2. Receive the signed order of payment and application form</p>	<p>2.1 Issue the signed order of payment and application form</p> <p>2.2 Inform the client to proceed to the City Treasurer's Office - Cashier</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax Ordinance</u></p>	<p>2 Minutes</p>	<p>2.1 - 2.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III,</p>
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		<u>e 373</u> <u>series of</u> <u>2017.</u>		Jhon Brix Delos Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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3. Pay the required taxes and/or fees due-
The client shall pay the required business taxes, fees and/or charges to the cashier

4. Present the official receipt to the City Treasurer's Office – License Division to claim Certification

TOTAL

Based on
Revenue
Code of
Valenzue
la City as
amended

9 minutes*

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to Retire the Business Operation.

7. Securing an Occupational Permit (Manual / Manual with Partial Online)

The Business Permits and Licensing Office provides Occupational Permit to employees.

Note: For online transactions on Securing an Occupational Permit, please see Transaction No. 15.

Office or Division:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	Employees or Job Applicants.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Certificate	City Health Office			
2. Official Receipt for Occupational Permit	City Treasurer's Office			
3. Original NBI or Police Clearance	NBI or Police			
If the employee is below 18 years old: Parental and/or guardian's consent and photocopy of the ID of the parent and/or guardian	Requestee			
Note: For a client, who transferred to a different employer, please proceed to the City Health Office - Annex to process the replacement for a Health Certificate, then proceed to BPLO for the issuance of a new Occupational Permit.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements with updated Health Certificate	1.1 Check the completeness of requirements 1.2 Issue Order of Payment 1.3 Inform the client to proceed to the City Treasurer's Office - Cashier		5 minutes	1.1 - 1.3 Frontline Personnel: Jose Leonardo Dolorito - Admin Asst I, Ruthlyn Villanueva - Admin Aide IV



2. Pay the required fees- The client shall pay the required business taxes, fees and/or charges to the cashier				
3. Proceed to the BPLO, and present the Official Receipt	3.1 Sign and Release the Occupational Permit	None	5 minutes	3.1 Frontline Personnel: Jose Leonardo Dolorito - Admin Asst I, Ruthlyn Villanueva - Admin Aide IV
TOTAL		Php50.00	10 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Securing an Occupational Permit since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein will resume once the BPLO receives the complete Documents/Requirements allowing the client to Secure an Occupational Permit.

8. Securing a Special Permit

The City shall also collect a Special Permit Fee for the holding of events, such as Cock Derbies, Parades, Motorcades, Exhibits, Public Displays, Fun Runs, Benefit Shows, Street Dancing, other special events and the like. This is without prejudice to the requirements mandated by other government agencies.

All other requirements required by law, ordinance, and rules are subject to "Post-Audit" process.

Post-Audit Process: After a client has secured the Mayor's Permit and Business License, the business establishment is subject to inspection by relevant city offices.



Office or Division:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Accomplished Application Form	Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)
	2. Proof of business registration, incorporation, or legal personality (i.e. Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority registration)	Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)
	3. Basis for computing taxes, fees, and/or charges	Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)



<p>4. Occupancy Permit, if required by national law (e.g. Building Code) and/or local laws. If not available during Application, present as post-audit requirement, in accordance with Section 5 of Ordinance No. 322, Series of 2016 in relation to Section 6.2.1.3 of DILG-DTI-DICT JMC 01-2016.</p>	<p>Office of the Building Official (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance 322, Series of 2016.)</p>			
<p>5. Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance</p>	<p>Bureau of Fire Protection (Basis: RA No. 9514, Fire Code of the Philippines and RA No. 11032, Ease Of Doing Business)</p>			
<p>6. Contract of Lease (if Lessee)</p>	<p>Lessor and/or land owner</p>			
<p>*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate</p>	<p>Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



<p>1. Application Filing and Verification –</p> <p>1.1 Submission of complete accomplished application form with attached documentary requirements</p>	<p>1.1 Verify and receive the application form with attached documentary requirements</p> <p>1.2 Forward to assessment</p>	<p>None</p>	<p>3 minutes</p>	<p>1.1 - 1.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Leonard Soledad - Admin Asst II, Rosendo Chico jr. - Admin Asst II, Frederick John Olleres - Admin Asst II, CJ Ceballos - Admin Asst I, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Felicidad Ermita - Admin Asst I, Richard Ayo - Admin Aide VI, Michael David - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III,</p>
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				Vince Anthony Selencio - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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<p>2.Assessment-</p>	<p>2.1 Encode details and prepare assessment of taxes, fee and/or charges</p> <p>2.2 Forward the assessment for approval</p> <p>2.3 Sign the assessment</p>	<p>Php1,000 + Barangay Clearance, Community Tax Certificate, and FSI fee</p>	<p>10 minutes</p>	<p>2.1 - 2.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Jhon Brix Delos Reyes - Admin Aide III,</p>
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3. Pay and claim-

3.1.1 The client shall pay the required business taxes, fees and/or charges to the cashier



<p>3.2 Claim Special Permit</p>	<p>3.1.2 Prepare Special Permit and forward to releasing</p> <p>3.2 Record transaction to logbook and Release Special Permit</p>		<p>3 minutes</p>	<p>3.1.2 - 3.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Rosalyn Turingan - Admin Asst III, Rosendo Chico jr. - Admin Asst II, Jelome Ray Cruz - Admin Asst I, Romualdo Pagtama - Admin Asst I, Carla Lyn Cantillon - Admin Asst I, Mark Angelo Rodriguez - Admin Aide V, Mark Anthony De Leon - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III, Vince Anthony Selencio</p>
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				<ul style="list-style-type: none">- Admin Aide III, Mark Paul Sebastian- Admin Aide III, Raymart Richmond Galvez- Admin Aide III
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TOTAL	Php1,000 + Barangay Clearance, Community Tax Certificate, and FSI fee	16 minutes*	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to Secure Special Permit.

9. Business Tax Exemption

For newly-opened and all owners applying for renewal of their Business Permits with the line of business as Gasoline Station, Private School, Non-Profit/ Non-Stock, Dental Clinic, Medical Clinic, Optical Clinic, or other businesses entitled to Exemption by Ordinance and/or Law.

Office or Division:	Business Permits and Licensing Office
Classification:	Complex Transaction
Type of Transaction:	Government to Business (G2B)



Who may avail:	For newly-opened and all owners applying for renewal of their Business Permits with the following lines of business: Gasoline Station, Private School, Non-Profit/ Non-Stock, Dental Clinic, Medical Clinic, Optical Clinic, or other businesses entitled to Exemption by Ordinance and/or Law.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished Tax Exemption Application Form	Business Permits and Licensing Office	
2. Proof of Business Registration, Incorporation, or Legal Personality (i.e. Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority registration)	Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority	
*The following may be brought during the application, as these may be required by other relevant City offices, whichever is applicable:		
-Articles of Incorporation	Requestee	
-By-laws	Requestee	
-General Information Sheet	Requestee	
-Financial Statement, if available	Requestee	
-Department of Energy and Franchise Agreement (for gasoline stations, if available)	Department of Energy	
-PTR, PRC, IBP, and ITR (for dental, medical, and optical clinics, and law firm, if available)	Appropriate Government Agency	



<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	<p>Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements.	1.1 Verify and receive the application form together with the attached documentary requirements.	None	3 Minutes	1.1 -1.2 Frontline Personnel: Rosalyn Turingan - Admin Asst III, Florenz De Leon - Admin Aide V

The application shall be forwarded to the City Legal Office for evaluation, site inspection, and for approval purposes and shall return to the Business Permit and Licensing Office to be forwarded to Information and Communication Technology Office and Treasurer's Office for updating of information.



<p>2. Arrived on the scheduled date</p>	<p>2. Inform the business owner by calls and emails for the schedule date of return.</p> <p>2.1. Issue the result of Tax Exemption</p>		<p>3 Minutes</p>	<p>2.1 - 2.3 Frontline Personnel: Rosalyn Turingan - Admin Asst III, Florenz De Leon - Admin Aide V</p>
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<p>3. Apply or renew the business permit attaching the approved or denied request/ application for exemption</p>	<p>3.1 The applicant with approved result will process the business permit and the Business Permits and Licensing Office will encode the result of tax exemption.</p> <p>The applicant with denial will secure a regular business permit.</p> <p>(see: Securing a New Business Permit and/or Renewal of Business Permit)</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax Ordinance</u></p>	<p>30 minutes</p>	<p>3.1 Frontline Personnel: (see: Securing a New Business Permit and/or Renewal of Business Permit)</p>
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		<u>e 373</u> <u>series of</u> <u>2017.</u>		
TOTAL		Based on Revenue Code of Valenzue la City as amended	36 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various



offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject to Apply for Business Tax Exemption.

10. Small and Home-based Business Tax Exemption

For newly-opened small and home-based business owner with Capital Investment of Ten Thousand Pesos (Php10,000.00) or less and with an area of operation of fifteen (15) square meters or less.

For all owners applying for renewal of their business permits with Gross Sales or Receipts of Fifty Thousand Pesos (Php50,000.00) or less and with an area of operation of fifteen (15) square meters or less.

Office or Division:	Business Permits and Licensing Office	
Classification:	Complex Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	<p>a. For newly-opened small and home-based business owner with Capital Investment of Ten Thousand Pesos (Php10,000.00) or less and with an area of operation of fifteen (15) square meters or less.</p> <p>b. For all owners applying for renewal of their business permits with Gross Sales or Receipts of Fifty Thousand Pesos (Php50,000.00) or less and with an area of operation of fifteen (15) square meters or less.</p>	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Request/ application for Small and/or Home-based Business Tax Exemption	Requestee



<p>2. Capital Investment of Ten Thousand Pesos (Php10,000.00) or less, or Gross Sales/ Receipts of Fifty Thousand Pesos (Php50,000.00) or less, whichever is applicable.</p>	
<p>3. Area of operation of fifteen (15) square meter or less</p>	
<p>*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate</p>	<p>Requestee (Basis: R.A. 10173-Data Privacy Act of 2012)</p>
<p>*SPECIAL REQUIREMENTS*</p>	
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>	<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The business owner may file a request/application for exemption with the Business Permits and Licensing Office</p>	<p>1.1 Receive the application/request</p> <p>1.2 Forward the application to the City Social Welfare and Development Office, City Treasurer's Office and City Zoning Office for case study and/or certification</p>	<p>None</p>	<p>3 Minutes</p>	<p>1.1 - 1.2 Frontline Personnel: Rosalyn Turingan - Admin Asst III, Florenz De Leon - Admin Aide V</p>
<p>The application shall be forwarded to the City Social Welfare and Development Office, City Treasurer's Office and City Zoning Office for case study and/or certification, site inspection, and for approval purposes and shall return to the Business Permits and Licensing Office.</p> <p>The Business Permits and Licensing Office will forward the request/ application, together with the attached case study and/or certification to the City Legal Office.</p>				



2. Receive the result of Tax Exemption	2.1 Inform the business owner if the request/application is approved or denied 2.2 Issue the result of Small and Home-based Business Tax Exemption		3 Minutes	2.1 - 2.2 Frontline Personnel: Rosalyn Turingan - Admin Asst III, Florenz De Leon - Admin Aide V
3. Apply or renew the business permit attaching the approved or denied request/application for exemption	(see: Securing a New Business Permit and/or Renewal of Business Permit)	Php500+ , Cedula, Barangay Clearance	30 minutes	3. Frontline Personnel: (see: Securing a New Business Permit and/or Renewal of Business Permit)
TOTAL		Php500+ , Cedula, and Barangay Clearance	36 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein will resume once the BPLO receives the complete Documents/Requirements allowing the subject to apply for Small and Home Based Business Tax Exemption.



11. Correction of Entry

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished Application Form	Business Permits and Licensing Office	
2. Photocopy of ID of owner and/or bearer	Requestee	
3. Original Mayor's/Business Permit and/or Barangay Clearance		
4. (Amended / Corrected) Fire Safety Inspection Certificate	Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)	



<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	<p>Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)</p>			
<p>*SPECIAL REQUIREMENTS*</p>				
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>	<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



<p>1. Submission of complete accomplished application form with attached documentary requirements</p>	<p>1.1 Review the documentary requirements</p> <p>1.2 Correct necessary document based on their request</p> <p>1.3 Forward document for approval</p>	<p>None</p>	<p>20 minutes</p>	<p>1.1 - 1.3 Frontliner Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,</p>
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	<p>1.4 The Business Permits and Licensing Office Officer-in-charge will countersign the document</p>		<p>1.4 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I</p>
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2. Claim the corrected Mayor's/ Business Permit and/or Barangay Clearance	2.1 Issue the signed document 2.2 Record transaction to logbook		3 minutes	2.1 - 2.2 Frontliner Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
TOTAL		None	23 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

12. Amendment of Trade Name

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises and/or Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Accomplished application form		Business Permits and Licensing Office	



2. Copy of Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority	Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority
3. Photocopy of ID of owner and/or bearer	Requestee
4. Original Copy of Mayor's/ Business Permit	
5. (Amended / Corrected) Fire Safety Inspection Certificate	Bureau of Fire Protection (Basis: RA No. 9514, Fire Code of the Philippines and RA No. 11032, Ease Of Doing Business)
<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)
SPECIAL REQUIREMENTS	



<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>		<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of complete accomplished application form with attached documentary requirements</p>	<p>1.1 Verify and receive the application form with attached documentary requirements</p> <p>1.2 Forward to personnel in charge</p>	<p>None</p>	<p>3 minutes</p>	<p>1.1 - 1.2 Frontliner Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,</p>



	<p>2.1.1 Evaluate the application with attached documentary requirements</p> <p>2.1.2 Encode amendments and prepare assessment of taxes, fee and charges</p> <p>2.1.3 Forward the assessment for approval</p> <p>2.1.4 Sign the assessment</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax Ordinance</u></p>	<p>10 minutes</p>	<p>2.1.1 - 2.1.3 Frontline personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,</p> <p>2.1.4 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin</p>
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		<u>e 373</u> <u>series of</u> <u>2017.</u>		Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I
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2.2 Receive the application with assessment then proceeds to City Treasurer's Office - Cashier	2.2 Issue the signed assessment and documents			2.2 Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
3.1 The client shall pay the required business taxes, fees and/or charges to the cashier				
3.2 Claim the updated Business Permit	3.1.1 Encode amendment 3.2.1 Issued the updated Mayor's/Business Permit 3.3.2 Record transaction to logbook		3 minutes	Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
TOTAL		Based on Revenue Code of Valenzuela City as amended	16 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

13. Transfer of Location and/or Business Address

Also available at BPLO 3S Centers in Barangays Canumay West, Gen T. De Leon, Karuhatan, Marulas, Punturin, and Ugong.



Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises / Business owners in Valenzuela City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Accomplished Application Form	Business Permits and Licensing Office
	2. Letter Request for Transfer of Business Location and/or Address	Requestee
	3. Lease Contract (if lessee)	Lessor and/or land owner
	4. Department of Trade and Industry registration or Securities and Exchange Commission or current General Information Sheet.	Department of Trade and Industry ,Securities and Exchange Commission
	5. Original Copy of Mayor's/Business Permit	Requestee
	6. Location of Business (Sketch and/or Map)	
	7. (Amended / Corrected) Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance	Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)



<p>*If Applying thru a Representative:</p> <ol style="list-style-type: none"> 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: <ol style="list-style-type: none"> a. For Single Proprietorship <ul style="list-style-type: none"> - ID of registered owner b. For Partnership <ul style="list-style-type: none"> - Partnership Certificate or Authorization from one of the partners c. For Corporation <ul style="list-style-type: none"> - Secretary's Certificate d. Cooperative <ul style="list-style-type: none"> - Secretary's Certificate 	<p>Requestee (Basis: Data Privacy Act of 2012, R.A. 10173)</p>			
<p>*SPECIAL REQUIREMENTS*</p>				
<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>	<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



1. Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application with attached documentary requirements 1.2 Forward to assessment	None	3 minutes	1.1 - 1.2 Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
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<p>2. Assessment</p>	<p>2.1 Encode details and prepare assessment of area and other regulatory fee</p> <p>2.2 Forward the assessment for the approval</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax Ordinance</u></p>	<p>10 minutes</p>	<p>2.1 - 2.2 Frontline Personnel: John Paul Plantilla - License Inspector II, Rosendo Chico jr. - Admin Asst II, Sharon Bartolome - Admin Asst II, Jose Leonardo Dolorito - Admin Asst I, Leo James Alvarico - Admin Asst I, Florenz De Leon - Admin Aide V, Richard Paul Bartolome - Admin Aide V, Rodessa Jean Guban - Admin Aide V, Abein Angelo Alcala - Admin Aide IV, Mark Dharyl Hayahay - Admin Aide IV, Airan San Roque - Admin Aide IV, Robert Troy Paduada - Admin Aide IV, Reynaldo Gesrael Legaspi - Admin Aide III,</p>
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		<u>e 373</u> <u>series of</u> <u>2017.</u>		Jhon Brix Delos Reyes - Admin Aide III, Raymart Richmond Galvez - Admin Aide III
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	2.3 Sign the assessment		2.3 Business Permits and Licensing Office Officer-in-Charge: Atty. Ulysses Gallego Sr. - Head BPLO, Atty. Larina San Diego - Assistant Head, Emmanuel Aquino - Licensing Officer IV, Eduardo Carreon - Licensing Officer IV, Angelina Reyes - Super Admin Officer, Rosalina Sandig - Licensing Officer II, Juanita Cabildo - Admin Asst IV, Edilberto Manuel - License Officer I, Ernst Justin Ipapo - License Officer I, Joel Abamo - Senior Admin Asst I
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<p>2.4 Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier</p>	<p>2.4 Issue the signed assessment and documents</p>			<p>2.4 Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,</p>
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3.1 The client shall pay the required business taxes, fees and/or charges to the cashier

	3.1.3 Forward to assessment for computation of Barangay Clearance		3 minutes	3.1.3 Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
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3.2 The client shall pay the required Barangay Clearance to the cashier

	3.2.1 Record transaction to logbook and release Barangay Clearance		3 minutes	Frontline Personnel: Felicidad Ermita - Admin Asst I Carla Lyn Cantillon - Admin Asst I,
	3.2.2 Edit and correct the Mayor's Business Permit			
3.3 Claim the Corrected Business Permit	3.3 Release and record the transaction to logbook			



TOTAL	Based on Revenue Code of Valenzuela City as amended	19 minutes*	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to apply for Transfer of Business Location.

14. Online Business Permit Application and/or Renewal

Enterprises can now Secure / Renew Mayor's Permit through the Valenzuela Online Service.

All other requirements required by law, ordinance, and rules are subject to "post-audit" process.

Post-Audit Process: After a client has secured the Mayor's Permit and Business License, the business establishment is subject to inspection by relevant city offices.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owner in Valenzuela City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



<p>For enterprise securing a new business permit (see: Requirements for Securing a New Business Permit - subject to post-audit)</p> <p>Note: The following must be uploaded in the Valenzuela Online System during application:</p> <ol style="list-style-type: none"> 1. Proof of Business Registration, Incorporation, or Legal Personality (i.e., Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority Registration) 	
<ol style="list-style-type: none"> 2. Copy of the Occupancy Permit; 3. Fire Safety Inspection Certificate and/or Fire Safety Evaluation Clearance, whichever is applicable. (Note: If only one of Requirement Nos. 2 and 3 are uploaded, the client may still proceed with the process); and 4. Applicable to Lessee Only: Contract of Lease, Notice Award, or Certificate of Non-Rental, whichever is applicable. 	
<p>For enterprise renewing for Business Permit (see: Requirements for Renewal of Business Permit)</p>	
<p>*SPECIAL REQUIREMENTS*</p>	



<p>Note: If listed in the Negative List of CZO, OBO, CENRO, LZBA, and other concerned City offices and/ or national offices or agencies, the applicant will be issued a Denied/ Disapproved Form stating the reason/s for denial/ disapproval. The applicant shall only proceed with the process if all documents and/or requirements have been submitted and/ or complied with.</p>	<p>Concerned offices such as CZO, OBO, CENRO, other concerned offices, as well as national offices and agencies (Basis: Republic Act No. 11032, An Act of Promoting Ease Of Doing Business)</p>
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Note: For applications through Online business Transaction System: Submit completely filled-out and signed Application Form and comply with the regulatory requirements and other deficiencies within thirty (30) days from release of the Business Permit. If there is an error and/or misrepresentation, the same will render the Application, as well as the issued Business Permit and other issued clearances **VOID AB INITIO (Void / No legal effect from the beginning)**, without prejudice to appropriate legal action of the City Government.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Application Filing – Visit online website, http://www.valenzuela.gov.ph/epayment log in and fill up all the required fields.</p>	<p>None</p>			



<p>Upload requirements</p> <p>Online payment via Landbank, Union Bank, Gcash, or Paymaya</p> <p>After the successful payment, temporary Business Permit will be received in form of electronic copy</p> <p>Wait for the delivery of Official Business Permit</p>	<p>1.1 Prepare Assessment and forward to City Treasurer's Office - Cashier</p>	<p><u>Based on Ordinance no. 92.01 to 02, series of 1992, otherwise known as the Revenue Code of Valenzuela, as amended on tax Ordinance No. 92-012 Series of 1992, Tax Ordinance No. 039 series of 2011, Tax Ordinance 362 Series of 2017, Tax Ordinance 372 Series of 2017, Tax Ordinance</u></p>	<p>10 Seconds</p> <p>1.1: 1 day</p>	<p>1.1 Business Permits and Licensing Office Personnel: Leo James Alvarico - Admin Asst I, Richard Paul Bartolome - Admin Aide V</p>
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		<p><u>e 373</u> <u>series of</u> <u>2017,</u> and subject to convenience fee paid by the taxpayer s depend on the payment gateway used</p>		
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1.2 The City Treasurer Office shall issue an official receipt and forward to printing of Business Permit			
1.3 Print Business permit and forward to online dispatch team		1.3: 1 day	1.3 Business Permits and Licensing Office Personnel: Leo James Alvarico - Admin Asst I, Richard Paul Bartolome - Admin Aide V Mark Paul Sebastian - Admin Aide III
1.4 The Online Dispatch Team shall book the business permit to the selected courier			
1.5 The selected Courier Service shall deliver the Official Business Permit			



TOTAL	Based on Revenue Code of Valenzuela City as amended	2 days and 10 seconds*	
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*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure; and /or (4) System Problem of Online Payment Gateways; and /or (5) Delivery Concerns of Partner-Couriers; and/or (6) Internet Connection Problem of the Client.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject to Secure a New or Renewal of Business Permit.

15. Securing an Occupational Permit (Online)

The Business Permits and Licensing Office provides Occupational Permit to employees via online service.

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	Employees or Job Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Health Certificate		City Health Office



2. Official Receipt for Occupational Permit		City Treasurer's Office		
3. Original NBI or Police Clearance		NBI or Police		
Note: If the employee is below 18 years old: Parental and/or guardian's consent and photocopy of the ID of the parent and/or guardian		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://online.valenzuela.gov.ph . Click ONLINE SERVICES to register / login. Then choose Health Office to process Health Certificate and Occupational Permit Process			Please see process of Health Permit for food and non-food handlers	
2. Please follow procedure for HEALTH PERMIT FOR FOOD AND NON-FOOD HANDLERS, as provided in the Citizen's Charter				
3. After claiming the Health Certificate, proceed to the BPLO, and submit the necessary requirements	3.1 Check the completeness of requirements 3.2 Print the Occupational Permit	None (Php50.00 were paid for Occupational Permit in previous procedure)	5 minutes	3.1 - 3.2 Cashier personnel: Care of City Treasurer's Office



4. Sign and receive the Occupational permit	4. Sign and Release the Occupational Permit	None	5 minutes	4. Frontline Personnel: Jose Leonardo Dolorito - Admin Asst I, Ruthlyn Villanueva - Admin Aide IV
TOTAL		Php50.00	10 minutes*	

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure; and/or (4) System problem of Online Payment Modes and Channels; and/or (5) Internet Connection Problem of the Client.

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Securing an Occupational Permit since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein will resume once the BPLO receives the complete Documents/Requirements allowing the client to Secure an Occupational Permit.



FINANCE SERVICES

LOCAL CIVIL REGISTRY (LCR)

EXTERNAL SERVICES



1. Correction of Clerical or Typographical Error in the Civil Register

In compliance with Republic Act 9048, the Local Civil Registry of the City Government of Valenzuela is authorized to correct a clerical or typographical error in a civil registry entry and / or change of first name or nickname in the civil register without need of a judicial order. Further, with the passage of Republic Act 10172 the Local Civil Registry is now authorized to correct gender and date of birth in the civil register without need of judicial order.

Office or Division:	City Civil Registrar Office	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Document Owner/ Authorized representatives	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Baptismal Certificate (original copy)	· Church or religious sect
	2. Marriage contract of document owner (if married) (certified true copy / PSA copy)	· LCR / PSA
	3. Marriage contract of parents (certified true copy / PSA copy)	· LCR / PSA
	4. Own birth certificate (certified true copy)	· LCR / PSA
	5. Birth certificate of brothers and sisters (certified true copy / PSA copy)	· LCR / PSA
	6. Birth certificate of father and mother (certified true copy / PSA copy)	· LCR / PSA
	7. Birth certificate of children (certified true copy / PSA copy)	· LCR / PSA
	8. Voter's Affidavit (certified true copy)	· COMELEC
	9. Employment Record - Certificate of Employment (original copy)	· Company where employed
	10. GSIS Record - Policy Contract (present original)	· GSIS
	11. SSS Record - Form E-1 or ID (present original)	· SSS
	12. Medical record	· Hospital/clinic
	13. Business record	· BPLO/BIR/Company
	14. School record - Form 137 / Transcript of Records / Diploma (present original)	· School



15. Certified copy of T.C.T. and tax declaration	· Register of Deed/Assessor's Office
16. Driver's license (present original)	· LTO
17. PRC license ID (present original)	· PRC
18. Other acceptable document the City Civil Registrar may require in addition to the listed above (for further verification) <ul style="list-style-type: none"> • National Identification • NBI 	· Will be accordingly explained to the petitioner.
For Change of First Name in the Birth, Marriage, or Death Certificate (whichever is/are applicable):	
1. Baptismal Certificate (original copy)	· Church or religious sect
2. Marriage contract of document owner (if married) (certified true copy/PSA copy)	· LCR / PSA
3. Marriage contract of parents (certified true copy /PSA copy)	· LCR / PSA
4. Own birth certificate (certified true copy)	· LCR / PSA
5. Birth certificate of brothers and sisters (certified true copy/PSA copy)	· LCR / PSA
6. Birth certificate of father and mother (certified true copy/PSA copy)	· LCR / PSA
7. Birth certificate of children (certified true copy/PSA copy)	· LCR / PSA
8. Voter's Affidavit (certified true copy)	· COMELEC
9. Employment Record – Certificate of employment (original copy)	· Employer/Company
10. GSIS Record – Policy Contract (present original)	· GSIS
11. SSS Record – Form E-1 or ID (present original)	· SSS
12. Medical record	· Hospital/Clinic
13. Business record	· BPLO/BIR/Company
14. School record – Form 137 / Transcript of Records / Diploma (present original)	· School
15. Certified copy of T.C.T. and tax declaration	· Register of Deed/Assessor's Office
16. Driver's license (present original)	· LTO
17. PRC license ID (present original)	· PRC



18. Medical Certification from Health Office	· City Health Office
19. Whole Body Picture (5R)	
20. Medical Certificate (2 Laboratory test with gender)	· Hospital/Clinic/health office
21. Employer's clearance of No Administrative Case (if employed)	· Company/Employer
22. Affidavit of Non-employment (if not employed)/ Affidavit of Father or Mother (if minor)	· Notary Public
23. Police Clearance (for 18 years old above)	· Police Office
24. NBI Clearance (for 18 years old above)	· NBI
25. Transvaginal Ultrasound (Valenzuela Emergency Hospital)	· Hospital/Clinic/health office
26. Affidavit of Publication with newspaper clippings	· Proper newspaper publishers
26. Other document the City Civil Registrar may require in addition to the listed above (for further verification)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petition and all necessary requirements.	1.Examine and validate submitted Petition and Documents	None	1 day	LCR personnel <ul style="list-style-type: none"> • Ms. Ma. Dulce Martin • Ms. Roselyn Sarmiento • Mr. Jericho Diaz • Ms. Liezel Mendoza
	1.1. Conduct preliminary interview			
	1.2. Issue order of Payment			
Pay the required fee and get Official receipt to the Cashier (Treasurer's Office)				
3. Present the Official Receipt to the LCR Personnel.	3. Accept the receipt	None		LCR personnel <ul style="list-style-type: none"> • Ms. Ma.



4. Proceed for the preparation of Notice and Publication together with the Official Receipt	4. Type Record Sheet, Notice and Certificate of Posting	None	10 days	Dulce Martin
	3.2. Issuance of Decision	None	5 days	LCR Head • Atty. Marvin Zales
None	3.3. Transmit the Petition for affirmation of decision to PSA/CRG	None	3 days	LCR Personnel • Mr. Marlowe Tafalla
TOTAL		None	19 days	



2. Issuance of Certificate of Finality

by the Civil Registrar's Office of the decision of the Civil Registrar General (PSA) affirming the Decision of the City Civil Registrar, the latter shall prepare and issue a Certificate of Finality

Office or Division:	City Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Document Owner/ Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Decision of the Civil Registrar General / PSA		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Decision of the Civil Registrar General / PSA	Issuance of Certificate of Finality upon receipt of CRG's Decision Affirming the CCR's Decision	None	5 days	LCR personnel and Head Ms. Roselyn Sarmiento LCR Head Atty. Marvin Zales
TOTAL		None	5 days	

2. Marriage License

As mandated under the Family Code of the Philippines, Marriage License shall be issued by the civil registrar of the city or municipality where either contracting party habitually resides.

Office or Division:	City Civil Registrar's Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Contracting Parties – one must be a Valenzuela Resident



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		· LCR		
2. Birth or Baptismal Certificate (PSA or local copy)		· LCR or PSA / Church or religious sect		
3. Family Planning Certificate (Issued by the City Health Office)		· City Health Office		
4. Marriage Counseling Certificate (Issued by the City Social Welfare and Development Office (CSWD), if applicant is below 25 years old)		· City Social Welfare and Development Office		
5. Parental Consent Signature of father or mother or guardian (for applicant above 18 years old but below 21 years old)		· Form from LCR – signed by proper parent/guardian as the case maybe		
6. Parental Advice Signature of father or mother or guardian (for applicant above 21 years old but below 25 years old)		· Form from LCR – signed by proper parent/guardian as the case maybe		
7. Certificate of Legal Capacity to Contract Marriage issued by their respective Diplomatic or Consular Officials (when either or both of the contracting parties are citizens of a foreign country) or Affidavit of Legal Capacity to Contract Marriage (if applicable as the case maybe)		· Diplomatic or Consular Office of the foreign national. Notary Public / Private Lawyer		
8. PSA Certificate of No Marriage (CENOMAR)		· PSA		
9. Decree of Annulment/ Absolute Nullity		· Issuing Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form together with other requirements	1. Examine and validate submitted documents		1 Day	Frontline Personnel Mr. Marlowe Tafalla Mr. Jericho Diaz Mr. Richmond Owen Rilliamas Mr. Richmond Yap Ms. Norjolyn
	1.1. Conduct preliminary interview	None		
2. Receive signed order of payment	2. Issue signed order of payment	None		
	2.1. Direct client to Cashier for			



	payment			Bautista Ms. Patricia Mae Rios Mr. Cesar Antonio Samala Ms. Cheery Ann Puno Mr. Jake Jerald Obando Mr. Rosendo Ramirez
Pay the required fee and get Official receipt to the Cashier (Treasurer's Office) Php 50.00				
4. Present official receipt	4. Record official receipt	None		Frontline personnel
5. Posting and Confirm schedule of release of marriage License	5. Advice client that there will be posting period of ten (10) days including Saturdays, Sundays and holidays	None	10 days	Mr. Marlowe Tafalla Mr. Jericho Diaz Mr. Richmond Owen Rilliamas Mr. Richmond Yap Ms. Norjolyn Bautista Ms. Patricia Mae Rivero Mr. Cesar Antonio Samala Ms. Cheery Ann Puno Mr. Jake Jerrald Obando Mr. Rosendo Ramirez
6. Release of Marriage License	6. After posting for ten (10) days.	None	1 day	LCR Head Atty. Marvin Zales LCR personnel



				Ms. Cresencia Macayaon Mr. Mark Oliver Estavillo Mr. Cris De Vega
TOTAL		None	12 days	

4. Timely Registration of Marriage

In an ordinary marriage, the time for registration of the certificate of marriage is within fifteen (15) days following the solemnization of marriage while in the marriage exempted from the license requirement, the prescribed period is thirty (30) days at the place where the marriage was solemnized.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Spouses whose marriage was solemnized in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four copies of Marriage Certificate		· Solemnizing officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Examine and validate submitted documents		1 day	Frontline Personnel Ms. Cresencia Macayaon Mr. Mark Oliver Estavillo
	1.1. Conduct preliminary interview			
	1.2. Assign registry number			
2. Get copy of Certificate of Marriage with registry number	2. Issue Certificate of Marriage with registry number	None		LCR Head Atty. Marvin Zales



				LCR personnel Ms. Cresencia Macayaon Mr. Mark Oliver Estavillo Mr. Ariel Alcoran
TOTAL		None	1 day	

1. Late Registration of Marriage

Office or Division:	City Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Spouses whose marriage was solemnized in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four copies of Marriage Certificate		· Solemnizing officer		
2. Affidavit of the Contracting Parties stating their names, and date and place of marriage.		· Notary Public/ private lawyer		
3. Affidavit of the Solemnizing Officer stating exact place, date of marriage, facts and circumstances surrounding the marriage, and the reason or cause of the delay of registration.		· Notary Public/ private lawyer		
4. Affidavit of Two Disinterested Persons stating the circumstances of marriage such as date and place of marriage, name of the contracting parties and name of the solemnizing officer.		· Notary Public/ private lawyer		
5. Certificate of No Record of Marriage from the Philippine Statistics Authority (PSA)		· PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements	1.Examine and validate documents	None	1 day	Frontline personnel Ms. Cresencia Macayaon Mr. Mark Oliver Estavillo Mr. Rosendo Ramirez
	1.1. Conduct preliminary interview			
	1.2. Assign registry number			
2. Confirm schedule of release of Marriage Certificate with registry number	2. Advice client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal requirements	None	10 days	Mr. Emerson Belando
	2.1. Inform client date of possible release of the Marriage Certificate with registry number			
Pay the required fee and get Official receipt to the Cashier (Treasurer's Office) Php 20.00				
3. Receive the signed order of payment	3.Issue signed order of payment	None	1 day	Frontline personnel Ms. Cresencia Macayaon Mr. Ariel Alcoran Mr. Emerson Belando
5. Present official receipt	5.Record official receipt	None		Frontline personnel Ms. Cresencia Macayaon Mr. Ariel
	5.1. Prepare Marriage Certificate registration			



	5.2. Forward Marriage Certificate to the registration officer for signature			Alcoran Mr. Emerson Belando Mr. Mark Oliver v. Estavillo
	5.3. Sign Marriage Certificate registration			
	5.4. Forward to the releasing personnel			
6. Get a copy of the Marriage Certificate registration	6. Issue Marriage Certificate registration			Releasing Personnel Ms. Cresencia Macayaon
TOTAL		None	12 days	

2. Timely Registration of Birth

The Birth of a child shall be registered in the City Civil Registrar's Office within thirty (30) days from the time of birth. The Hospital/Clinic/similar institutions' administrator or the physician, nurse, midwife, or "hilot" or anyone who attended the delivery of a child as the case maybe shall register the birth.

Office or Division:	City Civil Registrar's Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Hospital/Clinic/Similar Institutions' Administrator, Physician, Nurse, Midwife, "Hilot" or anyone who attended the birth, parents or guardians of the child or the child himself/herself (if legal age).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If the child is legitimate: (whichever is/are applicable):		
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties	- Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, "Hilot" or LCR	
2. Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot". (if already	- Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, "Hilot"	



deceased – Affidavit of mother or father or guardian as the case maybe)				
3. Certified true copy of Marriage Contract of parents		· LCR / PSA		
If the child is illegitimate, in addition to the above: (whichever is/are applicable):				
1. Authority to Use the Surname of the Father		· LCR/ Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form along with other requirements	Examine and validate submitted documents	None	1 Day	Frontline Personnel <ul style="list-style-type: none"> • Mr. Jericho Diaz • Ms. Liezel V. Mendoza • Mr. Jake Jerald G. Obando • Ms. Chery Ann G. Puno • Mr. Richmond Owen O. Rillamas • Ms. Patricia Mae S. Rios • Mr. Cesar Antonio P. Samala • Mr. Marlowe C. Tafalla • Ms. Norjolyn T. Bautista • Mr.
	Conduct Preliminary Interview			
	Assign registry Number			



				Richmond S. Yap
2. Claim the copy of the Certificate of Live Birth with registry number	Issue Certificate of Live Birth (Form 102) with Registry number	None		Registration officer
TOTAL		None	1 Day	

3. Late Registration of Birth

When there is failure to register birth within thirty (30) days after a child's birth, the Hospital/Clinic Administrator, attendant at birth, child's parents, guardian or child himself/herself (if legal age) shall apply for late registration of birth. However, it shall be the attendant at birth who shall certify the facts of birth (such as the physician, nurse, midwife or "hilot" or anybody who attended the delivery).

Office or Division:	City Civil Registrar Office	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Hospital/Clinic/Similar Institutions" Administrator, Physician, Nurse, Midwife, "Hilot" or anyone who attended the birth, parents or guardians of the child or the child himself/herself (if legal age).	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If the child is legitimate: (whichever is/are applicable):		
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties	· Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, "Hilot" or LCR	
2. Baptismal Certificate	· Church or religious sect	
3. Transcript of records (Form 137)	· School	
4. Certified true copy of Marriage Contract of parents	· LCR / PSA	
5. Joint Affidavit of Two (2) disinterested persons	· Notary Public	
6. Certificate of No Record from the National Archives (if born in 1944 and below)	· National Archives	
7. PSA Negative Result (if born in 1945 and up)	· PSA	
8. Medical certificate from the hospital, clinic or midwife; or Affidavit of		



traditional midwife or “hilot”. (if already deceased – Affidavit of mother or father or guardian as the case maybe)		· Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, “Hilot” or parents/guardian, Notary Public		
9. Other documents with date and place of birth that the Civil Registrar may require such as but not limited to: · NBI Clearance, SSS From E-1 or E-4, Postal I.D., Voter’s Registration Record (VRR), Philhealth Member’s Data Record.		· Appropriate government agencies.		
If the child is illegitimate, in addition to the above (whichever is/are applicable):				
2. Authority to Use the Surname of the Father		· LCR/ Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements	1. Examine and validate submitted documents	None	1 Day	Frontline Personnel <ul style="list-style-type: none"> • Mr. Jericho Diaz • Ms. Liezel V. Mendoza • Mr. Jake Jerald G. Obando • Ms. Cheery Ann G. Puno • Mr. Richmond Owen O. Rillamas • Ms. Patricia Mae S. Rios • Mr. Cesar Antonio P. Samala • Mr.
	1.1. Conduct preliminary interview	None		



				Marlowe C. Tafalla <ul style="list-style-type: none"> • Ms. Norjolyn T. Bautista • Mr. Richmond S. Yap
2. Receive signed order of payment	2. Issue signed order of payment	None		
Pay the required fee and get Official receipt to the Cashier (Treasurer's Office) Registrati on Fee Php 20 Certification of No Record Php 50 Verification Fee Php 20				
4. Present official receipt	4. Record official receipt	None	10 days	LCR Personnel <ul style="list-style-type: none"> • Mr. Ariel Alcoran • Ms. Cresencia Macayaon
	4.1. Assign registry number			
5. Confirm schedule of release of the copy of the Certificate of Live Birth with registry number	5. Advise client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal	None	10 days	Frontline Personnel <ul style="list-style-type: none"> • Mr. Jericho Diaz • Ms. Liezel V. Mendoza • Mr. Jake Jerald G. Obando • Ms. Cheery Ann G. Puno



				<ul style="list-style-type: none">• Mr. Richmond Owen O. Rillamas• Ms. Patricia Mae S. Rios• Mr. Cesar Antonio P. Samala• Mr. Marlowe C. Tafalla• Ms. Norjolyn T. Bautista• Mr. Richmond S. Yap
TOTAL		None	12 daysr	



4. Timely Registration of Death

Death registration should be undertaken within thirty (30) days from the time of death.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Nearest kin or any person who has knowledge of death of a person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) duly accomplished Form 103 (Death Form)		Hospital or Clinic Administrator; For deaths occurring at home Doctors assigned at the health center or the City Health Office.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit Form 103 along with all requirements	1.Provide Form 103	None	1 Day	Frontline Personnel <ul style="list-style-type: none"> • Mr. Jericho Diaz • Ms. Liezel V. Mendoza • Mr. Jake Jerald G. Obando • Ms. Chery Ann G. Puno • Mr. Richmond Owen O. Rillamas • Ms. Patricia Mae S. Rios • Mr. Cesar Antonio P.
	1.1. Conduct preliminary interview			
	1.2. Examine and validate submitted documents			
	1.3. Assign registry number			



				Samala <ul style="list-style-type: none"> • Mr. Marlowe C. Tafalla • Ms. Norjolyn T. Bautista • Mr. Richmond S. Yap
2. Acquire copy of the Death Certificate with registry number	2. Issue Death Certificate (Form 103) with registry number			LCR Personnel <ul style="list-style-type: none"> • Mr. Ariel Alcoran • Ms. Cresencia Macayaon
TOTAL		None	1 Day	

5. Registration of Court Decrees and Orders

The service covers the registration of the following court decrees/orders:

1. Adoption/Rescission of Adoption;
2. Annulment of marriage/ Declaration of Absolute Nullity of Marriage/ Legal Separation;
3. Change of name or correction of entry;
4. Civil Interdiction;
5. Declaration of Presumptive Death of the Absent Spouse/ Judicial Declaration of Absence;
6. Compulsory Recognition of Illegitimate Child/ Voluntary Recognition of Minor Illegitimate Child;
7. Appointment of Guardian/ Termination of Guardianship;
8. Judicial Determination of the Fact of Reappearance of Absent Spouse, if disputed;
9. Naturalization Certificate/ Cancellation of Naturalization Certificate;
10. Separation of Property/ Revival of Former Property Regime;
11. Emancipation of Orphaned Minor; and
12. Other registrable court decrees/orders.

Office or Division:	City Civil Registrar's Office
Classification:	Simple
Type of	G2C



Transaction:				
Who may avail:		Applicant parties, relatives or any person in interest		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four certified true copies of Court Decree/ Order		Proper courts that issued the subject decree or order		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit court decrees/orders with supporting documents, if any.	1. Examine and validate submitted documents	None	1 Day	LCR Personnel Atty. Marvin L. Zales Mr. Mark Oliver Estavillo Mr. Emerson Belando
2. Answer Preliminary Interview	2. Conduct Preliminary Interview	None		
	2.1. Assign Registry Number	None		
3. Accept signed order of payment	3. Issue signed order of payment	None		
4. Pay the required fees	table of fees	See attached table of fees		
	4.1. Record the Official Receipt	None		
5. Present the Official Receipt	5. Annotate or amend registered documents	None	LCR Personnel Atty. Marvin L. Zales Mr. Mark Oliver Estavillo Mr. Emerson Belando	
	5.1. Prepare certified true copies of registered court orders	None		
	5.2. Forward certified true copies to the civil Registrar for signature	None		
	5.3. Sign the certified true	None		LCR Personnel



	copies of the registered court decree/order			Atty. Marvin L. Zales Mr. Mark Oliver Estavillo
	5.4. Issue and release certified copies of registered court decrees/orders	None		LCR Personnel Atty. Marvin L. Zales Mr. Mark Oliver Estavillo Mr. Emerson Belando
TOTAL		None	1 Day	

Registration Of Court Decrees And Orders Fees:

Adoption/Rescission of Adoption: PHP 100 Annulment of Marriage: PHP 5,000 Judicial Correction of Entries: PHP 100

Declaration of Presumptive Death of the Absent spouse/Judicial Declaration of Absence: PHP 1,000

Compulsory or Voluntary Recognition of Illegitimate Child/Judicial Determination of Filiation: PHP 500

Appointment and/or Termination of Guardianship: PHP 1,000 Naturalization: PHP 5,000

Emancipation of Minor: PHP 1,000 Repatriation: PHP 1,000

Legal Separation: PHP 3,000

Other Registrable Court Decrees: PHP 1,000

6. Registration of Legal Instruments

The service covers the registration of the following legal instruments

1. Affidavit of Reappearance;
2. Acknowledgement of Paternity;
3. Acquisition of Citizenship;
4. Authorization and Ratification of Artificial Insemination;
5. Certificate of Legal Capacity of Artificial Insemination;
6. Legitimation;
7. Option to Elect Philippine Citizenship;
8. Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime;
9. Marriage Settlement and any modification thereof;
10. Repatriation Document with Oath of Allegiance;
11. Voluntary Emancipation of Minor;



- 12. Waiver of rights/interests of Absolute Community of Property; and
- 13. Other registrable legal documents.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicant parties, relatives or any person in interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four copies of the Legal Instrument to be registered		From the applicant's legal counsel / Notary Public		
<ul style="list-style-type: none"> · For Acknowledgement of Paternity – the interested party must submit at least two (2) public/private instruments where the putative father duly recognized the child as his son/daughter. (i.e. insurance policies, school records etc.) 		Insurance providers (i.e. SSS, Philhealth, GSIS, private insurance companies) and the child's School.		
<ul style="list-style-type: none"> · For Legitimation – with supporting documents such as PSA Marriage Certificate and Certificate of No Marriage. 		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the legal instrument with supporting documents, if any.	1. Examine and validate submitted documents	None	1 day	LCR Personnel <ul style="list-style-type: none"> • Mr. Emerson Belando • Mr. Marlowe Tafalla
2. Answer Preliminary Interview	2. Conduct Preliminary Interview			
3. Accept signed order of payment	3. Issue signed order of payment			
4. Pay the required fees.	4. Accept payment and issue official receipt.			
	4.1. Record the Official Receipt			
	4.2. Assign			



	registry number			
5. Present the Official Receipt	5. Register and Annotate the documents			
TOTAL		None	1 Day	

REGISTRATION OF LEGAL INSTRUMENT FEES:

Affidavit to Use the Surname of the Father: Php 100
 Affidavit of Reappearance of Spouse: Php 500
 Paternal Acknowledgment: Php 100
 Authorization and Ratification of Artificial Insemination: Php 5,000
 Legitimation: Php 50
 Option to Elect Philippine Citizenship: Php 1,000
 Pre-Nuptial Agreement: Php 1,000
 Other Registrable Legal Instruments: Php 500

7. Issuance of Certified True Copies of Documents registered with the Civil Registry Office

For documents registered with and under the custody of the Local Civil Registry Office, the document owner or data subject (as defined under RA 10173 or “Data Privacy Act of 2012” and its IRR) or other persons entitled to copy issuance of Civil Registry Documents/ Certifications or their authorized representatives may request the issuance of Certified True Copies of said registered documents upon compliance and submission of documentary requirements and payment of appropriate fees.

Office or Division:	City Civil Registrar’s Office		
Classification:	Simple		
Type of Transaction:	G2C, G2G		
Who may avail:	Document owners and other authorized persons/entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Document Owner 2. Spouse – can request copy/ies of the CRDs of his/her wife/husband and their children 3. Parents – can request copy/ies of the CRDs of their children provided their name is indicated in the latter’s birth documents either as father or mother. 			
· Duly accomplished application form		LCR	
· Valid government issued ID (of document owner if legal age; if minor, that of the parents)		Proper government agency	



4. Guardian – appointed by court or the person exercising substitute parental authority pursuant to Article 216 of the Family Code may request copy issuance of CRDs of a minor.	
· Duly accomplished application form	LCR
· Valid ID; court decree of guardianship; Affidavit of guardianship (as may be applicable).	Proper government agency; court or notary public
5. Institutions legally in-charge of minors – can only request copy issuance of CRDs of the minor if the Regional Director of the DSWD has issued an authorization to the concerned Child Caring Agency (CCA).	
· Duly accomplished application form	LCR
· DSWD Authorization Letter on a per child basis	Regional Director of the DSWD
6. Court or proper public official – in connection with administrative, judicial or other official proceedings to determine the identity of the person.	
· Duly accomplished application form	LCR
· Subpoena Duces Tecum and Ad Testificandum	Proper court or administrative agency
7. Government agencies – in pursuance to their mandate	
· Duly accomplished application form	LCR
· Data Sharing Agreement in accordance with NPC Circular 16-02	Government agency and City
8. Nearest kin – copy issuance/authentication of CRDs/certifications by nearest of kin of a deceased person.	
· Duly accomplished application form	LCR
· Affidavit of Kinship stating he/she is the closest surviving relative.	Notary Public
9. Other person Authorized by the Document Owner or persons entitled to copy issuance of CRDs/certifications.	
· Duly accomplished application form	LCR
· Written Authorization from the document owner or other person"s entitled to copy issuance of CRDs/certifications together with 1 government issued ID of the document owner (parents if minor) as well as that of the representative. A captured/ scanned image of the actual written authorization with signature that	Proper persons/entities as herein indicated.



matches the accompanying ID is acceptable. However, if the document owner or person entitled to copy issuance of CRDs/certifications is abroad, the latter should provide a copy of his/her passport.

Note: Other documents may be required by the Civil Registrar at the latter's discretion/judgment on a case to case basis to comply with the mandate of the Data Privacy Act of 2012.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Examine and validate submitted documentary requirements	None	1 Day	Frontline personnel
2. Receive signed order of payment	2. Issue signed order of payment			<ul style="list-style-type: none"> • Mr. Marlowe Tafalla • Mr. Jericho Diaz • Mr. Richmond Owen Rilliamas • Mr. Richmond Yap • Ms. Norjolyn Bautista • Ms. Patricia Mae Rivero • Mr. Cesar Antonio Samala • Ms. Cheery Ann Puno • Mr. Jake Jerrald Obando • Mr. Rosendo Ramirez • Ms. Liezel Mendoza
3. Pay the required fees at the Treasurer's Office Certification Fee Php 50 Verification Fee Php 20				



4. Present the Official Receipt	4. Record Official Receipt	None		Frontline personnel
	4.1. Prepare the Copy of registered document			<ul style="list-style-type: none"> • Mr. Marlowe Tafalla • Mr. Jericho Diaz
	4.2. Forward the Copy of registered document to the Civil Registrar or his authorized signatory for signature			<ul style="list-style-type: none"> • Mr. Richmond Owen Rilliamas • Mr. Richmond Yap • Ms. Norjolyn Bautista • Ms. Patricia Mae Rivero • Mr. Cesar Antonio Samala • Ms. Cheery Ann Puno • Mr. Jake Jerrald Obando • Ms. Liezel Mendoza • Mr. Rosendo Ramirez
	4.3. Sign Copy of registered document			<p>LCR Personnel</p> <ul style="list-style-type: none"> • Atty. Marvin Zales • Mr. Mark Oliver Estavillo • Mr. Ariel Alcoran • Ms. Cresencia Macayao n • Ms.



				Roselyn Sarmiento <ul style="list-style-type: none"> • Ms. Ma. Dulce Martin • Mr. Emerson Belando • Mr. Rosendo ramirez
5. Get Certified Copy of the registered document	5. Issue Certified Copy of the registered document	None		Frontline personnel <ul style="list-style-type: none"> • Mr. Marlowe Tafalla
TOTAL		None	1 Day	<ul style="list-style-type: none"> • Mr. Jericho Diaz • Mr. Richmond Owen Rilliamas • Mr. Richmond Yap • Ms. Norjolyn Bautista • Ms. Patricia Mae Rivero • Mr. Caesar Antonio Samala • Ms. Cheery Ann Puno • Mr. Jake Gerald Obando • Mr. Rosendo Ramirez



FINANCE SERVICES

**GEOGRAPHIC INFORMATION
SYSTEM- DATA MANAGEMENT
OFFICE (GIS-DMO)**

EXTERNAL SERVICES



1. Request to generate GIS Map with or without data

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Request Letter		Department or Office Heads		
2. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO		
3. Present Employee ID		Requestor or Authorized Representative		
Reminders:				
Data to be generated and issued are for Official Use Only				
In case of untitled parcel:				
Photocopy of approved survey plan and technical description, for a more or less accurate identification		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements including Receipt of request. Acknowledge receipt of email and coordinate compliance of requirements	None	3 minutes	Receiving Officer 1, 2 or 3 <ul style="list-style-type: none"> • Ms. Sherlyn D. Roque • Ms. Pearl Jeremay S. Reyes • Mr. Genesis L. Sunga • Ms. Khemlet M. Momo



	2. Processing of request, review of concerned personnel and approval of Office Head Update and processing of data, if necessary	None	15 minutes <i>Additional 3 days if necessary if request is made by email or if there are data needed to be included and/or in the request</i>	
2. Submit the Receipt of request to Receiving Officer	3. Issuance of the documented information of requested (manual or electronic mode, depending on the mode of request made)	None	2 minutes Note: Within the day to next day (office hours), if request is made by email.	
TOTAL		None	20 minutes per parcel of land Within the day of the request to 3 working days, if request is made by email or if there are data needed to be included and/or in the request	

Note:

1. This is for official use only.
2. The office prefers email communication.



3. If there are Data Privacy concerns in the request, the office will elevate the same to the City Legal or Data Privacy Officer. However, the processing time of the concerned office is not included in the total processing time of the office, as this is already outside the scope of the office. The office will notify the requestor within the processing time if the request is elevated to another concerned office.

4. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:

a. Simple –

For onsite transaction: If request for map only involves one to ten (1-10) parcels of land and available in the system.

For online transactions: The office commits to process the request within the day (office hours) or not exceeding three (3) working days.

If there is one to ten (1-10) data that is not in the system and/or needs to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.

b. Complex – If it involves eleven to thirty (11-30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

b. Highly Technical – If it involves more than thirty (30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

2. Computer Verification

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO
2. Present Employee ID		Requestor or Authorized Representative
If data not available in the office:		
3. If the data needed is not available in the office; kindly provide a list of data needed to be processed and generated in the GIS map		
In case of untitled parcel:		



Photocopy of approved survey plan and technical description		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements Acknowledge receipt of email, coordinate compliance of requirements and calendar date of verification and viewing		3 minutes	Receiving Officer 1, 2 or 3 <ul style="list-style-type: none"> • Ms. Sherlyn D. Roque • Ms. Pearl Jeremay S. Reyes • Mr. Genesis L. Sunga • Ms. Khemlet M. Momo
	2. Processing of request, review of concerned personnel and approval of Office Head If data is needed to be updated in the system		10 minutes Additional 2 days if there are data needed to be updated.	
2. Viewing of request in the computer	3.Present the request for viewing in the computer		2 minutes	
TOTAL		None	15 minutes per parcel of land, if data is readily available in the office	



		Within the day to 3 working days, if data needs to be processed and updated in the system	
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Note:

1. This is merely verification and viewing in the system and computer of GIS-DMO

If there are Data Privacy concerns in the request, the office will elevate the same to the City Legal or Data Privacy Officer. However, the processing time of the concerned office is not included in the total processing time of the office, as this is already outside the scope of the office. The office will notify the requestor within the processing time if the request is elevated to another concerned office.

3. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:

a. Simple –

If verification of location of property involves one to ten (1-10) parcels and data is in the system

If verification involves one to ten (1-10) data not in the system and/or needs to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.

b. Complex – If verification involves eleven to thirty (11-30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

b. Highly Technical – If it involves more than thirty (30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

3. Data Updating in the GIS-DMO system

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO		
2. Present Employee ID		Requestor or Authorized Representative		
If data not available in the office:				
3. If the data needed is not available in the office; kindly provide a list of data needed to be processed and generated in the GIS map				
In case of untitled parcel:				
Photocopy of approved survey plan and technical description		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements Acknowledge receipt of email, coordinate compliance of requirements and calendar date of verification and viewing	None	3 minutes	Receiving Officer 1, 2 or 3
	2. Processing of request, review of concerned personnel and approval of Office Head If data is needed to be updated in the system	None	10 minutes Additional 2 days if there are data needed to be updated.	
2. Viewing of request in the computer	3. Present the request for viewing in the computer	None	2 minutes	



TOTAL	None	<p>15 minutes per parcel of land, if data is readily available in the office</p> <p>Within the day to 3 working days. If data needs to be processed and updated in the system.</p>	
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Note:

1. The office prefers email communication of request.
2. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – If a request to be processed involves one to ten (1-10) data needed to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.
 - b. Complex – If a request to be processed involves eleven to thirty (11-30) data needed to be identified, updated, and generated in the GIS system.
 - c. Highly Technical – If requests to be processed involve more than thirty (30) data needed to be identified, updated, and generated in the GIS system



FINANCE SERVICES

CITY TREASURER'S OFFICE

EXTERNAL SERVICES



1. Collection of Business Tax Payments

Business establishments are required to pay business taxes and other regulatory fees. Business permits must be renewed every year and penalties are imposed on business establishments that fail to renew during the prescribed period. taxes may be paid on an annual or quarterly basis.

Office or Division:	Business License and Fees Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Owners of business establishments in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Form		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the billing form to any available counters from Counter 12 to Counter 14 at Taxpayer's Lounge	1. Receive the required document and check for completeness and verify the amount to be paid	Amount reflected in the billing form	2 minutes	Revenue Collectors <ul style="list-style-type: none"> • Ms. Mercedes Lampitoc • Mr. Froilan Anastacio • Ms. Rosalyn Abril • Mr. Eugene Angeles
2. Pay the required taxes, fees and charges	2. Receive the payment and issue the Official Receipt and Community Tax Certificate - Individual/Corporation (if applicable)		3 minutes	Revenue Collectors <ul style="list-style-type: none"> • Ms. Mercedes Lampitoc • Mr. Froilan Anastacio • Ms. Rosalyn



				<ul style="list-style-type: none"> Abril Mr. Eugene Angeles
TOTAL		Amount reflected in the billing form	5 minutes	

2. Collection of Real Property Tax Payments

Owners of land, buildings, and machineries are required to pay real property taxes, which is a percentage of their property's taxable value. Taxpayers who pay late or skip payments are subjected to surcharge and interest. Taxes may be paid on an annual or quarterly basis.

Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Owners of real properties in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account or latest official receipt or copy of latest real property tax declaration		City Treasurer's Office/City Assessor's Office		
Additional requirement if transacted through representative: <ul style="list-style-type: none"> Photocopy of valid ID of representative Special Power of Attorney or Authorization Letter and valid ID of the property owner if not related to representative; Birth Certificate or Marriage Contract if the representative is related to the property owner		-Authorized representative -Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the required documents to any available counters from Counter 7 - Counter 10 at Taxpayer's Lounge</p>	<p>1. Receive the required documents.</p> <p><i>If the client has no statement of account presented, generate and print latest Statement of Account</i></p>		<p>3 minutes</p>	<p>Revenue Collectors</p> <ul style="list-style-type: none"> • Ms. Rosana Divino • Ms. Mercedes Martin • Ms. Joedith Peranca <p>For Printing of SOA</p> <ul style="list-style-type: none"> • Ms. Rachele Villanueva
<p>2. Pay the real property tax</p>	<p>2. Receive the payment and issue the Official Receipt</p>		<p>5 minutes</p>	<p>Revenue Collectors</p> <ul style="list-style-type: none"> • Ms. Rosana Divino • Ms. Mercedes Martin • Ms. Joedith Peranca
<p>TOTAL</p>		<p>RPT Basic Assessed Value x Tax Rate + SEF Assessed Value x 1%</p>	<p>8 minutes</p>	



3. Issuance of Real Property Tax Clearance

A certificate of real property tax payments is required in various transactions (e.g. transfer of property ownership, loan, or mortgage) to prove that taxes have been paid and updated

Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Owners of real properties in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Land Tax Division, City Treasurer's Office		
Latest official receipt for existing property		Land Tax Division, City Treasurer's Office		
Certificate of No Improvement (if lot only)		City Assessor's Office		
Additional requirement if transacted through representative: <ul style="list-style-type: none"> • Photocopy of valid ID of representative Special Power of Attorney or Authorization Letter and valid ID of the property owner if not related to representative; Birth Certificate or Marriage Contract if the representative is related to the property owner		<ul style="list-style-type: none"> • Authorized representative • Property owner 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Land Tax Division	1. Receive the required documents and check for completeness Check record of payment (for no	None	20 minutes	Frontline Personnel - Tax Clearance Section <ul style="list-style-type: none"> • Ms. Ma. Gladdish Samonte



	<p>records, prepare property ledger)</p> <p>If lot only, verify to Assessor's Office for improvement Verify the status of the property for tax deficiency due to reclassification.</p>			
	1.3 Issue the Order of Payment to the client			
2. Pay the required fee at any available cashier from Counter 3 to Counter 5 at Taxpayer's Lounge B by showing the Order of Payment	2. Receive the payment and issue the Official Receipt	Php 50 per Tax Declaration	2 minutes	<p>Revenue Collectors</p> <ul style="list-style-type: none"> • Ms. Marjerie Galicia
3. Present the Official Receipt to Frontline Personnel - Tax Clearance Section	3. Check the Official Receipt Start processing the Clearance Verify and sign the Clearance Issue the Clearance to the Client	None	5 minutes	<p>Frontline Personnel - Tax Clearance</p> <ul style="list-style-type: none"> • Ms. Ma. Gladdish Samonte <p>Land Tax Division Head Signatory</p> <ul style="list-style-type: none"> • Ms. Marita Gimena
TOTAL		Php 50 per Tax Declaration	27 minutes	



4. Issuance of Certification Related to Business License and Fees

Certification of Last Payment is required in renewal of business license; Certification of No Business for the residents of Valenzuela requesting for Medical and Hospital Assistance, SSS Claims, and other purposes; Certification of Retirement of Business is required by BIR for closing of business and for verification purposes

Office or Division:	Business License and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Owners of business establishments in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form requesting for: <ul style="list-style-type: none"> • Certification of Payment/Last Payment • Certification of Retirement of Business - Approved retirement application 		Treasurer's Office		
Additional requirement if transacted through representative: <ul style="list-style-type: none"> • Photocopy of valid ID of representative • Special Power of Attorney or Authorization Letter and valid ID of the business owner 		-Authorized representative -Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the request form along with required documents	1. Review the request form and identify what type of certification is being requested Check documents for completeness Issue the Order	None	10 minutes	Frontline Personnel - Certifications Section <ul style="list-style-type: none"> • Ms. Rosalie Gamboa



	of Payment			
2. Pay the required fee at any available cashier from Counter 3 to Counter 5 at Taxpayer's Lounge by showing the Order of Payment	2. Receive the payment and issue the Official Receipt	Php 50 per Certification	2 minutes	Revenue Collectors • Ms. Marjerie Galicia
3. Present the Official Receipt to Frontline Personnel - Certifications Section	3. Check the Official Receipt Start processing the Certification Verify and sign the Certification Issue the Certification to the Client	None	3 minutes	Frontline Personnel - • Ms. Rosalie Gamboa Division Head - Business License and Fees • Ms. Emma Bernaldez
TOTAL		Php 50 per Certification	15 minutes	

5. Collection of Real Property Transfer Tax Payments

A transfer tax is a tax on the passing of title to property from one person (or entity) to another. The tax should be paid within 60 days from the date of execution of deed as regards to sale, barter, donation or any mode of transferring ownerships; or from the date of descendant's death, in case of transfer of succession.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1 Photocopy of Deed of Sale/Donation/Extrajudicial Settlement		Client		
1 Photocopy of Certificate of No Improvement (if lot only)		City Assessor's Office		
1 Photocopy of TAX Declaration <ul style="list-style-type: none"> • Lot • Building 		City Assessor's Office		
1 Photocopy of updated Tax Clearance		Land Tax Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Counter 4 or 5 at Taxpayer's Lounge	1. Receive the required documents and check for completeness 1.1 Compute the transfer tax to be paid	None	20 minutes	Revenue Collectors <ul style="list-style-type: none"> • Ms. Marjerie Galicia
2. Pay the required amount	2. Receive the payment and issue the Official Receipt	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value whichever is higher	3 minutes	Revenue Collectors <ul style="list-style-type: none"> • Ms. Marjerie Galicia
TOTAL		75% of 1% of the total consideration involved	23 minutes	



	<p>in the acquisition of the property or the fair market value whichever is higher</p>		
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6. Issuance of Community Tax Certificate - Individual

The Community Tax Certificate (CTC) or a Cedula is a document issued by the Philippine government to individuals and corporations upon payment of the community tax. It is also used when conducting transactions in various offices and agencies of the government

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Filipino citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out application form		Counter 4 and 5, Taxpayer's Lounge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form to Counter 4 or 5 at Taxpayer's Lounge	1. Encode the details of the client and compute the amount to be paid	None	2 minutes	Revenue Collectors <ul style="list-style-type: none"> Ms. Marjerie Galicia
2. Pay the required amount	2. Receive the payment and issue the Community Tax Certificate	Annual basic community tax of Php5 plus	1 minutes	Revenue Collectors <ul style="list-style-type: none"> Ms. Marjerie Galicia



		Php1 for every Php1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds Php5,000		
TOTAL		Annual basic community tax of Php5 plus Php1 for every Php1,000 of income whether from exercise of profession or property, but in no case the	3 minutes	



	additional tax exceeds Php5,000		
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7. Issuance of Professional Tax Receipt (PTR)

Every person legally authorized to practice his profession shall pay the professional tax. The PTR is the proof that a professional is practicing the profession for the specific year. Persons engaged in the practice of profession are levied an annual professional tax, except those exclusively employed in the government.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All licensed professional			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRC license (for NEW)		Client		
Copy of previous official receipt of PTR (if renewal)		LGU where the client secured his last PTR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the PRC ID and copy of previous PTR to Counter 4 or 5 at Taxpayer's Lounge	1. Validate the submitted requirements	None	2 minutes	Revenue Collectors • Ms. Marjerie Galicia
2. Pay the required amount	2. Receive the payment and issue the Professional Tax Receipt	Php 300 (plus surcharge and interest if late payment)	2 minutes	Revenue Collectors • Ms. Marjerie Galicia
TOTAL		Php 300 plus surchar	4 minutes	



	ge and interest if late payment		
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8. Disbursement of Financial Assistance

Medical and Burial Assistance were given to indigent residents of the City

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All indigent constituents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance - Approved Certificate of Eligibility		City Social Welfare and Development Office		
For Burial Assistance - Approved General Intake Sheet with signed Check		City Social Welfare and Development Office		
1 Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit all required documents together with 1 valid ID to Counter 1 or 2 at Taxpayer's Lounge 4. or at Cash Disbursement Division	1. Validate the submitted documents	None	2 minutes	Disbursing Officers <ul style="list-style-type: none"> • Ms. Magnolia Chapoco • Mr. Alvin Escobia
2. Claim the financial assistance	2. Release the financial assistance to client	None	1 minute	Disbursing Officers <ul style="list-style-type: none"> • Ms. Magnolia Chapoco • Mr. Alvin Escobia



TOTAL		None	3 minutes	

9. Payment of Obligations to Suppliers, Contractors, Business Enterprises, and Other Government Agencies

Disbursement of city government's obligations and payables

Office or Division:	Cash Disbursement Division/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Suppliers, Contractors, Business Enterprises, and other Government Agencies with receivables from the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audited and approved disbursement voucher and signed check		City Treasurer's Office		
Official Receipt/Collection Receipt		From the corresponding company or government agency		
Authorization from the company if release to representatives		From the corresponding company or government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Official Receipt/Collection Receipt	1. Release the check payment to client	None	3 minutes	Disbursing Officer • Ms. Jonalyn Abrajano
2. Sign Disbursement Voucher				
3. Sign Check Register Logbook				
TOTAL		None	3 minutes	

10. Sealing of Weight and Measure Instruments

Before using instruments for weight and measures, it should be sealed and licensed annually.



Office or Division:	Business License and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Owners of weight and measure instruments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new application • bring the instrument		City Treasurer's Office		
For renewal • copy of the previous Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following below to Counter 13 or 14 at Taxpayer's Lounge New application • Bring the instrument Renewal: • present the copy of latest Official Receipt	1. Determine the specification of the presented instrument or verify the copy of Official Receipt Seal the new instrument Issue the Order of Payment	None	3 minutes	Frontline Personnel - Sealing Section • Mr. Eugene Angeles
2. Pay the required fee	2. Received the payment and issue the Official Receipt Issue the sticker for new and renewal	Php 50 for 10 kgs or less; Php 75 for above 10 kgs.	5 minutes	Revenue Collector Frontline Personnel - Sealing Section • Mr. Eugene Angeles • Mr. Froilan Anastacio
TOTAL		Php 50	8 minutes	



	for 10 kgs or less; Php 75 for above 10 kgs		
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11. Examination of Books of Accounts

All persons engaged in trade or business, or in the practice of profession registered with the Bureau of Internal Revenue (BIR) are required to maintain books of accounts. Books of accounts are required to be registered with the BIR and are where you record all financial transactions about your business.

Office or Division:	Business License and Fees Division - Treasurer's Office			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Business taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Tax Returns Certificate of Registration		Bureau of Internal Revenue		
Business Permits & business application form with gross declaration in other LGUs		Local Government Unit		
Audited Financial Statements and Books of Accounts		Company		
Notice of Deficiency		Treasury Office (sent through registered mail)		
Receiving Copy of the documents to be presented		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>The client shall:</p> <p>a. Submit required documents to the Treasury Office</p>	<p>1.1. The City Treasury Office Staff shall receive the document and check its completeness</p> <p>1.2 Advise the client to wait for a call while the audit is being undertaken. Sign the checklist of what has been received by the Treasury Office Staff.</p> <p>1.3 Audit the documents presented</p> <p>1.4. If the gross sales/receipts were under declared, the taxpayer will be assessed for deficiency.</p> <p>1.5 The City Treasury Office Staff shall inform the client through call of the audit findings</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>5 minutes</p> <p>19 days</p>	<p>City Treasury Office Staff</p> <p>Mr. Darwin Siason</p> <p>Mr. Darwin Siason</p> <p>Mr. Darwin Siason</p>
<p>2. The client may request from the City Treasury Office a copy of the Letter of Confirmation</p>	<p>2.1. The City Treasury Office Staff shall provide the Letter of Confirmation to the client</p>	<p>None</p>	<p>30 minutes</p>	<p>Mr. Darwin Siason</p>



In case there are some deficiencies on the audit, the client shall pay for whatever deficiencies that have been audited	2.1. In case of deficiencies, the City Treasury Office shall provide a computation of deficiency to the client	None	30 minutes	Mr. Darwin Siason
TOTAL		None	19 days 1 hour and 35 minutes	

12. Issuance of Accountable Forms

The City Treasurer is the custodian of all accountable forms requisitioned by the local government unit. He/she shall maintain a complete record of the receipt, issue and transfer of accountable forms.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All accountable officers of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip		Cash Division - City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip (RIS) Form	1. Check and verify what type of accountable form/s is/are being requested Encode the details of issuance of accountable forms in Cash	None	10 minutes	1.1 & 1.2 - Treasury Officer for Accountable Forms 1.3 - City Treasurer



	Collection System 1.2 Sign the RIS as issued 1.3 Sign the RIS for approval			
2. Sign and receive the RIS	2. Issue the Accountable Forms	None	1 minute	Treasury Officer for Accountable Forms
TOTAL		None	11 minutes	



ADMINISTRATIVE OFFICES

ACCOUNTING OFFICE

INTERNAL / EXTERNAL SERVICES



1. Issuance of BIR Form 2307 to Job-Order/Contract of Service Workers and Consultants

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2307 to the Job-Order (JO)/Contract of Service (COS) Workers and Consultants in which the City Government of Valenzuela had contracted with to obtain job-specific services and mandatorily withheld taxes on the remuneration of those services subject for remittance to the Bureau of Internal Revenue under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Contract of Service (COS) Workers, Job Order (JO) Workers, Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		City Accounting Office – Remittance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Obtain and accomplish the Requisition Slip from the City Accounting Office – Remittance Division	1.1 Provide the blank Requisition Slip to the requesting client	None	2 minutes	Ceiril M. Alvarez Admin Asst II
	1.2 Accept the fully accomplished Requisition Slip	None	5 minutes	Ceiril M. Alvarez Admin Asst II
Step 2: Wait for the processing of BIR Form 2307	2.1 Verify the correctness of information shown on the fully accomplished Requisition Slip	None	10 minutes	Ceiril M. Alvarez Admin Asst II
	2.2 Gather data	None	2 days	Ceiril M. Alvarez



	relative to the period being requested			Admin Asst II
	2.3 Generate the BIR Form 2307	None	5 minutes	Ceiril M. Alvarez Admin Asst II
	2.4 Sign the BIR Form 2307	None	2 minutes	Anna Ross R. Delos Reyes Accountant III
Step 3: Claim the BIR Form 2307	3. Issue the BIR Form 2307	None	2 minutes	Ceiril M. Alvarez Admin Asst II Marcelo G. Morales Admin Aide IV
TOTAL		None	2 days and 26 minutes	

2. Issuance of BIR Form 2307 to Suppliers/ Contractors/ Service Providers

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2307 to the Suppliers/Contractors/Service Providers in which the City Government of Valenzuela had carried out its authorized government transactions and mandatorily withheld taxes on those transactions subject for remittance to the Bureau of Internal Revenue under the General Fund, Special Education Fund and Trust Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Suppliers, Contractors, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of fully accomplished and duly signed Disbursement Voucher/s		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Provide the photocopy to the City	1. Receive the photocopy of the	None	2 minutes	Maribel F. Caron Admin Asst I



Accounting Office – Remittance Division	Disbursement Vouchers as provided by the Supplier/ Contractors/ Service Providers			
Step 2: Wait for the processing of BIR Form 2307	2.1 Verify the correctness of information shown on the photocopy of Disbursement Voucher/s	None	2 days	Maribel F. Caron Admin Asst I
	2.2 Generate the BIR Form 2307	None	5 minutes	Maribel F. Caron Admin Asst I
	2.3 Sign the BIR Form 2307	None	2 minutes	Anna Ross R. Delos Reyes Accountant III
Step 3: Claim the BIR Form 2307	3. Issue the BIR Form 2307	None	2 minutes	Maribel F. Caron Admin Asst I Marcelo G. Morales Admin Aide IV
TOTAL		None	2 days and 11 minutes	

3. Monthly Preparation of Disbursement Vouchers for the Remittance of Withholding Taxes to the Bureau of Internal Revenue (BIR)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of withholding taxes to the Bureau of Internal Revenue (BIR) every 10th day of the following month under the General Fund, Special Education Fund and Trust Fund.

Office or Division:	City Accounting Office - Remittance Division
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Bureau of Internal Revenue (BIR)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Remittance of Withholding Tax on Compensation Payroll • Payroll • Disbursement Vouchers (payroll related)		Payroll Unit and Other Offices that processes their own payroll		
B. Remittance of Percentage Tax and Expanded Tax		Procurement Office		
• Disbursement Vouchers (supplier/ contractor/ service provided related)		Payroll Unit and Other Offices that processes the Disbursement Vouchers		
• Disbursement Vouchers (contract of service, job-order, consultant related)		Payroll Unit and Other Offices that processes the Disbursement Vouchers		
• Payroll (contract of service, job-order, consultant related)		Payroll Unit and Other Offices that processes the Disbursement Vouchers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Remittance of Withholding Tax on Compensation				
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Withholding Taxes	1.1 Gather the Payroll and Disbursement Vouchers (payroll related)	None	10 minutes	Ceiril M. Alvarez Admin Asst II Maribel F. Caron Admin Asst I Marcelo G. Morales Admin Aide IV
	Consolidate the various payroll and disbursement vouchers to pick up amount of withholding taxes of employees	None	20 minutes	Maribel F. Caron Admin Asst I
	Prepare the detailed report of withheld taxes per fund from employees as attachment to the Disbursement Vouchers	None	6 days	Maribel F. Caron Admin Asst I



Disbursement Vouchers per Fund representing the Remittance of Withholding Taxes	Prepare the	None	5 minutes	Maribel F. Caron Admin Asst I
Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	Submit the	None	2 minutes	Maribel F. Caron Admin Asst I Ruzzel L. Inot Admin Aide VI
TOTAL		None	6 days and 37 minutes	

B. Remittance of Final VAT, Percentage Tax and Expanded Tax

Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Percentage Tax and Expanded Tax	Gather the Disbursement Vouchers (supplier/contractor/service provider related)	None	5 minutes	Marcelo G. Morales Admin Aide IV
	Consolidate the various disbursement vouchers to pick up amount of withholding taxes of suppliers/contractors/service providers	None	20 minutes	Ceiril M. Alvarez Admin Asst II
	1.3 Prepare the detailed report of withheld taxes per fund from suppliers/contractors/service providers as attachment to the Disbursement Vouchers	None	2 days	Ceiril M. Alvarez Admin Asst II



	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of Percentage Taxes and Expanded Taxes	None	5 minutes	Ceiril M. Alvarez Admin Asst II
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	2 minutes	Ceiril M. Alvarez Admin Asst II Ruzzel L. Inot Admin Aide VI
TOTAL	None	2 days and 32 minutes		



4. Issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) to Regular Employees and Casual Employees under the General Fund and Special Education Fund upon request.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID and any Government Issued ID		Individual		
Birth Certificate (PSA/Certified True Copy of LCR)		Philippine Statistics Office/Local Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to the City Accounting Office – Remittance Division to personally request the issuance of Certification of Remittances made and other related requests such as correction of name, MID number, etc.) submit the needed requirements	1. Acknowledge the request and receive the requirements provided by the employee/worker	None	10 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
Step 2: Wait for the processing of the requested Certification	2.1 Assess the validity of requirements received and	None	3 days Note: Subject to the length of	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II



	ensure that the requested information is verifiable with the existing files and reports being maintained by the City Accounting Office		service of the client.	
	2.2 Once verified, process the Certification being requested	None	15 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
	2.3 Sign the Certification for approval	None	2 minutes	Anna Ross R. Delos Reyes Accountant III
Step 3: Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
TOTAL		None	3 days and 29 minutes	

5. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Government Service Insurance System (GSIS)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums and loan amortizations to the Government Service Insurance System (GSIS) every 10th day of the following month under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Government Service Insurance System (GSIS)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Payrolls of Regular and Casual Employees (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll



Payroll-related Disbursement Vouchers for Regular and Casual Employees (GF and SEF)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Employees' Premiums and Loan Amortizations	Gather the Payrolls and payroll-related Disbursement Vouchers of Regular and Casual Employees (GF and SEF)	None	5 minutes	Jessa May M. Bernales Admin Aide V Melanie D. Making Admin Aide IV Rosalia A. Aquino Admin Asst IV Marlene P. Chavas Admin Aide II
	Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share) and loan amortizations	None	15 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
	Prepare the detailed report of GSIS Premiums and Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)	None	6 days	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
		None		



	Prepare the Disbursement Vouchers per fund representing the Remittance of GSIS Premiums and Loan Amortizations		5 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
	Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	2 minutes	Jessa May M. Bernales Admin Aide V Marlene P. Chavas Admin Aide II
TOTAL		None	6 days and 32 minutes	

6. Issuance of Certification of Premium and Loan Amortization Remittances made to Home Development Mutual Fund (PAGIBIG)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Home Development Fund (PagIBIG) to Regular Employees, Casual Employees, Contract of Service and Job-Order Workers under the General Fund and Special Education Fund upon request.

Office or Division:	City Accounting Office - Remittance Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Regular Employees, Casual Employees, Contract of Service Workers, Job-Order Workers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



Employee ID and any Government Issued ID		Individual		
Birth Certificate (PSA/Certified True Copy of LCR)		Philippine Statistics Office/Local Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to the City Accounting Office – Remittance Division to personally request the issuance of Certification of Remittances made and other related requests such as correction of name, MID number, etc.) submit the needed requirements	1. Acknowledge the request and receive the requirements provided by the employee/worker	None	10 minutes	Rosalia A. Aquino Admin Asst IV Lorraine E. Cuerpo Admin Aide VI
Step 2: Wait for the processing of the requested Certification	2.1 Assess the validity of requirements received and ensure that the requested information is verifiable with the existing files and reports being maintained by the City Accounting Office	None	3 days Note: Subject to the length of service of the client.	Rosalia A. Aquino Admin Asst IV Lorraine E. Cuerpo Admin Aide VI
	2.2 Once verified, process the Certification being requested	None	15 minutes	Rosalia A. Aquino Admin Asst IV Lorraine E. Cuerpo



				Admin Aide VI
	2.3 Sign the Certification for approval	None	2 minutes	Anna Ross R. Delos Reyes Accountant III
Step 3: Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Rosalia A. Aquino Admin Asst IV Lorraine E. Cuerpo Admin Aide VI
TOTAL		None	3 days and 29 minutes	

7. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Home Development Mutual Fund (PagIBIG)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums and loan amortizations to the Home Development Mutual Fund (PagIBIG) every 15th (loan amortization) and 30th (premiums) day of the following month under the General Fund and the Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Home Development Mutual Fund (PagIBIG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF) Payroll-related Disbursement Vouchers for Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement	1.1 Gather the Payrolls and payroll-related	None	5 minutes	Rosalia A. Aquino Admin Asst IV Evan C. Mergal



Vouchers representing the Remittance of Employees' Premiums and Loan Amortizations	Disbursement Vouchers of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)			Admin Aide IV
	1.2 Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share) and loan amortizations	None	15 minutes	Rosalia A. Aquino Admin Asst IV Evan C. Mergal Admin Aide IV
	1.3 Prepare the detailed report of PagIBIG Premiums and Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)	None	6 days	Rosalia A. Aquino Admin Asst IV Evan C. Mergal Admin Aide IV
	1.4 Prepare the Disbursement Vouchers per fund	None	5 minutes	Rosalia A. Aquino Admin Asst IV Evan C. Mergal



	representing the Remittance of PagIBIG Premiums and Loan Amortizations			Admin Aide IV
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	2 minutes	Rosalia A. Aquino Admin Asst IV Evan C. Mergal Admin Aide IV Ruzzel L. Inot Admin Aide VI
TOTAL		None	6 days and 27 minutes	

8. Issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation (PhilHealth)

This service is intended for the issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation to Regular and Casual Employees upon request under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Identification Number		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Step 1: Proceed to the City Accounting Office – Remittance Division to personally request the issuance of Certification of Premiums remitted to the Philippine Health Insurance Corporation	1. Acknowledge the request and verify the PhilHealth Identification Number being provided	None	5 minutes	Melanie D. Maming Admin Aide IV
Step 2: Wait for the processing of the requested Certification	2.1 Ensure that the requested information is verifiable with the existing files and reports being maintained by the City Accounting Office	None	5 minutes	Melanie D. Maming Admin Aide IV
	2.2 Once verified, process the Certification being requested	None	2 minutes	Melanie D. Maming Admin Aide IV
	2.3 Sign the Certification for approval	None	2 minutes	Anna Ross R. Delos Reyes Accountant III
Step 3: Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Melanie D. Maming Admin Aide IV
TOTAL		None	16 minutes	

9. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums to Philippine Health Insurance Corporation (PhilHealth)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums to the Philippine Health Insurance Corporation (PhilHealth) every 15th day of the following month under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division
Classification:	Complex



Type of Transaction:	G2G			
Who may avail:	City Accounting Office - Remittance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular and Casual Employees (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
Payroll-related Disbursement Vouchers for Regular and Casual Employees (GF and SEF)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Employees' Premiums	Gather the Payrolls and payroll-related Disbursement Vouchers of Regular and Casual Employees (GF and SEF)	None	5 minutes	Melanie D. Maming Admin Aide IV
	Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share)		15 minutes	Melanie D. Maming Admin Aide IV
	Prepare the detailed report of PhilHealth Premiums of employees as	None	6 days	Melanie D. Maming Admin Aide IV



	attachment to the Disbursement Vouchers (GF and SEF)			
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of PhilHealth Premiums	None	3 minutes	Melanie D. Maming Admin Aide IV
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	2 minutes	Melanie D. Maming Admin Aide IV Ruzzel L. Inot Admin Aide VI
	TOTAL	None	6 days and 25 minutes	



10. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Valenzuela City Government Employees Cooperative (VCGEC)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums and loan amortizations to the Valenzuela City Government Employees Cooperative (VCGEC) every 15th (loan amortization) and 30th (premiums) day of the following month under the General Fund and trust fund

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Home Development Mutual Fund (PagIBIG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF) Payroll-related Disbursement Vouchers for Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Employees' Premiums and Loan Amortizations	1.1 Gather the Payrolls and payroll-related Disbursement Vouchers of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)	None	5 minutes	Maynard Joy B. Marcelo Admin Asst II
	1.2 Consolidate the various		15 minutes	



	<p>payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share) and loan amortizations</p>	<p>None</p>		<p>Maynard Joy B. Marcelo Admin Asst II</p>
	<p>1.3 Prepare the detailed report of PagIBIG Premiums and Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)</p>	<p>None</p>	<p>6 days</p>	<p>Maynard Joy B. Marcelo Admin Asst II</p>
	<p>1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of PagIBIG Premiums and Loan Amortizations</p>	<p>None</p>	<p>5 minutes</p>	<p>Maynard Joy B. Marcelo Admin Asst II</p>
	<p>1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City</p>	<p>None</p>	<p>2 minutes</p>	<p>Maynard Joy B. Marcelo Admin Asst II Ruzzel L. Inot Admin Aide VI</p>



	Accounting Office for pre-audit process			
TOTAL		None	6 days and 27 minutes	



ADMINISTRATIVE OFFICES

ADMINISTRATIVE AND RECORDS OFFICE

INTERNAL/ EXTERNAL SERVICES



1. Issuance of Mayor's Clearance

Issuance of Mayor's Clearance for Employment/Retirement/Terminal/ Firearms/ Business/Marriage purposes and PNP/AFP and BJMP enlistment

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Valenzuela Residents and non-residents working in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment/ Retirement/ Terminal/ Enlistment/Firearms/Business:				
Original copy of Police and Court Clearances (RTC, METC, and Prosecutor)		Police Station, Bulwagang Pangkatarungan, MTC /RTC		
For Marriage (applicable for application where one or both parties is/are currently out of the country):				
Original copy of Police, Court Clearances (RTC, METC, and Prosecutor)		Police Station, Bulwagang Pangkatarungan, MTC /RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Examine and validate the presented documents. 2. Issue Order of Payment 3. Preparation/ typing of Mayor's Clearance	None	15 minutes	Frontline Administrative Officer Ms. Emely Ramos, Ms. Lucila Rivera, and/or Ms. Lourdes Rances
The applicant shall pay the corresponding amount to the Cashier's Office. The clearance costs Php 10.00 (for Employment); Php 50.00 (for firearms); Php 50.00 (for business); and Php 50.00 (for Marriage) per SP Ordinance No. 039, series of 2011				



2. Present the O.R, affix signature and place thumb mark	4. Sign the clearance	None	5 minutes	Authorized Signatory Ms. Maria Regina M. Aquino
	5. Dry seal and release the clearance		5 minutes	Frontline Administrative Officer Ms. Emely Ramos, Ms. Lucila Rivera, and/or Ms. Lourdes Rances
TOTAL			25 minutes (excluding the time for payment)	

2. Issuance of Marriage Contract

Preparation of Marriage Contract and Solemnization of Marriage by the City Mayor

Office or Division:	Administrative and Records Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Couples/Contracting Parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Marriage License		Local Civil Registry Office
List of Names of Witnesses/Sponsors (Minimum- 1 pair)		Contracting Party
Authorization letter and ID of the contracting parties and the authorized claimant (This is applicable for contract which will be claimed by other person)		Contracting Party and the Authorized Representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the required documents upon confirmation of the wedding schedule (For special wedding request, proceed to the Mayor's Appointment Secretary for schedule)	1. Check the required documents submitted/ presented and remind the contracting party/ies of the appropriate attire, wedding ring during the scheduled wedding ceremony	None	15 minutes	Frontline Administrative Officer Ms. Purisima Espejo,
	2. Preparation, computerization and printing of Marriage Contract	None	10 Minutes	Frontline Administrative Officer Ms. Bernadette Geronimo, and Ms. Marynel D. Falle
2. The contracting parties & witnesses/ sponsors shall ensure the correctness of encoded information on the Marriage Contract	None			
	3. The Frontline Administrative Officer shall inform the contracting parties of their wedding schedule		5 minutes	Frontline Administrative Officer Ms. Purisima Z. Espejo or Ms. Emely Ramos
The contracting parties shall attend the wedding ceremony as scheduled and sign the marriage contract after the ceremony proper.				
	4. The Frontline Administrative Officer shall		5 days	Frontline Administrative



	<p>forward the marriage contract to the Office of the Solemnizing Officer for signature.</p> <p>5. After the signature of the Solemnizing Officer, the Frontline Administrative Officer shall forward the marriage contract to the Local Civil Registry for registration.</p>			<p>Officer</p> <p>Ms. Purisima Espejo or Ms. Marynel Falle.</p>
3. The contracting parties shall return on the scheduled date given by the Administrative Officer for a copy of registered marriage contract.	6. Issue Order of Payment for the Solemnization Fee	None	5 minutes	<p>Frontline Administrative Officer</p> <p>Ms. Purisima Espejo</p>
<p>The applicant shall pay the corresponding amount to the Cashier's Office. The solemnization fee amounting to Php 100.00 as per Ordinance No. 039, series of 2011</p>				
4. Present the O.R to the Administrative & Records Office and check the correctness of the details in the Marriage Contract.	7. Release the Marriage Contract to the Contracting Party or their authorized person.	None	15 minutes	<p>Frontline Administrative Officer</p> <p>Ms. Emely Ramos, Ms. Purisima Espejo, or Ms. Marynel Falle</p>
TOTAL		PHP 100	5 days and 50 minutes	



3. Request for Authentication and Certification for Terminal Claims of Deceased employee and PSA Registration of Churches

Issuance of Authentication and Certification of Indigency, Residency, Good Moral Character and Terminal Claims of deceased employee and PSA Registration of Churches

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents, Employees, Pastors in Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Terminal Claims of deceased employee		Police Station, Bulwagang Pangkatarungan and HRMO		
Cert. of no pending case from the Police and Courts and Service Record				
PSA Registration of Church		PSA		
SEC Registration		Securities and Exchange Commission		
Barangay Clearance on church existence		Barangay where the church is located		
Certification of Ordination of Pastor		Church/Religious Affiliation		
Authentication: Barangay Clearance signed by Barangay Chairperson		Barangay of Residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement/s including the Request Letter From Client.	1. Check the requirements presented and Issue Order of Payment 2. Prepare the Authentication/ Certification	None	5 minutes	Ms. Lucila I. Rivera
The applicant shall pay the corresponding amount to the Cashier's Office. The certification/authentication fee amounting to Php 50.00 as per Ordinance—				



2. Present the O.R at the Administrative and Records Office and wait or the date of release	3. Forward the certification/Authentication to the Office of the Mayor for signature	None	1 day	Ms. Lucila I. Rivera
3. Return to the Administrative Office on the scheduled date and Receive the Certification/Authentication	4. Release the Certification/Authentication	None	3 minutes	
TOTAL			1 day and 8 minutes excluding the process of signature by the City Mayor or his designated person)	

4. Request for Referral, Recommendation and Endorsement Letter

Issuance of Referral, Recommendation and Endorsement Letter to schools, companies and other agencies

Office or Division:	Administrative and Records Office, GSO	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Residents, Indigents, Employees, Pastors in Valenzuela	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
letter request from the client		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement/s	1. Check the requirements presented and Issue Order of Payment 2. Prepare the Authentication/ Certification	None	5 minutes	Ms. Lucila I. Rivera
	3. Forward the recommendation/ referral letter to the Office of the Mayor for signature 4. Signed Certification will be returned to the Administrative and Records Office	None	1 day	Authorized Signatory from the Office of the Mayor City Administrator/ Chief of Staff Ms. May Marcelino
2.. Receive the Referral/Recommendation letter	5. Release the Referral/Recommendation letter	None	3 minutes	Ms. Lucila I. Rivera
TOTAL			1 day and 8 minutes	

5. Receiving or Recording of Letters and Communications



Letters/communications from constituents, private and government offices were received and recorded

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Valenzuela residents, LGU's, National Offices, NGO's, Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For personally handed: letter in duplicate copies		Constituents, LGU's, National Offices, NGO's, Private sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter/ communication at the Receiving Clerk in duplicate copies (Mailed/Faxed communications were received directly)	1. Stamped indicating the date, time and control number, recording,	None	10 minutes	Receiving Clerk, 2F Exec.Bldg. Ms. Maricar Beato and/or Mr. Roger Baydo
	2. encoding and re- routing			Ms. Lucila Rivera
2. Make a follow up thru phone/ personal	2. Inform the client of the status of the request or what office the communication was referred/ forwarded	None	10 minutes	Ms. Lucila Rivera
3. Call or go to the office concerned to determine the action taken				Concerned Dept./Office
TOTAL		None	20 minutes excluding the action taken by the concerned office	



6. Online Booking on the Use of Valenzuela City Events Spaces

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Clients, local and National Offices, NGO's, Private Sector residing in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and Valid ID		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Valenzuela City's	Confirmation of the registration	None		Membership Admin- Ms. Emely Ramos
1.1. If confirmed, submit a request letter with attached valid ID online	approval of the request			Booking Admin
1.2. upon approval of the request, proceed on the online booking				
2. Pay the corresponding rental fees	Booking confirmation	See attached price list		Payment partners
3. Present the printed or screened shot booking confirmation to the event space' bldg. administrator		None		

- * Wes Events Space-Dalandanan, Lawang Bato and Canumay West
 - reservation fee Php1,000.00 good for 250 pax
 - rate for 1st 3 hours - Php6,000.00 , succeeding hour - Php1,500.00
- * Alert Hall - reservation fee Php2,000.00 good for 500-700 pax
 - first 3 hours - Php10,000.00, succeeding hour - Php2,000



Note:

Covered Courts:

Sports – PHP 95/ hr daytime, PHP 225/ hr nighttime _____

Concert/Show/Party – PHP 160/ hr daytime, PHP 335/hr nighttime Booths - PHP 31.76/sq. meter

VCCPA – PHP 2,850/ hr

Valenzuela Astrodome:

Sports – PHP 200/ hr daytime, PHP 30/ hr nighttime Concert/Show/Party -Php760/hr

AVR – None

Conference Rooms - None

7. Provision of Event Materials

Provision of materials such as tents, monoblock chairs, tables, stage/platforms and other event supplies for various activities/events/occasions/programs

Office or Division:	Administrative and Records Office		
Classification:	Simple		
Type of Transaction:	C, G2G		
Who may avail:	Constituents of Valenzuela, Government Offices, Schools, NGOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter indicating the date, time, contact person/number and exact location of the activity/ event/ occasion/ program		Requester	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
		PROCESSING TIME	



1. Submit a request letter	1. Check the availability of the materials requested and inform the client if the requested materials are available or not. If available, forward the approved request to the Community Service Unit (CSU)	None	3 days and 15 minutes	Frontline Officer Desk 4
TOTAL			None	3 days 15 minutes

Note:

Delivery of materials: Depending on the required delivery date & time
Return of the materials: A day after the event

8. Issuance of Travel Order and Authority to Attend

Issue Travel Order and Authority to attend to Valenzuela City officials/Employees, Sangguniang Barangay and Sangguniang Kabataan who will be travelling abroad or attending Trainings/Seminars

Office or Division:	Administrative and Records Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Officials/employees, Sangguniang Barangay and Sangguniang Kabataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order: Request letter		Requester		
Authority to Attend: Approved Training Design		Requesting Sangguniang Barangay, SK		
Seminar Invitation		Seminar Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. For Travel Order: Submit a request letter indicating the travel details	1. Prepare the Travel Authority	None	15 minutes	Frontline Officer Desk 3
For Authority to attend Trainings/ Seminars: present the approved Training Design or Seminar Invitation	1.1. Forward the Travel Order or Authority to attend to the Office of the Mayor		10 minutes	Admin Messenger
	1.2. Sign the Order/ Authority		2 days	City Mayor
2. Receive the Travel Order/ Authority to Attend	2. Release the Travel Order/Authority			Frontline Officer Desk 3
TOTAL		None	2 days and 25 minutes	

9. Issuance of Permit for Photo and Video Shoot Coverage in All Government Facilities of Valenzuela City (for television, movie, show tapings, etc.)

Issue permit for television, movie and/or Program/show taping, commercial ads shoot and video coverage in all Government facilities of Valenzuela City

Office or Division:	Administrative and Records Office	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	Producer/Production staff of a movie, television, advertising agency, business, students and other entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of request addressed to the Mayor indicating date/time, specific location,		Requestee
name/nature of project schedule of ingress & egress and contact information		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request one week before the shooting/video date	Receive the letter of request The City Bldg. Administrator/ Admin Records Office will inform the requesting party if the request is approved or denied 1.1. Issue Order of Payment for approved Request	None	10 minutes 2 days	Receiving Clerk
2. Pay the required Fee at the City Treasurer Office	2. Issue O.R	See price list	30 minutes	Cashier City Treasurer's Office
3. Present the O.R to the Admin & Records Office	3. Prepare the Shooting Permit & Agreement	None	15 minutes	Frontline Officer Desk 2
	3.1. Authorized Official to sign the Permit		15 minutes	
4. Receive the Permit and be back at the venue on the scheduled taping/shooting	4. Release the permit	None	5 minutes	Frontline Officer
TOTAL		See price list	2 days, 1 hour and 15 minutes	

Notes:

PHP 50,000 for the first five (5) hours including ingress and egress and PHP 10,000 for every hour in excess of the 5-hour provision

Php10,000.00 cash bond (refundable at the end of the shoot)

No fee for school requirement purposes and Valenzuela City Government events/activities



ADMINISTRATIVE OFFICES

CITY BUDGET OFFICE

INTERNAL / EXTERNAL SERVICES



1. Processing of Purchase Requests as to Availability of Funds

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved budgetary requirements		Requestee		
Purchase Request		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Purchase Request for availability of funds	1.1 The Budget Office Staff will receive the Purchase Request.	None	2 minutes	City Budget Office Staff Ms. Leah Mae Andalleon
	1.2 After receiving the PR, forward it to the Budget Officer for review. Distribute to Budget Staff to check the availability of funds.	None	2 days	City Budget Officer Ms. Pia Febes Aquino
	1.3 If fund is available, the Budget Staff will earmark the availability of funds.	None	1 day	City Budget Office Staff General Fund- Ms. Maria Theresa Anastacio; Ms. Michelle Llanillo



	1.4 After the fund is earmarked, the Budget Staff shall forward the PR to the Budget Head for approval and signature	None	1 day	Special Education Fund- Ms. Jessica De Guzman City Budget Office Staff General Fund- Ms. Maria Theresa Anastacio; Ms. Michelle Llanillo Special Education Fund- Ms. Jessica De Guzman
	1.4. For purchase requests with no available funds, the Budget Office shall return the PR to Procurement Office	None	1 day	City Budget Office Staff Ms. Leah Mae Andalleon
	1.5 After the PR is earmarked and signed, the Budget Staff shall forward the PR to the Procurement Office for further processing		1 day	City Budget Office Staff Ms. Leah Mae Andalleon
TOTAL		None	6 days and 2 minutes	



2. Issuance of Obligation Requests for Purchase Request of Goods and Infrastructure

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Budget Office		
Purchase Order		Budget Office		
Delivery Receipt (for goods)		Requestee		
Sales Invoice (for goods)				
Inspection and Acceptance Report (goods)				
Contract (service)				
Voucher and Accomplishment Report (Infrastructure)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required documents to the City Budget Office for the Issuance of Obligation Requests	1.1. The Budget Staff shall receive the documents	None	2 minutes	City Budget Office Staff PR- Mr. Ramil Dela Cruz Infrastructure- Ms. Ginalyn Felicitas, Ms. Ma. Liwayway Llorando
	1.2 The Budget Office Staff will issue an OBR (Obligation Request)	None	2 days	City Budget Office Staff General Fund- Ms. Maria Theresa



				Anastacio; Ms. Michelle Llanillo Special Education Fund- Ms. Jessica De Guzman
	1.2 The Obligation Request will be released to Procurement or Requesting Offices		1 day	City Budget Office Staff PR- Mr. Ramil Dela Cruz Infrastructure- Ms. Ginalyn Felicitas, Ms. Ma. Liwayway Llorando
2. Submit to the City Budget Office the signed Obligation Requests	1.1. The Budget Staff shall receive the document and forward it to the Budget Officer for signature and approval in system		2 days	City Budget Office Staff and Head PR- Mr. Ramil Dela Cruz Infrastructure- Ms. Ginalyn Felicitas, Ms. Ma. Liwayway Llorando Ms. Pia Febes Aquino



	2.2 The Obligation Request will be numbered and released to Procurement/ Accounting Office/ Treasurer's Office		1 day	City Budget Office Staff Ms. Ma. Liwayway Llorando Ms. Ginalyn Felicitas
TOTAL		None	6 days and 2 minutes	

3. **Processing of Letter Requests and Budgetary Requirements as to Availability of Funds**

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Requestee		
Budgetary requirements				
Invitation letter for events				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Letter Requests/ Budgetary Requirements to the City Budget Office for the availability of funds	1.1 The Budget Office Staff will receive the letter request/s and forward to the Budget Officer	None	2 minutes	City Budget Office Staff Ms. Ginalyn Felicitas
	1.2 After receiving the letter, forward it to the Budget Officer for review. Distribute to Budget Staff to check the availability of funds.		2 days	City Budget Officer Ms. Pia Febes Aquino
	1.3 If fund is available, the Budget Staff will earmark the availability of funds.		1 day	City Budget Office Staff General Fund- Ms. Maria Theresa Anastacio; Ms. Michelle Llanillo Special Education Fund- Ms. Jessica De Guzman
	1.4 After the fund is earmarked for the letter request, the Budget Staff shall forward the letter to the Budget Head for approval and signature		1 day	City Budget Office Staff General Fund- Ms. Maria Theresa Anastacio; Ms. Michelle Llanillo Special Education Fund- Ms. Jessica De Guzman



	1.4. For letter requests with no available funds, the Budget Office shall return the letter to the requestee		1 day	City Budget Office Staff Ms. Katherine de Guia
	1.5 After the letter is earmarked and signed, the Budget Staff shall forward to the Office of the City Mayor for his approval		1 day	City Budget Office Staff Ms. Katherine de Guia
TOTAL		None	6 days and 2 minutes	

4. **Processing of Overtime Pay, Terminal Leave Pay as to Availability of Funds**

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Overtime Pay Endorsement with Estimated Amount Letter Request		Requestee		
For Terminal Leave Pay Clearance Form Estimated amount				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON



	ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit the Overtime Pay Estimate/ Terminal Leave Pay Clearance form to the City Budget Office for the availability of funds	1.1 The City Budget Staff shall receive the documents and forward to the budget staff assigned for the checking of availability of funds	None	1 day	City Budget Office Staff Ms. Ginalyn Felicitas
	1.2 The Budget Office Staff will check the availability of funds and earmark the fund and forward to the Budget Officer	None		City Budget Office Staff Ms. Katherine De Guia; Ms. Maria Theresa Anastacio
	1.3 The City Budget Officer will sign the Appropriations Slip		1 day	City Budget Officer Ms. Pia Febes Aquino
	1.4 The Appropriation Slip together with other documents will be forwarded to the City HRM Officer		1 day	City Budget Staff Ms. Ginalyn Felicitas
	TOTAL	None	3 days	

5. **Obligations of Payrolls/ Vouchers**



Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll/ Vouchers		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required documents to the City Budget Office for the Issuance of Obligation Requests	1.1 The Budget Office Staff will receive the payroll/voucher and distribute to the assigned Budget Staff for obligation	None	1 day	City Budget Office Staff Ms. Katherine De Guia Ms. Jeleen Dela Cruz Ms. Maria Therese Anastacio Ms. Jessica De Guzman Ms. Psyrrill Dino Mr. Ramil Dela Cruz
	1.2 The Payroll and Vouchers will be signed and approved by the City Budget Officer			City Budget Officer Ms. Pia Febes Aquino
	1.3 The budget Staff will number and forward the Payrolls and Vouchers to			City Budget Office Staff Ms. Maria Liwayway Llorando



	Accounting Office			Ms. Ginalyn Felicitas
TOTAL		None	1 day	

6. Review of Sangguniang Barangay's Annual Budget

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Message Appropriation Ordinance BBP Form No. 1 (Budget Expenditures and Sources of Financing) BBP Form No. 2 (Program Appropriation by PPA)				
BBP Form No. 2A (20% Development Plan) BBP Form No. 3 (BDRRMF and Mgmt Plan with Brgy. Resolution, GAD Plan with Brgy. Resolution, BCPC Plan with Brgy. Resolution, BPOS Plan with Brgy. Resolution, BDAC Action Plan with Brgy. Resolution, Annual Investment Program (AIP) and Project Procurement Plan)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit to the City Budget Office the Proposed Barangay Annual Budget with attached required documents	1.1 Receive the Proposed Barangay Annual Budget	None	2 days	City Budget Office Staff Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin
	1.2 Check the Appropriation Ordinance together with the required documents for documentary and signature requirements			
	1.3 Check the compliance with budgetary requirements and general limitations			
	1.4 Check the consistency of authorized salary grade and the corresponding salary of honoraria for each position with the Plantilla of Personnel			
	1.5 Check the consistency of the projects in the Appropriation Ordinance with the approved AIP			
	1.6 Check the account code and account title if they are correct			



	1.7 Endorsed to Office of Liga ng mga Barangay the Reviewed Barangay Annual Budget			City Budget Office Staff Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin
TOTAL		None	2 days	

8. Review of Sangguniang Barangay's Supplemental Budget

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Message Barangay Resolution Appropriation Ordinance BSBP Form No. 5 (Statement of Funding Source) BSBP Form No. 6 (Statement of Supplemental Appropriations) AIP Resolution SAIP Supplemental Annual Investment Program Supplemental Annual Procurement Plan		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit to the City Budget Office the Proposed Barangay Supplemental Budget with attached required documents</p>	<p>1.1 Receive the Proposed Barangay Supplemental Budget</p> <p>1.2 Check the Source of Fund: a) Savings/ Beginning -Check the accuracy of the amount from summary of income and expenses prepared by the City Barangay Audit Unit - Check the account code and account title if they are correct</p>	<p>None</p>	<p>2 days</p>	<p>City Budget Office Staff</p> <p>Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin</p>
	<p>1.3 Endorsed to the Office of Liga ng mga Barangay the Reviewed Brgy. Supplemental Budget</p>			<p>City Budget Office Staff</p> <p>Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin</p>
<p>TOTAL</p>		<p>None</p>	<p>2 days</p>	



9. Review of Sangguniang Kabataan Annual and Supplemental Budget

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SK Resolution		Requestee		
2. Annual/ Supplemental Appropriation Form				
3. Annual/ Supplemental Budget Barangay Youth Investment Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Proposed SK Annual/ Supplemental Budget with attached required documents	1.1 Receive the Proposed SK Annual/ Supplemental Budget	None	2 days	City Budget Office Staff Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin
	1.2 Check the documents for documentary and signature requirements			
	1.3 Check the estimate 10% of the General Fund of the Barangay for the ensuing Fiscal Year			
	1.4 Check that the expenditure program does not exceed the estimated income			



	1.5 Check all the programs, projects and activities in the Annual/ Supplemental Budget based on ABYIP			
	1.6 Check that there is no appropriation in the Annual/Supplemental Budget that is contrary to budgetary limitations			
	1.7 Check the account code and account title if they are correct.			
	1.8 Endorsed the Reviewed Proposed SK Annual/ Supplemental Budget to SK Federation			City Budget Office Staff Ms. Ma. Victoria S. Catap; Mr. Reynaldo Bartolome, Mr. Jan Emmanuel Marcos Ms. Jenny Rose Delfin
TOTAL		None	2 days	



ADMINISTRATIVE OFFICES

DIGITAL COMMUNICATIONS OFFICE (DCO)

EXTERNAL SERVICES



1. Request for Posting (CGOV online media accounts)

Offices, departments, and other agencies and Valenzuela business owners and constituents that need assistance on information dissemination must submit their request via letter / email (digitalcomms@valenzuela.gov.ph) or through an Online Request Form (www.valenzuela.gov.ph/postingrequest).

Office or Division:	Digital Communications Office (DCO)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All City Hall offices, government agencies, and other government instrumentalities; Business owners in Valenzuela; Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to City Mayor thru the Officer-in-Charge of the DCO: Frances Marion Salazar		Individual		
Soft file (in PSD/PNG/JPEG/AVI/MP4/MOV format) of the layout, image, video, and/or logo requested to be posted online;				
Or fill out the online Posting Request Form		www.valenzuela.gov.ph/postingrequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a formal request (personally, via e-mail, or via the Posting Request Form) containing the details of request and the requester's contact information.</p> <p><i>Note: Requests must be submitted at least 7 working days prior to the actual event, observance, or target posting date.</i></p> <p><i>For congratulatory posts for Valenzuelano achievers, requests should be done 30 calendar days (or earlier) after the awarding.</i></p>	<p>1. DCO accepts the request for approval and review. If sent through e-mail or online request form, DCO personnel should acknowledge that the e-mail has been received.</p>	None	1 working day	<i>Shanel Cruz (Admin Officer)</i>



<p>2. Wait for the approval and/or feedback on the request.</p>	<p>2. DCO OIC shall review the request.</p> <p>If approved, DCO personnel shall check the content calendar for the schedule of posting and update the requester.</p> <p>If disapproved or additional information is needed, DCO personnel shall contact the requester.</p>	<p>None</p>	<p>1-2 working days</p>	<p><i>Frances Marion Salazar (OIC)</i></p> <p><i>Cloie Mananquil (Supervising Officer)</i></p>
<p>3. If approved and information is complete, wait for the request to be posted online.</p>	<p>3. DCO personnel will create the social media material (if needed) and post the request in line with the content calendar.</p> <p><i>Note: Congratulatory posts for Valenzuelano achievers are only posted every 2nd and 4th Saturday of the month.</i></p>	<p>None</p>	<p>5 working days (except congratulatory posts)</p>	<p><i>Cloie Mananquil (Supervising Officer)</i></p> <p><i>Laurence Jazareno (Social Media Officer)</i></p> <p><i>Angela Zenarosa (Copywriter)</i></p> <p><i>Sonny Manansala (Copywriter)</i></p> <p><i>Elvira Dela Cruz (Graphic Artist)</i></p> <p><i>Zedie Sagcal (Graphic Artist)</i></p> <p><i>Patti Borja</i></p>



				(Graphic Artist)
TOTAL		None	7 working days	
NOTE: The schedule of posting is subject to change under certain circumstances, also depending on urgent City Hall announcements and advisories.				

2. Online Inquiries and Complaints

DCO is monitoring and responding to online comments, feedback, and complaints which call for immediate response. DCO shall communicate, endorse, and get feedback from concerned offices and departments to get back to the complainant.

Office or Division:	Digital Communications Office (DCO)			
Classification:	Simple to Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Netizens, Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaints should have complete information: - Date, Time, Exact location of concern or incident - Name and Contact Number of complainant - Photo or video for reference		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a message to the Valenzuela City Facebook Page or an e-mail message to the City Mayor at info@valenzuela.gov.ph for inquiries, complaints, and/or assistance or requests.	1. DCO personnel will read and reply to the client's message.	None	1-2 working days for simple transactions / 7 working days for complex transactions	Shanel Cruz (Admin Officer) Laurence Jazareno (Social Media Officer)
2. Wait for the feedback on comments, complaints, assistance or requests.	2. DCO personnel will forward the message to the concerned office/s for immediate			



	disposition and appropriate action. DCO personnel or the concerned office will then get back to the client for feedback.			
TOTAL		None	1-2 working days for simple transactions / 7 working days for complex transactions	

3. Video Production Requests

The DCO is open to video production requests from different departments and offices of the City Government provided that the videos are intended for the City Government's digital and social media platforms.

Office or Division:	Digital Communications Office (DCO)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government Offices and Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Officer-in-Charge of the DCO: Frances Marion Salazar		Requesting party		
Complete concept and details, script (if available), shooting locations, talents, props, honorarium and meals of talents, etc.		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request (personally or via e-mail) containing the details of	1. DCO accepts the request for approval and	None	1 working day	<i>Shanel Cruz (Admin Officer)</i>



<p>request and the requester's contact information.</p> <p><i>Note: Requests must be submitted at least 21 working days prior to the target posting date.</i></p>	<p>review. If sent through e-mail, DCO personnel should acknowledge that e-mail has been received.</p>			
<p>2. Wait for the approval and/or feedback on the request.</p>	<p>2. DCO OIC shall review the request.</p> <p>If approved, DCO personnel shall check the schedule of availability for shoots (if needed).</p> <p>If disapproved or additional information is needed, DCO personnel shall contact the requester.</p>	None	2 working days	<p><i>Frances Marion Salazar (OIC)</i></p> <p><i>Cloie Mananquil (Supervising Officer)</i></p>
<p>3. If approved and information is complete, wait for the DCO personnel to coordinate the video production details.</p> <p>Collaborate with the assigned DCO staff in the video production and wait for the drafts of the video for approval.</p>	<p>3. DCO personnel shall collaborate with the requesting part in planning and carrying out the video production.</p>	None	11 working days	<p><i>Frances Marion Salazar (OIC)</i></p> <p><i>Cloie Mananquil (Supervising Officer)</i></p> <p><i>Angela Zenarosa (Copywriter)</i></p> <p><i>Sonny Manansala (Copywriter)</i></p> <p><i>Jeff Calaoagan (Video Editor)</i></p>



				<i>Yuri Velasco (Video Editor)</i>
4. Send revisions (if any) and approve the video for posting.	4. DCO personnel shall revise the video accordingly.	None	5 working days	<i>Frances Marion Salazar (OIC)</i> <i>Cloie Mananquil (Supervising Officer)</i> <i>Angela Zenarosa (Copywriter)</i> <i>Sonny Manansala (Copywriter)</i> <i>Jeff Calaoagan (Video Editor)</i> <i>Yuri Velasco (Video Editor)</i>
5. Wait for the posting of the finalized video.	5. DCO personnel shall post the video according to the agreed upon schedule.	None	1 working day	<i>Laurence Jazareno (Social Media Officer)</i>
TOTAL		None	20 working days (excluding revisions and edits)	

4. Livestream Setup and Webinar Requests

The DCO also assists in producing livestreams and webinars for broadcast on Valenzuela City's official Facebook page. The DCO is open to requests from different departments and offices of the City Government, provided that the livestreams and webinars are intended for the City Government's digital and social media platforms.



Office or Division:	Digital Communications Office (DCO)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government Offices and Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Officer-in-Charge of the DCO: Frances Marion Salazar		Requesting party		
Complete event/webinar details, program, script (if available), host/facilitator, talents, and invited online audience		Requesting party		
Reserved venue, internet connection, and other technical requirements		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request (personally or via e-mail) containing the details of request and the requester's contact information. <i>Note: Requests must be submitted at least 21 working days prior to the target broadcast date.</i>	1. DCO accepts the request for approval and review. If sent through e-mail, DCO personnel should acknowledge that e-mail has been received.	None	1 working day	<i>Shanel Cruz (Admin Officer)</i>
2. Wait for the approval and/or feedback on the request.	2. DCO OIC shall review the request and update the requester if approved. If disapproved or additional information is needed, DCO personnel shall contact the requester.	None	2 working days	<i>Frances Marion Salazar (OIC)</i> <i>Cloie Mananquil (Supervising Officer)</i>
3. If approved and information is complete, wait	3. DCO personnel shall	None	16 working days	<i>Frances Marion Salazar (OIC)</i>



<p>for DCO personnel to coordinate the details of the livestream or webinar.</p> <p>Collaborate with the assigned DCO staff for the broadcast.</p>	<p>collaborate with the requesting party in planning and preparing for the broadcast, including the ocular of the venue.</p>			<p><i>Cloie Mananquil (Supervising Officer)</i></p> <p><i>Angela Zenarosa (Copywriter)</i></p> <p><i>Sonny Manansala (Copywriter)</i></p> <p><i>Jeff Calaoagan (Video Editor)</i></p> <p><i>Yuri Velasco (Video Editor)</i></p> <p><i>Spencer Montalbo (Web Admin)</i></p> <p><i>Elvira Dela Cruz (Graphic Artist)</i></p> <p><i>Zedie Sagcal (Graphic Artist)</i></p> <p><i>Patti Borja (Graphic Artist)</i></p>
<p>4. Join the DCO during the broadcast of the livestream or webinar.</p>	<p>4. DCO personnel shall broadcast the livestream or webinar.</p>	<p>None</p>	<p>1 working day</p>	<p><i>Frances Marion Salazar (OIC)</i></p> <p><i>Cloie Mananquil (Supervising Officer)</i></p> <p><i>Angela Zenarosa (Copywriter)</i></p> <p><i>Sonny Manansala</i></p>



				<i>(Copywriter)</i> <i>Jeff Calaoagan</i> <i>(Video Editor)</i> <i>Yuri Velasco</i> <i>(Video Editor)</i> <i>Spencer</i> <i>Montalbo</i> <i>(Web Admin)</i>
TOTAL		None	20 working days	



ADMINISTRATIVE OFFICES

HUMAN RESOURCES MANAGEMENT OFFICE (HRMO)

INTERNAL / EXTERNAL SERVICES



1. Request for Service Record

This service is available to active/inactive City Employees for purposes of loan availment at Pag-IBIG/GSIS and employment.

Office or Division:	HRMO			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	City Employees and former City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Active Employees: No requirement/s needed				
For Inactive Employees: Accomplished Property Clearance		HRMO		
For lost service record: Salary Card		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request for Service Record. 2. Indicate for what purpose the request for. 3. If Resigned, Retired, or Separated from Service, client must accomplish clearance first.	1. HRMO personnel checks the record 2. HRMO personnel prepares Service Record	None	Active: 3 days upon receipt of request. Inactive: 3 days from receipt of accomplished Property Clearance.	Frontline personnel Ms. Ana Rhea De Guzman



4. The client shall wait for the date of release	2. HRMO personnel releases Service Record.		5 minutes	
TOTAL		None	3 days and 5 minutes (excluding the process of the retrieval of salary card from the Treasury Office)	

2. Issuance of Certificate of Employment

This service is available to active/inactive City Employees for purposes of loan availment; employment; financial assistance; and requirements in school.

Office or Division:	HRMO			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	City Employees and former City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Active Employees: No requirement/s needed		None		
For Inactive Employees: Accomplished Property Clearance		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client will request for Certificate of Employment.	1. HRMO personnel prepares Certificate of Employment	None	Active: 3 days upon receipt of request. Inactive: 3 days from receipt of accomplished Property Clearance.	Frontline personnel
2. Indicate for what purpose the request for.				
3. If Resigned, Retired, or Separated from Service, must accomplish clearance first.				
4. The client shall wait for the date of release	2. HRMO personnel releases Certificate of Employment.		5 minutes	
TOTAL		None	3 days and 5 minutes	

3. Employees' Clearance of Accountabilities

This service Clearance process is a requirement imposed by the management on an employee to settle all debts and obligations, including return of properties or documents issued to an employee.

Office or Division:	HRMO
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	City Employees and former City Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Certificate of Last Salary/Benefits received	HRMO- Payroll Unit



Form 2316 Certificate of Compensation Payment/Tax Withheld		HRMO- Payroll Unit		
Certificate of No Pending Case		City Legal Office		
Daily Time Record		Information and Communication Technology Office		
ATM ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Employees Clearance of Accountabilities	1. Issue an order of payment	None	5 minutes	Frontline personnel Ms. Lorna Sampang
The client shall pay the corresponding fee to the Treasury Office amounting to Php 10.00 as per Ordinance <u> </u>				
1. Present the Official Receipt to the HRMO. 1.1 Submit the required documents	1.1 HRMO personnel prepares Employees Clearance of Accountabilities Form. 1.2 Issue the form for the signature of different Department Heads	None	1 day	Frontline personnel Ms. Lorna Sampang



<p>2. The client shall secure the signatures of different Department Heads indicated on form.</p>				
<p>3. Upon securing the required signatures of different Department Heads, the client shall give the signed form to the HRMO</p>	<p>3.1. The HRMO shall receive the form</p> <p>3.2. The HRMO shall verify the last payback of the employee. The HRMO-Payroll Unit shall determine whether the payback is included in the current year's budget; otherwise, the HRMO shall request the Budget Office to include the payback to the Accounts Payable</p>		<p>7 days</p>	<p>Frontline personnel</p> <p>Ms. Lorna Sampang</p>
<p>4. The client shall wait for the release date of the clearance</p> <p>Note: For client with payback, he/she shall wait for the processing of his/her last payback before</p>	<p>4. The HRMO shall release the clearance form</p>	<p>None</p>	<p>5 minutes</p>	<p>Frontline personnel</p> <p>Ms. Lorna Sampang</p>



getting the clearance form				
TOTAL		None	8 days and 10 minutes (excluding the process of requesting the Budget Office for the inclusion of the payback to the AP)	

4. Filing of Complaints on City Officials and Employees

This service is available to the general public who have issues and concerns with the City Official and Employee of the City Government of Valenzuela.

Office or Division:	HRMO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up complaint form with verification and non-forum shopping (Notarized)		HRMO/PACD Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint or filled-out complaint form	1. Attend to the complainant's grievance or provide complaint form	None	1 day	Frontline personnel



	1.2. Inform the client that HRMO will revert to the client within 1 day		1 day	
	1.4. Inform the personnel about the complaint against him/her		1 day	
2. The complaint decided to file a case 2.1. Ask the complainant to notarize the complaint form For cases that have been resolved amicably, provide a settlement agreement	2. Endorse the case to the Secretariat of the Ethics Board		1 day	Human Resource Management Officer Mr. George Anthony Abique
The HRMO shall wait for the resolution of the Ethics Board. The period of the release of the resolution will depend on the proceedings implemented by the Ethics Board Committee.				
	3. The HRMO shall implement the decision of the Ethics Board	None	3 days	HRMO and Payroll Unit Ms. Flocerfida Villamar Ms. Feliza Salazar Mr. George Anthony Abique



TOTAL	None	7 days	
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ADMINISTRATIVE OFFICES

**INFORMATION AND
COMMUNICATION TECHNOLOGY OFFICE (ICTO)**

INTERNAL SERVICES



1. Issuance of recommendation for I.T. equipment purchase

Office or Division:	Information and Communication Technology			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request Form and Evaluation Form			Procurement Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will prepare purchase request form		None	4 days	Procurement Office Staff
Fill up Purchase Request Evaluation Form indicating the end user and the purpose of the request	The request will be evaluated and if approved, Recommendation will be issued.			Ms. Pauly F. Dantes
				ICTO Staff / Procurement Office Staff
TOTAL		None	4 days	

2. Technical Support Service

This service Clearance process is a requirement imposed by the management on an employee to settle all debts and obligations, including return of properties or documents issued to an employee.

Office or Division:	Information and Communication Technology
Classification:	Complex



Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Office		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request technical service through I.T. Helpdesk.	1. Helpdesk will encode the details of the request or support needed to the service request system. SRF Form will be prepared and printed.	None	20 minutes	ICTO Staff Mr. Kyle S. Ortega
	1.2. Technical Support Staff will be deployed on site.			
TOTAL		None	20 minutes	

3. Issuance of System / Application User Access

Office or Division:	Information and Communication Technology Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Employees and offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
User Access Rights Request Form		ICTO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will prepare and submit User Access Right Form	1. On the form, check the necessary access right/s for a particular system/s with the approval of Department Head. Upon approval of the request, it will be encoded to the system. User Access will be issued to the end user.	None	3 days	ICTO Staff Mr. Harvey D. Casimiro
1.2. Client/ end user receives the user access				
TOTAL		None	3 days	

4. Office Internet Access Service

Office or Division:	Information and Communication Technology Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Internet Access Request Form		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client will prepare and submit Internet Access Request Form	1. Receive Internet Access Request Form Secure Approval from the Department Head. Upon Approval the internet access will be granted to the client.	None	1 days	ICTO Staff Mr. Will Jay E. Esmeria
1.2. Receive Internet access from ICTO				
TOTAL		None	1 day	



ADMINISTRATIVE OFFICES

CITY LEGAL OFFICE

EXTERNAL SERVICES



1. Notarization of Documents

The City Legal Office (CLO) provides service through the notarization of documents and/or administration of oath.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Outside clients specifically Valenzuela City constituents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopies of one (1) latest and valid government issued identification card, as proof of identity.		client, government office		
2. Document for notarization: a. Affidavit of Loss of OSCA ID, attachment/ supporting documents (if applicable) b. Service Contracts entered by the City Government of Valenzuela with Contractual employees c. Acknowledgment of City Mayor for contracts and deed entered into and in favor of the City d. Pleadings for the City as party		client, government office		
Note: Pursuant to the rules on Notarial Law, it is required that the constituent-signatory of the subject document must be present before the Notary Public to be personally sworn to and/or to acknowledge the statements of the document to be notarized.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the original and photocopies of documents to be notarized along with Government Issued IDs.	1.1 Attend to Client and verify the required legal document/s.	None	1 hour	Notary Public assisted by: Mr. Lareey Cabral Ms. Connie De Castro Mr. Manuel Conde
	1.2 Assign queue number.			
2. Review and Sign the documents for notarization.	2.1 Assist the client for signature in the jurat/acknowledgment portion.	None	1 hour	Notary Public Lawyer Assigned per day
	2.2. Notary Public to notarize the Document/s.			
	2.3 Numbering & Dry seal of documents			
3. Claim notarized documents.	3.1 Issue Legal Document/s.		1 hour	
TOTAL		None	3 hours	

2. Availing of Free Legal Advice or Counselling

The City Legal Office (CLO) renders assistance to constituents with free legal counseling. Through this service, the office provides clients immediate relief on their legal problems and guides them towards the proper direction in attaining such relief.

Office or Division:	City Legal Office
Classification:	Simple
Type of	G2C



Transaction:				
Who may avail:	Valenzuela Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents, if applicable.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients will register his/her personal information in the Legal Assistance Record Book.	1.1 Give the privacy notice, to be read by the client.	None	30 minutes*	Officer of the Day 3rd Floor City Legal Office
	1.2 Solicit Facts and review the type of legal assistance needed.	None		
	1.3 Lawyer or Paralegal on duty, provide Legal Advice and/or counseling, if necessary, will refer him/her to proper agencies that can address the problem directly.	None		
TOTAL		None	30 minutes	

*Depends on the issue involved.

3. Legal Advice to Meetings, Committee, Hearings, and/or Public Hearings



The City Legal Office (CLO) renders assistance to government agencies, offices, and other local government unit/s by in meetings, committee hearings, and/or public hearings when invited for that purpose.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government agencies, offices, and other local government unit/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Meetings/Invitation Committee Hearings/ Public Hearings		Requesting Agency, Office and/or Local Government Unit (LGU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the notice of meeting/s, committee and/or public hearing/s.	1. Receive and endorse to Lawyer-in-Charge and/or Paralegal/s.	None	1 day	Assigned Personnel at the City Legal Office 3rd Floor Executive Building
	1.1. Attend by the Lawyer-in-Charge and/or Paralegal/s and review the type of legal assistance needed on the schedule setting.			Lawyer-in-Charge and/or Paralegal/s at the City Legal Office 3rd Floor Executive Building
2. Listen to counseling	2. Provide legal advice and counseling on the schedule setting.	None	By schedule	Lawyer-in-Charge at the City Legal Office 3rd Floor Executive



				Building
TOTAL		None	1 day	

Note: Legal advice and counseling schedule is dependend on the schedule set by the requesting office, this may vary.

4. Assistance in the Review of City Ordinance/s, Resolution/s and Drafting of Executive Order/s

The City Legal Office (CLO) renders assistance to the Sangguniang Panlungsod through receiving the City Ordinance or Resolution and Office of the City Mayor through drafting of an Executive Order.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government agencies, office/s, and Sangguniang Panlungsod			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for assistance to review or draft City Ordinance/s, Resolution/s or Executive Order/s		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter to the City Legal Office (attach the draft document for review) 2. The request shall indicate the requesting office's	1.1 The CLO receiving/Releasing Section receives the request. The corresponding document is stamped and received by the	none	1 day	Receiving Staff: Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca



<p>contact person and details, and a copy of the request must be attached and the previously reviewed documents by the CLO.</p>	<p>CLO receiving/releasing section, registered in logbook, and tagged with a routing slip showing the control and document tracking numbers.</p>			
	<p>1.2 The receiving staff emails or forwards the documents to the Initial Reviewer to handle the request.</p>			
	<p>1.3 The Initial Reviewer (IR) reviews the request and takes any other appropriate action. The IR may consult/coordinate with relevant offices/agencies and gather additional documents pertinent to the request. The IR may also return the request without action, if the endorsement</p>	<p>none</p>	<p>10 days</p>	<p>Assigned Lawyer</p>



	is incomplete.			
	1.4 The IR emails or forwards the prepared draft to the Supplemental Reviewer (SR) for supplemental review.	none	3 Days	Assigned Lawyer
	1.5 The SR conducts a supplemental review and endorses or emails a draft to the assigned lawyer for Further Review (FR) or approval.			City Government Assistant Head Department Atty. Rennie May Padayao or assigned lawyer of the City Legal Office
	1.6 The CGAHD conducts further review and endorses or emails drafts to the Head of the CLO for further study or approval.	none	3 Days	City Government Assistant Head Department Atty. Rennie May Padayao or assigned lawyer of the City Legal Office
	1.7 The Head of the CLO emails or forwards the approved draft to the CLO printing, email, copies furnished administrative	none	3 Days	CLO Head Atty. Jaime T. De Veyra



	staff and signs two printed copies. In the event of the draft's return by the CLO Head to IR for any modification/revisions, the IR emails or forwards the draft to CLO's Head for approval.			
	1.8 The administrative staff shall have one copy of the memorandum ready for release/pick-up by the requesting office and keep one copy for CLO file. The receipt is evidenced by a logbook showing action taken and the name and signature of the appropriate receiving party.	none	Upon Receipt	Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca
TOTAL		None	20 days	

5. Drafting, Receiving, and/or Rendering Legal Opinion/s, Letter, Endorsement, and/or Memorandum



The City Legal Office (CLO) renders assistance to different offices by drafting and rendering legal opinion/s, letters, endorsement, and/or memorandum.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C, & G2G			
Who may avail:	Government agencies, offices and other Local Government Unit/s including constituents and business sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Legal Opinion/s, Letter, Endorsement and/or Memorandum 2. Documents subject of Legal Opinion 3. Supporting documents for the drafting of Memorandum/Endorsement		Requesting Office/Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a request letter to the City Legal Office or Present a request letter to concerned office/s. 2. The request shall indicate the requesting office's/individual/business sector's contact person and details, and a copy of the request letter.	1.1 The CLO receiving/Releasing Section receives the request for legal services. The corresponding document/s is stamped and received by the CLO receiving/releasing section, register in logbook, and tagged with a routing slip showing the control and document	None	1 day	Receiving Staff Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca



	tracking numbers.			
	1.2 The receiving staff emails or forwards, if applicable the documents to the Initial Reviewer to handle the request.			Receiving Staff Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca
	1.3 The IR reviews the request and takes any other appropriate action. The IR may consult/coordinate with relevant offices/agencies and gather additional documents pertinent to the request. The IR may also return the request without action, if the endorsement is incomplete.	None	10 days	Assigned Lawyer
	1.4 The IR emails or forwards the prepared draft to the Supplemental Reviewer (SR) for further			Assigned Lawyer



	review.			
	1.5 The SR conducts further review and endorses or emails a draft to the assigned lawyer for Further Review (FR) or approval.	None	3 Days	Assigned Lawyer
	1.6 The CGAHD conducts further review and endorse or emails drafts to the Head of the CLO for further study or approval.	None	3 Days	City Government Assistant Head Department Atty. Renchie May Padayao or assigned lawyer of the City Legal Office
	1.7 The Head of the CLO emails or forwards the approved draft to the CLO printing, email, copy furnishes administrative staff and signs two printed copies. In the event of the draft's return by the CLO Head to IR for any modification/revi sions, the IR emails or forwards the draft to CLO's	None	3 Days	CLO Head Atty. Jaime T. De Veyra



	Head for approval.			
	1.8 The administrative staff shall have one copy of the memorandum ready for release/pick-up by the requesting office and keep one copy for CLO file. The receipt is evidenced by a logbook showing action taken and the name and signature of the appropriate receiving party.	None	Upon receipt within the day	Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca
TOTAL		None	20 days	

*Pleading shall be processed immediately upon receipt

6. Issuance of Certificate of NO Pending Case and Certificate of Urgency

The City Legal Office (CLO) renders assistance to employees Certificate of No Pending Case and/ or Sanguniang Panlungsod for Certificate of Urgency.

Office or Division:	City Legal Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Former government employee/s and/or Sangguniang Panlungsod



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for issuance of Certificate of No Pending Case		City Legal Office, 3rd Floor, Executive Building		
Certificate of No Pending Case				
Service Record		Human Resources and Management Office (HRMO)		
Order from Mayor's Office (MO) for Certificate of Urgency		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the latest Service Record given by Human Resources and Management Office (HRMO) & request for the issuance of Certificate of No Pending Case or request for Certificate of Urgency	1.1. Solicit requirements and determine the type of certificate needed.	None	5 minutes	Assigned Personnel Ana Maria Fernandez Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca
	1.2. Draft the request document/certificate		30 minutes	Ana Maria Fernandez
	1.3. Release for City Administrator's review/initial/signature May take additional two (2) days depending on the complexity of the needed documents	None	1 day	City Government Assistant Head Department Atty. Rennie May Padayao



2.Claiming of the Certificate	2.1 Released of Certificate			Ana Maria Fernandez Belle Anne Vergara Leona Zaldivar Vina Cayabyab Dolly Ricafranca
TOTAL		None	1 day and 35 minutes	



ADMINISTRATIVE OFFICES

PROCUREMENT OFFICE

INTERNAL SERVICES



1. Processing of Purchase Requests – For Alternative Mode of Procurement

Office or Division:	GSO - Procurement Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Layout, if necessary		Public Information Office		
ICTO Recommendation Letter, if I.T. Equipment		ICTO		
Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request to the Procurement Office	1. Accept the Purchase Request and endorse to the buyers for the canvassing price from prospective suppliers	None	1 day	Procurement Office Staff
	1.1. Send Request for Quotations to at least three (3) prospective suppliers		3 days	Buyers



	Prepare the Abstract of Proposal/ Quotation/ Bid and send it to the Bids and Awards Committee for signature.	None	1 day	Buyers
TOTAL		None	5 days	

2. Processing of Purchase Request – For Competitive Bidding

Office or Division:	GSO - Procurement Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Layout, if necessary		Public Information Office		
ICTO Recommendation Letter, if I.T. Equipment		ICTO		
Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request to Procurement Office	1. Accept the Purchase Request and endorse to the Buyers for	None	1 day	Procurement Office Staff



	canvassing of price from prospective Suppliers			
	1.1. Indicate the estimated cost in the Purchase Request.		3 days	
	1.2. Forward the Purchase Request to the Budget Office for Budget Certification		1 day	Buyers
	1.3. Prepare the Approved Budget for the Contract (ABC).		1 day	Buyers
TOTAL		None	5 days	

3. Preparation of Purchase Order

Office or Division:	GSO - Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved purchase request		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. None	1. . Prepare the Purchase Order and send to the Mayor's Office for approval.	None	1 day	Buyer
	1.1. Accept the approved Purchase Order and send to the supplier for delivery.		1 day	Buyer
TOTAL		None	5 days	



ADMINISTRATIVE OFFICES

PROPERTY OFFICE

INTERNAL / EXTERNAL SERVICES



1. Releasing Inspection and Acceptance Report (IAR)

Incoming documents for preparing of Inspection and Acceptance Report (AIR) with inventory custodian slip and property acknowledgment receipt.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Purchase Order (PO) • Purchase Request (PR) • Sales Invoice & DR • Warranty Certificate Certification/recipients - (If needed) 		Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the property office	1. Received and Checking of requirements 1.1. If incomplete return the documents to procurement	None	5 minutes	Property Personnel <ul style="list-style-type: none">• Mr. Rafael Marmol
	1.2. If complete proceeds to the inspection of the items		30 minutes *depends on the volume and specification of the items	Property Inspectors Mr. Joven, or Mr. Marc or Mr. Eric



2. Provide a copy to COA. Deliveries of vouchers for IAR from procurement	1.3.Encode to generate the Inspection and Acceptance Report (IAR),		15 minutes	Property Personnel Mr. Ronald
	Preparation of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) (If necessary) Submit a copy to COA		10 minutes	Mr. Joven or Mr. Marc Signature of Head of Office Ms. Lheg
TOTAL		None	15 minutes	

2. Outgoing of Documents

Outgoing of accomplished IAR / documents for transmittal to COA.

Office or Division:	Property and Supply Management Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	COA / Procurement



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished IAR		Property and supply management division		
P.O / P.R		Procurement Division		
Sales Invoice/ D.R.		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparing and checking of accomplished IAR / documents	1. Checking and photocopying of S.I/D.R/ P.O/P.R and IAR	None	15 minutes	Property Personnel Mr. Bong Marmol
2. Transmittal of accomplished IAR	2. If complete, the documents will be delivered to COA		15 minutes	Property Personnel Mr. Rafael Marmol
3. Receiving of transmittal	3. Checking and receiving of accomplished IAR with photocopied documents			COA Personnel
4. Returning of documents and accomplished IAR with COA received	4. Return the vouchers to procurement for auditing		5 minutes	Property Personnel Mr. Rafael Marmol
TOTAL		None	50 minutes	

3. Preparation of Inspection and Acceptance Reports (IAR)

Inspection and Encoding for IAR.



Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
P.O/ P.R. / OBR		GSO-Procurement		
Sales invoice/ delivery receipt/ warranty certificate		Supplier		
Certification/recipients				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver items to the assigned warehouse as per P.R. & P.O.	1. Inspect the items upon arrival at the warehouse base on the P.R/PO attached, if deliveries are complete.	None	5 days	Property Inspectors Marc, Eric or Joven
	1.1. Encoding and preparation of inspection and acceptance report		1 day	Property Personnel Ronald
	1.2. Printing and signing of inspection acceptance report		1 day	Property Personnel
TOTAL		None	15 days	

4. Preparation of Property Acknowledgement Receipt and Inventory Custodian Slip
Creating/ encoding of PAR and ICS.



Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Various Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IAR & P.O / PR			Property / Procurement	
Sales invoice/delivery receipt/warranty certificate/recipients			GSO-Procurement	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end user received the items delivered	1.Re-inspect the item	None	7 days	Property Personnel
	1.1.Create the ICS or PAR & barcode stickers		7 days	Property Personnel
	1.2.Printing of PAR/ICS with barcode stickers		1 days	Property Personnel
	1.3.Sending of PAR/ICS to end user for signature		1 days	Property Personnel
	1.4.Waiting to the end user to sign the par for the accountability of the delivered items		30 days	End User
	1.5.After signing		30 days	End User



	of par or ICS, the end user sent back the documents to property office			
	1.6. After sent back the signed PAR/ICS it will be attached to IAR with documents & send back to procurement		1 day	Property Personnel
TOTAL		None	77 days	

5. Property Accountability Clearance

Employees securing property clearance (property accountability) Clearance for different purposes (Resignation, terminal leave, travel and transfer of office, maternity leave etc.)

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Valenzuela City government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees clearance accountability form		HRMO		
Record of accountability		Property and Supply Management Division		
Return slip / I&I report form if needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure employees clearance accountability form	None	None	1 day	HRMO
2. Payment of clearance			1 day	CTO Cashier
3. Fill up clearance form completely, must be signed by the applicant & the department head				Department Head of Applicant
4. Secure record of accountability. Return slip, I&I report form if needed			1 hour	Property Personnel
5. Settlement/ reissuance of accountability with check is applicable				Applicants Office/ Property Custodian of The Designated Applicant's Office
6. Upon completion of PSMD requirements/ slip, proceed to PSMD for final checking & updating of record & for signature of PSMD head	Checking/ signing of clearance form		30 minutes	Department Head of PSMD
TOTAL		None	2 days, 1 hour and 30 minutes	

6. Application and Renewal of Building Insurance

Applying and Renewal of Building Insurance for the Government of Valenzuela City.

Office or Division:	Property and Supply Management Division
Classification:	Highly Technical



Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal Form Policy of GSIS		Property and Supply Management Division		
Cheque Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Waiting of statement of account from GSIS	None	15 days	GSIS/ Property Personnel
	1.1.Making of voucher for requesting of renewal or application of building insurance		5 minutes	Property Personnel
	1.2.The vouchers will sent to Budget / Accounting & Mayor's Office / Treasurer's Office Budget/ Auditing / signing of Mayor and preparing of cheque payment		15 days	Budget/Accounting/Mayor's Office/City Treasurer's Office
	1.3.Waiting cheque payment from CTO		15 days	CTO



	1.4. Upon release of cheque, the Property Office will settle payment to GSIS.	Paid by CGOV	1 day	Property Personnel
TOTAL		None	46 days and 5 minutes	

7. LTO Registration and Insurance of Motor Vehicles

Registering All Motor Vehicle of the City Government of Valenzuela.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous OR/CR		Property and Supply Management Division		
Emission test result		Emission Testing Center c/o Driver		
GSIS Insurance		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Application of new vehicle or renewal of vehicle's insurance at GSIS	None	3 days	Property Personnel



	1.1.Waiting of SOA from GSIS		15 days	GSIS Personnel
	1.2.Preparing voucher for requesting budget payment for insurance		5 minutes	Property Personnel
	1.3.Submit voucher			Property Personnel/ Budget/ Accounting/ Mayor's Office/City Treasurer's Office
	1.4.Payment to GSIS		1 day	
	1.5.When cheque is released by CTO the Property Office will pay GSIS.	Paid by CGOV	1 day	Property Personnel
1.Emission test		Paid by CGOV		Driver of Motor Vehicles
2.Submitting emission test result		None	1 day	
None	2.LTO registration (bulk)	Paid by CGOV	3 days	Property Personnel
	2.1.Payment of emission testing center & LTO registration		1 day	
	2.2.Waiting of OR/CR to	None	3 days	LTO



	release from LTO			
	2.3.Claiming of OR/CR from LTO		1 day	Property Personnel
TOTAL		None	30 days and 5 minutes	

8. Insurance Claims

Claiming Insurance of Motor Vehicles of the Valenzuela City Government.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Assured Agency (CGO Valenzuela) and the third party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo Copy Of Car Registration and Current Official Receipt		Property and Supply Management Division		
Photocopy of Driver's License and Official Receipt		Driver of vehicle involved in the accident		
Original Copy of Police Report or Duly Notarized Driver's Affidavit		Police Dept. of the area where the accident happened		
Estimate Cost of Repair Damaged Vehicle		Auto repair shop where vehicle is to be repaired		
Trip Ticket		Department/division of the LGU		
Colored Pictures of The Vehicle		Driver of vehicle involved in the accident		
Photocopy of Policy Insurance		Property and supply management division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure a copy of the above-mentioned requirements	1. Provide a checklist of requirements to the driver involved	None	3 minutes	Property Personnel
2. Submit the original and photocopy of the requirements to PSMD for checking and evaluation	2. Check and evaluate submitted requirements to insure completeness and approval of insurance		15 minutes	GSIS Personnel
3. Wait for a text or call from PSMD if the insurance company has issued the letter of authority to repair	3. Submit the complete and checked documents to the auto repair shop for further evaluation		21 working days before notice of approval	Property Personnel
TOTAL		None	21 days and 20 minutes	

9. Requisition and Issuance Slip for Diesel and Gasoline

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All drivers in various offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver's license - photocopy		Driver		
Updated OR/CR - photocopy				
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON



	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Prepare trip ticket of the day	1. Check if all the requirements are updated	None	5 minutes	Driver & Department Head
2. Prepare requisition slip with indicated date, plate number and liters needed.			5 minutes	
3. Submit photocopies of OR/CR & driver's license			5 minutes	
	1.1. Checking of requirements for the issuance of diesel and gasoline		5 minutes	Property Personnel
	1.2. Encoding of details for issuance of diesel and gasoline needed.		5 minutes	
TOTAL		None	25 minutes	

10. Preparation of Purchase Request, Purchase Order, Voucher, IAR and Summary Report

Office or Division:	Property and Supply Management Division
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	City Government of Valenzuela



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase order and sales invoice		Gasoline and diesel supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase order and sales invoice	1. Prepare summary report	None	3 days	Supplier
	1.1. Prepare P.R. to be submitted by Procurement		1 day	Property Personnel
	1.2. Prepare P.O. voucher and approved P.R. to be submitted to Budget Office		1 day	
	1.3. Preparing of IAR to be submitted to audit		1 day	
TOTAL		None	6 days	

11. Issuance of Voucher Payment for Utilities

Office or Division:	Property and Supply Management Division		
Classification:	Highly Technical		
Type of Transaction:	G2B		
Who may avail:	City Government of Valenzuela		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Statement of Account and Excel summary		GLOBE, SMART, PLDT, BAYANTEL, MERALCO, MAYNILAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliveries of bills by the service provider	1. Wait for the bill to deliver	None	10 days	Courier
	1.1. Check the bills if complete Ask or request the incomplete bills via email or call and personal go to service provide office		3 hours	Property Personnel
			1 day	
			3 hours	
	1.2. Encode the bills to excel		3 hours	
	1.3. Print the voucher and all the supporting documents		2 hours	
	1.4. Bring the voucher to Budget for issuing of OBR		1 day	Budget
1.5. Bring back to property office for signature then back to budget for signature also	1 day	Property/Budget		
1.6. Bring to Accounting Office for audit	2 day	Accounting Audit		



	1.7. Bring to Treasurer's Office for cheque		1 day	Treasurer's Office
	1.8. Bring cheque to Mayor's Office for signature		1 day	Mayor's Office
	1.9. Bring back the cheque to Treasurer's Office to process the payment for the company will avail		1 day	Treasurer's Office
	TOTAL	None	18 days and 8 hours	

12. Issuance of Trip Ticket

Giving authorization to use vehicle for official trip.



Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated professional driver's license		Driver		
Updated OR/CR of motor vehicle				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up trip ticket form	None	None		Supplier
2. Submitting duly accomplished trip ticket form with driver's license & OR/CR of the vehicle	1. Checking the driver's license & OR/CR of vehicle		1 minute	Property Personnel Ms. Juvy
	1.1. If correct, the trip ticket is ready for approval & signature of PSMD department head		1 minute	
	1.2. Returning approved trip ticket to the driver		1 minute	
	1.3. If not correct in filling trip ticket, it will be returned to the	1 minute		



	driver and rechecked again		
TOTAL	None	6 minutes	

13. Preparation of Requisition and Issue Slip (RIS)

Giving authorization to use vehicles for official trip.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished RIS form		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up RIS form	None	None		End User / Department Head
2. Submitting duly accomplished RIS form	1. Checking the RIS form for approval & signature		1 minute	End User/ Property Personnel-Ms. Juvy



	1.1. If incorrect, returning the slip for correction		1 minute	Property Personnel Ms. Juvy & Ms. Olive or Mr. Arnel C
	1.2. Returning approved trip ticket to the driver		1 minute	
	1.3. If not correct in filling trip ticket, it will be returned to the driver and rechecked again		1 minute	Property Personnel Ms. Juvy
TOTAL		None	4 minutes	



ADMINISTRATIVE OFFICES

PUBLIC INFORMATION OFFICE (PIO)

INTERNAL/EXTERNAL SERVICES



1. Request for Copies of Photos and Videos

Covers official requests for photos and videos of the City Government of Valenzuela.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Offices / Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
Flash Drive (for soft copy of files)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves/disapproves releasing of materials.	None	5 minutes	<u>PIO Head</u> Ms. Frances Marion Salazar
3. Receives feedback on the request.	3. If approved, PIO personnel checks	None	30 minutes (if details are complete upon request)	<u>PIO Photographers / Videographers</u> Mr. Clinton Ramons Mr. Kenneth Vincent



	availability of materials requested		1-2 hours (if details are incomplete upon request)	Cruz Mr. Charles Quebrar Ms. Kaye Magno Ms. Alyssa Caco Mr. Resty Castro Mr. Cherwin Rocela Mr. Percival De Guzman Mr. Rafael Delfino Mr. Jonnel Sunga
4. Receive requested materials	4. PIO personnel releases requested materials - either in soft or hard copy (depending on the request)	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
TOTAL		None	45 minutes (if complete details) 2 hours and 15 minutes (if incomplete details)	

2. Request for Governance Tours and Related Events

Covers official governance tours and related events such as inauguration and blessing ceremonies, project launching programs and special events officially conducted by the Governance Tours and Related Events Unit of the Public Information Office.



Office or Division:	Governance Tours and Related Events Unit (GTEU)			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	Government Offices / Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of a free format request letter signed by the requestor (1 office copy, 1 client copy) indicating the following: <ul style="list-style-type: none"> - Target date, time, and expected duration of the event - Nature of the event / tour - Group / attendees / guests expected - Specific sites to be visited - Contact person and complete contact details - Any additional information 		None		
Endorsement or referral letter of the requesting agency (if any)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Governance Tours and Related Events Unit.	1. Personnel accepts and receives the requirements.	None	5 minutes	<u>Governance Tours and Events Unit Personnel</u> Mr. John Paul Lucas Mr. Reynaldo Cillado Jr. Mr. Ryan Michael Ross Mr. Robert Orias Ms. Sarah Alcantara <u>Governance Tours and Events Unit Head</u>



				Ms. Eunice Serrano
2. Receives the “Client Copy” of the request letter signed and received by the personnel.	2. Personnel checks event date and time based on availability.	None	19 working days (subject to availability of other concerned offices / agencies)	<u>Governance Tours and Events Unit Head</u> Ms. Eunice Serrano
3. Receives feedback on the event requested.	3. Governance Tours and Related Events Head approves requests and consolidates requirements across involved offices.	None	5 minutes	<u>Governance Tours and Events Unit Head</u> Ms. Eunice Serrano
4. Receives final confirmation and programme.	4. Personnel coordinates with offices and clients on final arrangements.	None	1 hour	<u>Governance Tours and Events Unit Personnel</u> Mr. John Paul Lucas Mr. Reynaldo Cillado Jr. Mr. Ryan Michael Ross Mr. Robert Orias Ms. Sarah Alcantara <u>Governance Tours and Events Unit Head</u> Ms. Eunice Serrano
TOTAL		None	20 working days	
Note: Large scale Governance Tours are subject for mayor’s approval and to				



budget availability.

3. Request for Official Wedding Photos

Covers wedding photos officiated by the City Mayor (Kasalan sa Lungsod ng Valenzuela). Photos will be printed upon the request of the client at the Public Information Office, 3rd Floor Executive Building, Valenzuela City Hall.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Inform the PIO personnel of the following information for printing of photos: <ul style="list-style-type: none"> - Date of the wedding - Number assigned - Batch number (if applicable) - Special wedding (if applicable) 	1. PIO personnel print the official wedding photo of the client.	None	15 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the printed wedding photo.	2. PIO personnel release photos.	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez



TOTAL	None	20 minutes	
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4. Request for Mayor's Message

Covers requests for the City Mayor's special message.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<u>PIO Head</u> Ms. Frances Marion Salazar
3. Receives feedback on the request.	3. If approved, PIO personnel assigns writer to draft the Mayor's Message	None	2 working days (subject to revisions of the drafted	<u>PIO Writers</u> Ms. Jenny Taborda Mr. William Chua Mr. Regino Morata Jr. Ms. Mary Margaret



			message)	Magat Ms. Gillian Roldan
4. Receive Mayor's Message either on hard or soft copy based on request.	4. PIO personnel send / release Mayor's Message.	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
TOTAL		None	2 working days 15 minutes	

5. Request for Official Tarpaulins and LED Advertisements

Covers requests for official tarpaulins on community billboards or event venues and LED advertisements (in front of the City Hall).

Office or Division:	Public Information Office	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Government Offices/Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building
Document 2: For additional details, the following must be provided: <ul style="list-style-type: none"> - Proposed layout - Concept - Event Details - Soft copy of high resolution pictures and logos (if applicable) - Size: 4x8 ft., 4x12 ft., 8x12 ft., or depending on client request 		None



on requested size specification				
Document 3: Flash drive containing the PSD format of the file and a request letter (for LED)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<u>PIO Head</u> Ms. Frances Marion Salazar
3. Receives feedback on the request.	3. If approved, PIO personnel assign artists and writers to draft the layout. PIO personnel send layout and details to PIO IT personnel for LED Advertisement posting (from file given)	None	6 working days (subject to revisions of the drafted layout)	<u>PIO Writers</u> Ms. Jenny Taborda Mr. William Chua Mr. Regino Morata Jr. Ms. Mary Margaret Magat Ms. Gillian Roldan <u>PIO Artists</u> Mr. Joel Soriano Mr. Delo Monterde Mr. Allan Tampadong



				Mr. Albert Sy Mr. Jason Juan Mr. Angelo Calizar Mr. Andy Frencillo <u>PIO Artists / IT Personnel</u> Mr. Ronaldo Fernandez Mr. Harry Pantaleon
4. Receives soft copy of the layout.	4. PIO personnel releases tarpaulin layout (soft copy) to the client	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
TOTAL		None	7 working days	

6. Request for Photo or Video Coverage and Documentation

Covers requests for photo or video coverage and documentation of official events and related programs by the City Government of Valenzuela.

Office or Division:	Public Information Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Government Offices/Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Two (2) copies of the Job Order (JO) Form		Public Information Office, 3rd Floor Executive Building		
For additional details, the following must be provided: <ul style="list-style-type: none"> - Event details - Program briefer - Contact person of the office or agency in charge of the event - any other relevant information 		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<u>PIO Head</u> Ms. Frances Marion Salazar
3. Receives feedback on the request.	3. If approved, PIO personnel assign a writer (if needed), photographer, and videographer for the documentation of the event.	None	10 minutes (Subject to availability of Photographers / Videographers)	<u>PIO Writers</u> Ms. Jenny Taborda Mr. William Chua Mr. Regino Morata Jr. Ms. Mary Margaret Magat Ms. Gillian Roldan <u>PIO Photographers / Videographers</u>



				Mr. Clinton Ramons Mr. Kenneth Vincent Cruz Mr. Charles Quebrar Ms. Kaye Magno Ms. Alyssa Caco Mr. Resty Castro Mr. Cherwin Rocela Mr. Percival De Guzman Mr. Rafael Delfino Mr. Jonnel Sunga
4. Views photo / video coverage through social media posting.	4. PIO personnel endorse materials to the Digital Communications Office for posting on social media sites of the city.	None	10 minutes	<u>PIO Photographers / Videographers</u> Mr. Clinton Ramons Mr. Kenneth Vincent Cruz Mr. Charles Quebrar Ms. Kaye Magno Ms. Alyssa Caco Mr. Resty Castro Mr. Cherwin Rocela Mr. Percival De Guzman Mr. Rafael Delfino Mr. Jonnel Sunga
TOTAL		None	30 minutes	

7. Request for Tokens and Souvenirs



Covers requests for tokens and souvenirs for official events and related programs by the City Government of Valenzuela.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
For additional details, the following must be provided: <ul style="list-style-type: none"> - List of recipients - Program briefer / Event details 		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez <u>Governance Tours and Events Unit Personnel</u> Mr. John Paul Luces Mr. Reynaldo



				<p>Cillado Jr.</p> <p>Mr. Ryan Michael Ross</p> <p>Mr. Robert Orias</p> <p>Ms. Sarah Alcantara</p>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request. PIO personnel checks availability of materials requested	None	15 minutes	<p><u>PIO Head</u></p> <p>Ms. Frances Marion Salazar</p>
3. Receives feedback on the request.	3. PIO personnel prepare materials.	None	15 minutes	<p><u>PIO Admins</u></p> <p>Mr. Ramon Santos III</p> <p>Mr. Chucky Jayson Jumalon</p> <p>Ms. Cheryl Lapulapu</p> <p>Mr. Rico Fernandez</p> <p><u>Governance Tours and Events Unit Personnel</u></p> <p>Mr. John Paul Luces</p> <p>Mr. Reynaldo Cillado Jr.</p> <p>Mr. Ryan Michael</p>



				Ross Mr. Robert Orias Ms. Sarah Alcantara
4. Receive requested tokens or materials	4. PIO personnel releases requested tokens or materials.	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez <u>Governance Tours and Events Unit Personnel</u> Mr. John Paul Luces Mr. Reynaldo Cillado Jr. Mr. Ryan Michael Ross Mr. Robert Orias Ms. Sarah Alcantara
TOTAL		None	40 minutes	

8. Request for Official Certificates

Covers requests for official certificates for official events and related programs by the City Government of Valenzuela.



Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
For additional details, the following must be provided: <ul style="list-style-type: none"> - List of recipients - Program briefer / Event details - Logos of event partners or agencies 		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves/disapproves request.	None	5 minutes	<u>PIO Head</u> Ms. Frances Marion Salazar
3. Receives feedback on the request.	3. If approved, PIO personnel assign writers	None	6 working days (subject to revisions of the	<u>PIO Writers</u> Ms. Jenny



	and artists to draft the layout.		drafted layout)	<p>Taborda</p> <p>Mr. William Chua</p> <p>Mr. Regino Morata Jr.</p> <p>Ms. Mary Margaret Magat</p> <p>Ms. Gillian Roldan</p> <p><u>PIO Artists</u></p> <p>Mr. Joel Soriano</p> <p>Mr. Delo Monterde</p> <p>Mr. Allan Tampadong</p> <p>Mr. Albert Sy</p> <p>Mr. Jason Juan</p> <p>Mr. Angelo Calizar</p> <p>Mr. Andy Frencillo</p> <p>Mr. Ronaldo Fernandez</p> <p>Mr. Harry Pantaleon</p>
4. Receives certificates.	4. PIO personnel release certificates.	None	5 minutes	<p><u>PIO Admins</u></p> <p>Mr. Ramon Santos III</p> <p>Mr. Chucky Jayson Jumalon</p> <p>Ms. Cheryl</p>



				Lapulapu Mr. Rico Fernandez
TOTAL		None	7 working days	

9. Request for Audio-Visual Presentations (AVPs) / Documentaries

Covers requests for official Audio-Visual Presentations (AVPs) or Documentaries regarding official events and related programs by the City Government of Valenzuela.

Office or Division:	Public Information Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Two (2) copies of the Job Order (JO) Form or email request together with a copy of a free format request letter signed by the requestor indicating the following:</p> <ul style="list-style-type: none"> - Target date, time, and length of the AVP / Documentary - Nature of the AVP / Documentary - Concept of the AVP / Documentary - Raw video clips - Script - Photos - Any other relevant information 		Public Information Office, 3rd Floor Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit the Job Order Form or email request to the PIO personnel</p>	<p>1. PIO personnel accept and receive Job Order Form / acknowledges email requests.</p>	<p>None</p>	<p>5 minutes</p>	<p><u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez</p>
<p>2. Receives the "Client Copy" of the JO signed and received by PIO personnel.</p>	<p>2. PIO Head approves/disapproves request.</p>	<p>None</p>	<p>5 minutes</p>	<p><u>PIO Head</u> Ms. Frances Marion Salazar</p>
<p>3. Receives feedback on the request.</p>	<p>3. If approved, PIO personnel assign a writer and videographer to draft the concept of the AVP/Documentary, and proceed to the production of the AVP / Documentary.</p> <p>*note:</p>	<p>None</p>	<p>19 working days (subject to revisions and approval of the drafted AVP / Documentary)</p>	<p><u>PIO Writers</u> Ms. Jenny Taborda Mr. William Chua Mr. Regino Morata Jr. Ms. Mary Margaret Magat Ms. Gillian Roldan</p> <p><u>PIO Videographers</u> Mr. Percival De Guzman Mr. Rafael Delfino</p>



				Mr. Jonnel Sunga
4. Receives soft copy of the AVP / Documentary	4. PIO personnel release a copy of the AVP / Documentary.	None	5 minutes	<u>PIO Admins</u> Mr. Ramon Santos III Mr. Chucky Jayson Jumalon Ms. Cheryl Lapulapu Mr. Rico Fernandez
TOTAL		None	20 working days	



CITY EXTERNAL SERVICES OFFICES

PUBLIC ORDER AND SAFETY OFFICE (POSO) PUBLIC SAFETY DIVISION (PSD)

EXTERNAL SERVICES



1. Request for Rendering Inspection (Anti-Squatting)

Monitoring of Informal Settlers and reporting to concern authorities.

Office or Division:	Public Safety Division - Anti-Squatting Task Force (ASTF)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of subject of complaint or request		To be endorsed by the complainant		
2. Complaint or request letter to be forwarded to Public Order and Safety Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward endorsement/request letter	1. Receive the endorsement/request letter	None	3 minutes	Mary Joy D. Delina (Sr. Admin Asst. I) Liberty Emmanuel B. Fajardo (Admin Asst. II)



	1.1 Conduct inspection/verification report.	None	1 day	ASTF Leader Alejandro M. Castillo Jr. (Admin Aide IV) ASTF Supervisor Manuel C. Dizon (Admin Asst. I) Hilario De Guzman (Traffic Aide III) Roynaldo T. Dizon (Admin Aide IV) Joselito A. Indiongco (Admin Aide III) Edgardo S. Ladao (Admin Asst. I) Hernando B. Noronia (Admin Aide IV) Arnel A. Venus (Admin Aide III)
	1.2. Inspection report to Head of Office for the action taken and/or to other government offices concerned if needed	None	1 hour	Manuel C. Dizon (Admin Asst. I) Kent Albert B. Canayon (Admin. Aide III)
	1.3. Forward reply/endorsement letter to complainant/requestee and/or concerned office if needed	None	30 minutes	Liaison Officer: Manuel C. Dizon (Admin Asst. I)
TOTAL		None	1 day, 1hour and 33 minutes	



2. Request of Assistance (Bantay Bayan)

Office or Division:	Public Safety Division – Bantay Bayan			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government agencies, LGU"s, GOCC"s, and other government instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter with complete details addressed to the CESO Head / Officer-in-Charge			Concerned offices and LGU"s	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter containing details and information	Accept the letter Call and schedule for a meeting	None	1 day	Mary Joy D. Delina (Sr. Admin Asst. I) Liberty Emmanuel B. Fajardo (Admin Asst. II) Jose Mari A. Francisco (Admin Aide IV) Kenneth Paulo S. Elad (Admin Asst. IV)
2. Attend scheduled meeting	2. Assess, clarify and verify the details of the said request	None	3 hours	Jose Mari A. Francisco (Admin Aide IV) Kenneth Paulo S. Elad (Admin Asst. IV)
	3. Approval	None		P/Maj. Loida M. Bondoc (Ret) (OIC, Public Safety Division)



				Jose A. Valenzuela Jr. (Head, Public Order and Safety Office)
TOTAL		None	2 days and 3 hours	

3. Claiming of Confiscated Goods

Procedure for ambulant/illegal vendors to claim their confiscated goods.

Office or Division:	Public Safety Division – Sidewalk Clearing Operations Group (SCOG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Ambulant/Illegal Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SCOG Claim Stub		Apprehending SCOG personnel		
Barangay Clearance with picture		Barangay where client presently residing		
1 Valid Government Issued I.D.		Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sidewalk Clearing Operations Group (SCOG) and submit the Claim Stub, Barangay Clearance with picture & (1) valid I.D. with 2 photocopies	1. Check the Claim Stub, Barangay Clearance with picture & (1) valid I.D.	None	10 minutes	Felix Ruel G. Agustin (Admin Asst. IV) Kent Albert B. Canayon (Admin Aide III)
	1.1. Provide an order of payment			



Proceed to Cashier submit the order of payment and pay the required charges PHP 500 - PHP1,000 and PHP 100 impounding fee per day or fraction Ord. 181				
3. Present official receipt to SCOG	3. Issuance of deed of undertaking form Instruct the client to execute a notarized Deed of Undertaking not to violate again	None	5 minutes	Felix Ruel G. Agustin (Admin Asst. IV) Kent Albert B. Canayon (Admin Aide III)
Proceed to notary public for notarization of deed of undertaking				
	4. Accept the notarized undertaking and issue a gate pass for confiscated goods	None	30 minutes.	Felix Ruel G. Agustin (Admin Asst. IV) Kent Albert B. Canayon (Admin Aide III)
4.1. Proceed to SCOG and submit the notarized undertaking				
5. Proceed to Action Center Impounding Area and present the gate pass and official receipt to Impounding Officer	5. Verify gate pass & official receipt 5.1. Release confiscated goods	None	1 hour	Alfredo M. Francisco (Admin Aide III) Ma.Teresita Herrera (Admin Aide IV) Pascual Anthony (Admin Aide III) Melvin Ramirez (Admin Aide III)
TOTAL		None	1 hour and 45 minutes	

4. Issuance of SCOG Clearance



Issued to applicants of Private Registration and Private Supervision Permit (For Business Purposes)

Office or Division:	Public Safety Division – Sidewalk Clearing Operations Group (SCOG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip and VCTO related documents		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SCOG and present the Referral Slip and other VCTO documents	1. Accept the form and verify if the owner had any derogatory record to SCOG	None	10 minutes	Felix Ruel G. Agustin (Admin Asst. IV) Kent Albert B. Canayon (Admin Aide III)
	1.1. Issue SCOG Clearance and advise the applicant to proceed to VCTO- TRU			
TOTAL		None	10 Minutes	

5. Rendering Inspection as Requested



Service covers sidewalk clearing inspection, monitoring and/or operation

Office or Division:	Public safety division – sidewalk clearing operations group (SCOG)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Government and Private Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of subject of complaint or request Complaint or request letter to be forwarded to the Office of Officer-In-Charge, Public Order and Safety Group		To be endorsed by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will call and relay the details of the subject of his/her complaint/request.	1. Log the details of complaint	None	15 minutes	Felix Ruel G. Agustin (Admin. Asst. IV) Kent Albert B.Canayon (Admin. Aide III)
	1.1 Conduct inspection/ monitoring of subject complaint and appropriate action (Apprehension or issuance of notice of violation) Forward endorsement letter to concerned office	None	1 day	Felix Ruel G. Agustin (Admin. Asst. IV) Kent Albert B.Canayon (Admin. Aide III)



2. Client will forward a formal complaint with complete details of the subject of	2. Received the endorsement/ request letter	None	15 minutes	Felix Ruel G. Agustin (Admin. Asst. IV) Kent Albert B. Canayon (Admin Aide III)
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<p>his/her complaint/ request</p>	<p>2.1 Conduct inspection of subject complaint and appropriate action (Apprehension or issuance of notice of violation)</p>	<p>None</p>	<p>1 day</p>	<p>Aguilan, Mark Luigie I Anduyan, Jefferson Q. Angeles, Randle D. Alejo, Eric Y. Bartolome, Jefferson A. Bautista, Vergilio L. Casabal, Judith C. Cleofas, Gerome C. Dayego, Renato D. De Juan, Ronnie V. Dela Cruz, Francis DJ. Donesa, Amiel D. Enriquez, Juan Carlo B. Enriquez, Charina P. Esguerra, Mylene DJ. Igoy, Carlos Jr. M. Indiongco, Lowie Ver A. Julaton, Joffrey L. Manuba, Felicito R. Medina, Carol P. Minerva, Garry A. Pagtama, Michael P. Palomares, Edward C. Perez, Rodeo C. Perez, Federico L. Regasa, Tristar R. Rodriguez, Rodrigo I. Romulo, Raymond G. Ronquillo, Shirley R. Santos, Jeffrey I. Tabangcura, Jaime R. Taneo, Mhar O. Tecson, Troy Tristan D. Tubil, Ronald P. Vicente, Salvador J. Villegas, Federico Jr. D. Zuñiga, Jerr O.</p> <p>Agravante, Andrew Joshua M. Alamo, Roderick C. Alcoreza, Alkim D. Azaña, Angelito S. Bandola, Vincent S. Barnobal, Marc Alphonse M. Bautista, Jose Jr. C. Bongares, John Paul N. Cabanganan, Aivan F. Casimiro, Reynaldo D. Cristobal, Christian R. Cruz, Mark Ian D. De Guzman, Gerswin C. De Guzman, Jomer SM. De Jesus, Ryan D. Delos Santos, Mark Pol M. Dogma, Orlando D.</p>
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				<p>Espiritu, Reniel D. Francisco, Benjie M. Guzman, Adolf C. Latoria, Rolex A. Lopez, Danilo Jr. M. Lorenzo, Macky M. Martinez, Ronnie D. Ondevilla, Arturo Jr. P. Pacrin, Maribell S. Pradel, Genevieve S. Pura, Ronaldo R. Rentuza, Jayson S. Samaniego, Will Gabriel J. San Miguel, Artemio D. San Miguel, Henry T. Sandagon, Patricio Santos, Jay Juan D. Santos, Joseph Renz D. Solano, Arnold D. Soriano, Maynard P. Velasco, Leonardo Jr. G. Velilla, Carlo R.</p>
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	2.2. Reply letter to complainant for the action taken and/or endorsement letter to other government offices concerned if needed	None	30 minutes	Felix Ruel G. Agustin (Admin. Asst. IV) Kent Albert B. Canayon (Admin. Aide III)
	2.3. Forward response letter to complainant/ requestee and/or endorsement letter to concerned office	None	30 minutes	Felix Ruel G. Agustin (Admin. Asst. IV) Kent Albert B. Canayon (Admin. Aide III)
TOTAL		None	2 days, 1 hour and 30 Minutes	

6. Receiving, Acting and Endorsing Letter

Service covers inspection, Monitoring and / or operation concerning illegal vendors and sidewalk obstructions.

Office or Division:	Public safety division – sidewalk clearing operations group (SCOG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	SCOG and other Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter		To be endorsed by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Forward endorsement/ request letter	1. Receives the endorsement/ request letter	None	10 minutes	Mary Joy D. Delina (Sr. Admin Asst. I) Liberty Emmanuel B. Fajardo (Admin Asst. II)
	1.1 Conduct inspection/ monitoring and appropriate action (Apprehension or issuance of notice of violation)	None	1 day	Aguilan, Mark Luigie I Anduyan, Jefferson Q. Angeles, Randle D. Alejo, Eric Y. Bartolome, Jefferson A. Bautista, Vergilio L. Casabal, Judith C. Cleofas, Gerome C. Dayego, Renato D. De Juan, Ronnie V. Dela Cruz, Francis DJ. Donesa, Amiel D. Enriquez, Juan Carlo B. Enriquez, Charina P. Esguerra, Mylene DJ. Igoy, Carlos Jr. M. Indiongco, Lowie Ver A. Julaton, Joffrey L. Manuba, Felicito R. Medina, Carol P. Minerva, Garry A. Pagtama, Michael P. Palomares, Edward C. Perez, Rodeo C. Perez, Federico L. Regasa, Tristar R. Rodriguez, Rodrigo I. Romulo, Raymond G. Ronquillo, Shirley R. Santos, Jeffrey I. Tabangcura, Jaime R. Taneo, Mhar O. Tecson, Troy Tristan D. Tubil, Ronald P. Vicente, Salvador J. Villegas, Federico Jr. D. Zuñiga, Jerr O. Agravante, Andrew Joshua M. Alamo, Roderick C. Alcoreza, Alkim D. Azaña, Angelito S. Bandola, Vincent S. Barnobal, Marc Alphonse M.



				<p>Bautista, Jose Jr. C. Bongares, John Paul N. Cabanganan, Aivan F. Casimiro, Reynaldo D. Cristobal, Christian R. Cruz, Mark Ian D. De Guzman, Gerswin C. De Guzman, Jomer SM. De Jesus, Ryan D. Delos Santos, Mark Pol M. Dogma, Orlando D. Espiritu, Reniel D. Francisco, Benjie M. Guzman, Adolf C. Latoria, Rolex A. Lopez, Danilo Jr. M. Lorenzo, Macky M. Martinez, Ronnie D. Ondevilla, Arturo Jr. P. Pacrin, Maribell S. Pradel, Genevieve S. Pura, Ronaldo R. Rentuza, Jayson S. Samaniego, Will Gabriel J. San Miguel, Artemio D. San Miguel, Henry T. Sandagon, Patricio Santos, Jay Juan D. Santos, Joseph Renz D. Solano, Arnold D. Soriano, Maynard P. Velasco, Leonardo Jr. G. Veilla, Carlo R.</p>
	1.2. Feedback letter reply to requestee for the action taken and/or to other government offices concerned if needed	None	30 minutes	<p>Felix Ruel G. Agustin (Admin. Asst. II)</p> <p>Kent Albert B. Canayon (Admin. Aide III)</p>
	1.3. Forward reply/endorsement letter to complainant/requestee and/or	None	30 minutes	<p>Felix Ruel G. Agustin (Admin. Asst. II)</p> <p>Kent Albert B. Canayon (Admin. Aide III)</p>



	concerned office			
TOTAL		None	1 day, 1 hour and 10 minutes	



CITY EXTERNAL SERVICES OFFICES

MOTORPOOL OFFICE

INTERNAL SERVICES



1. Issuance of Spare Parts Inventory (Motorpool)

Services cover the request for issuance of spare parts inventory in Motorpool.

Office or Division:	Motorpool			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Property Division / Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request / Intent		Requestee		
Request through phone call				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of request	1. Receive the request letter	None	3 minutes	Mr. Darwin A. Acebuche
	1.1. Forward the request letter to the Officer-In-Charge		3 minutes	Mr. Domingo C. Pancho III <i>Officer-In-Charge</i>
	1.2. Conduct actual inventory and updating of previous inventory		3 Days	Mr. Manuel R. Garcia Mr. Justin D. Oribiana Mr. John Mark M. Cabral <i>Inventory Staff</i>
TOTAL		None	3 days and 6 minutes	
2. Request through phone call	2. Receive the request through phone call	None	3 minutes	Mr. Darwin A. Acebuche



	2.1. Forward the request letter to the Officer-In-Charge		3 minutes	Mr. Domingo C. Pancho III <i>Officer-In-Charge</i>
	2.2. Conduct actual inventory and updating of previous inventory		3 Days	Mr. Manuel R. Garcia Mr. Justin D. Oribiana Mr. John Mark M. Cabral <i>Inventory Staff</i>
TOTAL		None	3 days and 6 minutes	



CITY EXTERNAL SERVICES OFFICE

PUBLIC SANITATION AND CLEANLINESS OFFICE CLEAN AND GREEN DIVISION (PSCO- CGD)

EXTERNAL SERVICES



1. Request for Trimming of Trees / Grass Cutting / General Cleaning

The services cover requests for the trimming of trees, grass cutting, and general cleaning which includes the collection of debris, scrap woods, trunks, and branches of trees in the community.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Residents who own trees within their premises; Barangay Officials, other agencies in LGU-Valenzuela, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with attached photos of trees to be trimmed, and debris, scrap woods, and branches to be collected		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request (Walk-In) / Request through phone call	1. Receive and log the request to "Request Form"	None	20 minutes	Dominick A. Dulalia / Jommel M. Bautista
	2. Forward the request to Officer-In-Charge for approval	None	20 minutes	Jonathan S. Ignacio
	3. Conduct area inspection.	None	1 day	Glady C. Apostol / Anthony P. Mariano / Serafin S. Apolonio, Jr. Team Leaders: Joy G. Granadil / Bonifacio O. Alluso / Norly DC. Lopez, Jr. /



				Eduardo L. Roldan III / Michael B. San Diego / Joefre B. Cadiz / Erwin L. Haboc / Randy A. Sotayco
TOTAL		None	1 day and 40 minutes	

2. Rendering of the Services (Grass Cutting, Trimming of Trees, and General Cleaning)

The process of rendering services for trimming trees, grass cutting, and general cleaning, which includes the collection of debris, scrap wood, trunks, and branches of trees in the community, is as follows:

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents who own trees within their premises; Barangay Officials, other agencies in LGU-Valenzuela, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with attached photos of trees to be trimmed, and debris, scrap woods, and branches to be collected		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Rendering the service (grass cutting, trimming, and	None	1 day	Team Leaders: Joy G. Granadil / Bonifacio O. Alluso / Norly DC. Lopez, Jr. /



	general cleaning)			Eduardo L. Roldan III / Michael B. San Diego / Joefre B. Cadiz / Erwin L. Haboc / Randy A. Sotayco
TOTAL		None	1 day	

***NOTE:**

The provision of services might be delayed:

- during special occasions and events such as Election Period, New Year, Christmas Season, fiestas, Brigada Eskwela, Alalay sa Undas, Pasko para sa Lolo't Lola (July and December), and other special events that need urgent manpower assistance of Clean and Green personnel;
- during fortuitous events, such as typhoons, storms, earthquakes, and other natural phenomena where massive clean-up operations are needed.

3. Request for Water Rationing (Tubig Patrol)

Provides delivery of clean water to residents in different Barangays.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents who are affected of certain water interruption, residents without water supply, 3S Centers, barangays, and other establishments of LGU-Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available)				
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON



	ACTIONS	PAID	TIME	RESPONSIBLE
1. Present the letter of request (Walk-In) / Request through phone call	1. Receive and log the request to "Request Form"	None	20 minutes	Dominick A. Dulalia / Jommel M. Bautista
	2. Forward the request to Tubig Patrol Supervisor and Officer-In-Charge for approval	None	20 minutes	Elizabeth G. Cariaso / Jonathan S. Ignacio
TOTAL		None	40 minutes	

***NOTE:**

1. Tubig Patrol Unit also serves as an assistance during fire incidents.

4. Water Rationing (Tubig Patrol)

Provides delivery of clean water to residents who are affected by certain water interruptions, residents without water supply, 3S Centers, barangays, and other establishments of LGU-Valenzuela.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents who are affected of certain water interruption; regular customers, 3S Centers, barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	1. Water rationing activity	None	1 day	Drivers: Serafin P. Diaz / Julie S. Capillo / Arnold B. Dela Cruz / Felix R. San Diego, Jr. / Zosimo T. Largo / Garciano V. Alostor / Christopher S. Serrano / Edwin G. Judavar
TOTAL		None	1 day	

***NOTE:**

1. Tubig Patrol Unit also serves as an assistance during fire incidents.

5. Request for Tree Cutting

This service covers requests for the cutting of trees in the community.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents who own trees within their premises; Barangay Officials, other agencies in LGU-Valenzuela, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of request 2. Secured permits and requirements for tree cutting 		<ol style="list-style-type: none"> 1. Requesting Client 2. City Agriculture Office (CAO) and Department of Environment and Natural Resources (DENR) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the letter of request (Walk-In) / Request through phone call	Verification of necessary permits	None	20 minutes	Dominick A. Dulalia / Jommel M. Bautista
	Conduct area inspection and proceed to scheduling	None	1 day	Glady C. Apostol / Anthony P. Mariano / Serafin S. Apolonio, Jr. Team Leaders: Joy G. Granadil Bonifacio O. Alluso
TOTAL		None	1 day and 20 minutes	

6. Tree Cutting

Rendering tree cutting activity.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents who own trees within their premises; Barangay Officials, other agencies in LGU-Valenzuela, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request 2. Secured permits and requirements for tree cutting		1. Requesting Client 2. City Agriculture Office (CAO) and Department of Environment and Natural Resources (DENR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	Tree cutting activity	None	1 day	Team Leaders: Joy G. Granadil / Bonifacio O. Alluso
TOTAL		None	1 day	

***NOTE:**

The provision of services might be delayed:

- depending on the nature of trees to be cut;
- during special occasions and events such as Election Period, New Year, Christmas Season, fiestas, Brigada Eskwela, Alalay sa Undas, Pasko para sa Lolo't Lola (July and December), and other special events that need urgent manpower assistance of Clean and Green personnel;
- during fortuitous events, such as typhoons, storms, earthquakes, and other natural phenomena where massive clean-up operations are needed.



CITY EXTERNAL SERVICES OFFICE

PUBLIC SANITATION AND CLEANLINESS OFFICE FLOOD CONTROL DIVISION (PSCO-FCD)

EXTERNAL SERVICES



1. Declogging of Drainage and Request of Water Pumps

Request for cleaning and clearing of drainage; Request for clearing and pumping out of overflowing water from low lying areas and drainages.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/ Request through phone call		Requesting Client/Resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request at office/ Request through phone call	1. Clarification, receive and log of request on logbook	None	3 - 5 minutes	Nestor Cabrilo (<i>dispatcher, office admin</i>) Kevin De Jesus (<i>office admin</i>)
	2. Forward request to assigned officer for schedule	None	5 - 10 minutes	Nestor Cabrilo (<i>dispatcher, office admin</i>)
	3. Approval of request	None	3 - 5 minutes	Engr. Joselito Cantillon (<i>OIC</i>)
	4. Conduct site inspection	None	1 day	Hereon Bautista (<i>supervisor</i>) Michael Ladignon (<i>inspector</i>) Gabriel Concepcion (<i>inspector</i>)



	5. Dispatch group to assigned operation**	None	30 mins.	Nestor Cabrito (dispatcher) G1 - J. Pineda G2 - A. Diaz G3 - N. Cabrera G4 - A. Verano G5 - J. Delfin G6 - A. Rocio G7 - J. Brioso G8 - M. Faustino G9 - E. Adarne
Length of operation depends on the situational problem of drainage (length and/or area, type of obstruction, etc)				
	6. Conduct work inspection if work is done properly	None	1 day	Hereon Bautista (supervisor) Michael Ladignon (inspector) Gabriel Concepcion (inspector)
TOTAL		None	2 days and 30 minutes	

****Note:** Can take up to 2-3 weeks depends on the availability of the declogging team (kamineros) Due to the following:

1. If there is a large number of request/ pending.
2. Depends on the situational problem of drainage (length and/or area, type of obstruction, etc).

2. Issuance of Waterways Clearance

Request of clearance comply with the requirements embodied under the Environmental Laws and Civil Code of the Philippines

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Establishments near waterways
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Title (Duplicate Copy)	Registry of Deeds



Site Development Plan		Requesting Client		
Drainage Plan		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements at the office.	1. Receive and assessment of the following requirements	None	4 - 5 minutes	Engr. Ma. Eliza Dionido (Engineer I)
	2. Forward to Officer in Charge for site inspection and evaluation	None	1 - 2 day/s	Engr. Joselito Cantillon (OIC)
	3. Release of clearance	None	1 day	Engr. Ma. Eliza Dionido (Engineer I)
TOTAL		None	3 days and 5 minutes	

3. Request for Dredging

A Request removal of sediments under the creek/river.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Client/Resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit letter of request at office	1. Receive and log of request on logbook		3 - 5 minutes	Nestor Cabrito (dispatcher, office admin) Kevin De Jesus (office admin)
	2. Forward request to assigned officer for coordination		30 minutes	Engr. Ma. Eliza Dionido (Engineer I)
	3. Approval of request		10 minutes	Engr. Joselito Cantillon (OIC)
	4. Conduct site inspection for mobilization of heavy equipment		1 day	Engr. Joselito Cantillon (OIC) Hereon Bautista (supervisor) Michael Ladignon (inspector) Grabiell Concepcion (inspector)
	5. Request sipload from Motorpool Division for transporting backhoe and barge in the designated area			Motorpool Division
	6. Mobilization of heavy equipment (backhoe) to the designated area			Motorpool Division
Length of operation depends on the coordination, inspection and approval of the office of motor pool of the request.				
	7. Perform dredging of creek/river		2 weeks (depend on the length and area of creek/river)	Abraham Blanca (Backhoe op) Joey Mariano (Backhoe op) Owell Marcos



				(Backhoe op) Ramir De Castro (Backhoe op)
	8. Site inspection after dredging		1 day	Engr. Joselito Cantillon (OIC) Hereon Bautista (supervisor) Michael Ladignon (inspector) Grabiell Concepcion (inspector)
TOTAL		None	14 days 45mins	

Note: Request of dredging consumes a period of time wherein request of heavy equipment needed depends on the availability of the equipment and approval of the Office of Motor Pool. The request also depends on the length and area of the river/creek to be dredged by the backhoe operator.

4. Request of Waterlilies and Floating Garbage

A Request of clearing waterlilies and floating garbage from waterways.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Client/Resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit letter of request at office	1. Receive and log of request on logbook	None	3 - 5 minutes	Nestor Cabrilo (<i>dispatcher, office admin</i>) Kevin De Jesus (<i>office admin</i>)
	2. Forward request to assigned officer for schedule		5 - 10 minutes	Nestor Cabrilo (<i>dispatcher, office admin</i>)
	3. Approval of request		3 - 5 minutes	Engr. Joselito Cantillon (<i>OIC</i>)
	4. Conduct site inspection		1 day	Hereon Bautista (<i>supervisor</i>) Michael Ladignon (<i>inspector</i>) Gabriel Concepcion (<i>inspector</i>)
	5. Dispatch group to assigned operation **		1 - 7 day/s	Nestor Cabrilo (<i>dispatcher</i>) Bantay Ilog team Joel Ogorida Waterways Team Leonardo Caranto
	6. Conduct work inspection if work is done properly			Hereon Bautista (<i>supervisor</i>) Michael Ladignon (<i>inspector</i>) Gabriel Concepcion (<i>inspector</i>)
TOTAL		None	8 days and 20 minutes**	

****Note:** Can take up to 2-3 weeks depends on the availability of group of Kamineros / Bantay Ilog due to the following:

1. If there is a large number of request/ pending.
2. Depends on the situational problem of drainage (length and/or area, obstruction, etc)



5. Issuance of Flood Protection Elevation Certificate

A Request of certificate compliance with the requirements embodied under the Comprehensive Land Use Plan 2019 - 2028 (Zoning Ordinance) Sec. 51.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Flood Protection Elevation Form		Flood Control Office		
Photocopy of Transfer Certificate of Title		Registry of Deeds		
Photocopy of License and PTR of the professional who signed and sealed the form		Professional who signed and sealed the form		
Architectural - Elevation Plan		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the requirements	1. Receive and assessment of the following requirements/ compliances	None	5 - 15 minutes	Engr. Ma. Eliza Dionido (Engineer I)
	2. Forward to Officer in Charge for Assessment, Evaluation and Approval		10 minutes - 1 day	Engr. Joselito Cantillon (OIC)
	3. Process and release of Flood Protection		30 minutes	Engr. Ma. Eliza Dionido (Engineer I)



	Elevation Certificate			
TOTAL		None	1 day and 45 minutes	

Note: Additional 1-2 day/s releasing situational basis if subjected to site inspection



CITY EXTERNAL SERVICES OFFICES

PUBLIC SANITATION AND CLEANLINESS OFFICE WASTE MANAGEMENT DIVISION (PSCO- WMD)

EXTERNAL SERVICES



1. Garbage Collection

Efficient daily collection of domestic garbage/ waste as per scheduled route.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Dispatching of garbage collectors as per route.	None	1 day	-Eranio Lucero -Raniel Racadio -Marcos San Diego -Eliseo San Andres
2. Residents will give their garbage to the collectors.	2. Collecting the garbage per household.			Waste Management Division Collectors
3. None	3. Waste Collectors will dispose of the garbage to the transfer station.			Waste Management Division Collectors



2. Request for collection or operation

Sunday collection and clearing operation of illegally dumped garbage along sidewalks and vacant lots and bulky waste.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
As requested - Request Letter / Phone calls		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call: Contact the Waste Management Division through the hotline 8352-2000 local 2113. Walk-in: Submit their request letter to the office of Waste Management Division.	1. Record the details of the request and schedule for inspection.	None	5 minutes	- Georgette Allesh Torreliza
None	2. Inspectors will verify the requested area and schedule for collection.			-Oliver San Diego -Ronelo Crame -Jesus Moscaya -Norman Bautista -Rodolfo Dionisio



3. Information Education Campaign (Waste Management)

Dissemination of Information Education Campaign to the 33 Barangays, informal settlers' relocation site, schools regarding R.A. 9003 or the Ecological Solid Waste Management, City Ordinances on solid waste compliance and other SWM Projects and Policies.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Barangay Council, Constituents, Homeowners, TODA/PODA and Schools.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for Information Education Campaign on proper waste management and disposal.		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter indicating schedule and venue of IEC.	Receives letter and confirms availability and schedule.	None	1 day	-Georgette Allesh Torreliza
2. Attend a seminar.	Conduct seminars regarding proper waste disposal and waste segregation.			-Georgette Allesh Torreliza -Kurt Gabriel Gabiola -Janine Mondigo
TOTAL		None	1 day	

4. Feedback and complaints



Provide assistance to clients regarding their queries or concerns.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Call: Contact the Waste Management Division through the hotline 8352-2000 local 2113.</p> <p>Walk-in: Submit their complaint letter/ feedback to the office of Waste Management Division.</p>	1. Answer the queries and concerns.	None	5 minutes	-Georgette Allesh Torreliza
TOTAL		None	5 minutes	



CITY EXTERNAL SERVICES OFFICES

**PUBLIC ORDER AND SAFETY GROUP (POSG)
TRAFFIC MANAGEMENT DIVISION (POSO-TMD)**

EXTERNAL SERVICES



1. Claiming of Wheel-Clamped Vehicle

Procedure on how to settle and release wheel clamping vehicle.

Office or Division:	Traffic Management Division - Redemption Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UOVR - (Unified Violation Receipt)		Redemption Center		
Certificate of Registration (OR/CR)		Land Transportation Office		
Valid ID (Any Government or Company ID)		Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window Clamping and submit the necessary requirements	1. Check if all requirements have been meted and issue order of payment	Motorcycle ₱ 1,000.00 Light Vehicle	3 minutes	Redemption Office/ Admin. Office
2. Pay the required fees.	2. Accept payment and issue Official Receipt	₱ 2,000.00 Heavy Vehicle	2 minutes	Cashier from CTO
3. Proceed to places of clamping.	3. Inform/Call TMD/Towing Personnel o unlock wheel clamp vehicle	₱ 5,000.00	15 minutes	Towing Unit
TOTAL		Motorcycle ₱ 1,000.00	20 Minutes	



	Light Vehicle ₱ 2,000.00		
	Heavy Vehicle ₱ 5,000.00		

2. Claiming of Impounded Vehicles

Procedure on how to settle and redeem impounded vehicle.

Office or Division:	Traffic Management Division - Redemption Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UOVR - (Unified Violation Receipt)		Redemption Center		
Certificate of Registration (OR/CR)		Vehicle Vendor/Company		
Authorization Letter		Registered Owner		
Valid ID of Vehicle Owner & Authorized Person to claim		Government Offices		
Notarized Secretary Certificate (If the Registered Owner is a Corporate or Company)		Corporate/ Company Secretary		
Certificate of Ownership (If Repossessed from Motor Company)		Motor Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to Window 1 and submit the necessary requirements.	1. Checking if all requirements have been provide order of payments.	Motorcyl e ₱ 1,000.00 Light Vehicle	2 minutes	Redemption Unit/Admin. Office
2. Pay the required fees.	2. Accept payment and issue Official Receipt	₱ 2,000.00 Heavy Vehicle	2 minutes	Cashier from CTO
3. Proceed to places of clamping.	3. Inform/Call TMD/Towing Personnel o unlock wheel clamp vehicle	₱ 5,000.00	15 minutes	Towing Unit
TOTAL		Motorcyl e ₱ 1,000.00 Light Vehicle ₱ 2,000.00 Heavy Vehicle ₱ 5,000.00		



CITY EXTERNAL SERVICES OFFICES

VALENZUELA CITY TRANSPORTATION OFFICE (VCTO)

EXTERNAL SERVICES



1. New or Renewal Application of Private Pedicab Permit

Procedure in applying New/Renewal Private Pedicab Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pedicab Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		VCTO - Pedicab Regulatory Unit		
Barangay Clearance		Applicant		
Latest Community Tax Certificate		Concerned Barangay		
Comelec ID/ Voter's Certification (VTFRB Resolution No. 2014-35)		Concerned Barangay		
Barangay Certificate for Garage (VTFRB Resolution No. 2021-01)		Concerned Barangay		
Roadworthiness Inspection		VCTO - Pedicab Regulatory Unit		
Owner's 2x2 picture (1 pc.)		Applicant		
Certificate of Ownership (For Renewal)		VCTO - Pedicab Regulatory Unit		
Certification from School and Photocopy of School ID of Students (if intended for School Service)		School Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1.1 Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
2. Fill up and submit accomplished	2.1 Receive and review the	None	3 minutes	Shirley A. Lundag/Edgar



application form	application form			Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
	2.2 For New Applicant: Assign Control Plate and Stencil Number	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of pedicab	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to Window 2	4. Process an order of payment	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028</p> <p>New Applicant: PHP 150.00 Registration Fee: PHP 50.00 Control Plate: PHP 50.00 Pedicab Driver's Permit For Renewal: PHP 100.00 Renewal Fee: PHP 50.00 Pedicab Permit Late Penalty: PHP 100.00</p>				
5. Proceed to Pedicab Regulatory Unit (Window 2)	6. For New Applicant: Release Certificate of Ownership, Regulatory sticker and Control Plate For Renewal: Stamp Certificate of Ownership and Release Regulatory	None	2 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.



	sticker			
	6.2 Marking of Stencil for New Applicant	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
	TOTAL	None	24 minutes	

2. Renewal Application of Public Pedicab Permit

Procedure in applying Public Pedicab Permit

Office or Division:	Valenzuela nCity nTransportation Office	
Classification:	Simple	
Type of Transaction:	Valenzuela City Transportation Office	
Who may avail:	Simple	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Registration Form	VCTO - Pedicab Regulatory Unit	
Barangay Clearance	Applicant	
Latest Community Tax Certificate	Concerned Barangay	
Comelec ID/ Voter's Certification (VTFRB Resolution No. 2014-35)	Concerned Barangay	
Barangay Certificate for Garage (VTFRB Resolution No. 2021-01)	Concerned Barangay	
Certificate from PODA President (VTFRB Resolution No. 2021-01)	PODA President	
Roadworthiness Inspection	VCTO - Pedicab Regulatory Unit	



Certificate of Ownership (Permit to operate)		VCTO - Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1. Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of pedicab	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to Window 2	4. Process an order of payment	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 For Renewal: PHP 100.00 Renewal Fee: PHP 50.00 Pedicab Permit Late Penalty: PHP 100.00				
5. Proceed to Pedicab Regulatory Unit (Window 2)	6. Stamp Certificate of Ownership and Release regulatory sticker	None	4 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
	TOTAL	None	18 minutes	



3. New and Renewal Application of Private Pedicab Supervision Permit

Procedure in applying New and Renewal Pedicab Supervision Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pedicab Owners outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance from applicant's point of origin		Concerned Barangay from applicants point of origin		
Barangay Clearance from applicant's point of destination.		Concerned Barangay from applicants point of destination		
One (1) copy of recent 2x2 photo		Applicant		
Government Issued ID		Applicant		
Roadworthiness Inspection		VCTO - Pedicab Regulatory Unit		
Certification from School and Photocopy of School ID of Students (if intended for School Service)		School Principal		
Certificate of Ownership (For Renewal)		VCTO - Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1. Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
2. Fill up and submit accomplished	2. Receive and review the	None	3 minutes	Shirley A. Lundag/Edgar



application form	application form			Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of Pedicab	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to Window 2	4. Process an order of payment	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 300.00- Supervision Fee, PHP 100.00- Filing Fee PHP 50.00- ID Card, PHP 50.00- Regulation Sticker PHP 50.00- Not for Hire Sticker Surcharge: 25% of total Supervision permit and 1% for every succeeding month				
5. Proceed to Pedicab Regulatory Unit (Window 2)	6. For New Applicant: Release Certificate of Ownership and Supervision sticker For Renewal: Stamp Certificate of Ownership and Release supervision sticker	None	4 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
TOTAL			18 minutes	

4. New and Renewal Application of E-Trike Private Permit

Procedure in applying New and Renewal E-Trike Private Permit



Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	E-Trike Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		VCTO - Pedicab Regulatory Unit		
Barangay Clearance		Concerned Barangay		
Owner's 2x2 picture (1 pc.)		Applicant		
Voter's Certification/ID or Any Valid ID		Commission on Election / Government Agency		
Latest Community Tax Certificate		Concerned Barangay		
Roadworthiness Inspection		VCTO - Pedicab Regulatory Unit		
Business permit from BPLO if vehicle is used for delivery of goods or Barangay Certificate if the registrant is the owner of small business (For Business Use)		Business Permit and Licensing Office (BPLO)		
Certification from the respective school principal indicating names and grade levels of passengers/ students		School Principal		
(For School service) Shall bear "SCHOOL SERVICE" marking which shall be 3 inches in height		Applicant		
Certificate of Ownership (renewal)		VCTO - Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary	1. Assess all requirements and provides	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R



requirements (Window 1)	application form to client			Angeles/ Armando C. Milanes Jr.
2. Fill up and submit accomplished application form	2.1 Receive and review the application form	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	2.2 Assign Control Plate to new applicants	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of E-Trike	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to CESO Admin for Approval	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 2	5. Process an order of payment	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 Registration Fee - PHP 200.00 PHP 150.00- License Plate (for first time registrants) Regulation Stickers - PHP 50.00 ID Card - PHP 50.00</p>				
6. Proceed to Pedicab	6. For New	None	3 minutes	Shirley A.



Regulatory Unit (Window 2)	Applicant: Release Certificate of Ownership, regulatory sticker, not for hire sticker and Control Plate For Renewal: Stamp Certificate of Ownership and Release regulatory sticker and not for hire sticker			Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	TOTAL		23 minutes	



5. Renewal Application of Public E-Trike Permit

Procedure in applying Public E-Trike Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	E-Trike Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		VCTO - Pedicab Regulatory Unit		
Barangay Clearance		Concerned Barangay		
Owner's 2x2 picture (1 pc.)		Applicant		
Roadworthiness Inspection		VCTO - Pedicab Regulatory Unit		
Comelec ID/ Comelec Certification (VTFRB Resolution No. 2014-35)		Commission on Election		
E-TRODA Certificate where they belong (VTFRB Resolution No. 2021-01)		E-TRODA President		
Certificate from E-TRODA President		PODA President		
Certificate of Ownership		VCTO - Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1. Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C.



				Milanes Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of E-Trike	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to Window 2	4. Process an order of payment	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 Registration Fee - PHP 200.00 PHP 150.00- License Plate (for first time registrants) Regulation Stickers - PHP 50.00 ID Card - PHP 50.00</p>				
5. Proceed to Pedicab Regulatory Unit (Window 2)	6. Stamp Certificate of Ownership and Release regulatory sticker and Fare Matrix	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	TOTAL		17 minutes	

6. New and Renewal Application of E-Trike Supervision Permit

Procedure in applying New and Renewal E-Trike Supervision Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of	G2C



Transaction:				
Who may avail:	E-Trike Owners outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form	VCTO - Pedicab Regulatory Unit			
Barangay Clearance	Concerned Barangay			
Owner's 2x2 picture (1 pc.)	Applicant			
Government Issued ID	Government Agency			
Latest Community Tax Certificate	Concerned Barangay			
Roadworthiness Inspection	VCTO - Pedicab Regulatory Unit			
Business permit from BPLO if vehicle is used for delivery of goods or Barangay Certificate if the registrant is the owner of small business (For Business Use)	Business Permit and Licensing Office (BPLO)			
Certification from the respective school principal indicating names and grade levels of passengers/ students	School Principal			
(For School service) Shall bear "SCHOOL SERVICE" marking which shall be 3 inches in height	Applicant			
Certificate of Ownership (renewal)	VCTO - Pedicab Regulatory Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1. Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C.



				Milanes Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of E-Trike	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to CESO Admin for Approval	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 2	5. Process an order of payment	None	3 minutes	Shirley A. Lundag/ Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 Supervision Fee - PHP 400.00; Filing Fee - PHP 200.00; Regulation Sticker - PHP 50.00; ID Card - PHP 50.00.				
6. Proceed to Pedicab Regulatory Unit (Window 2)	6. For New Applicant: Release Certificate of Ownership and supervision sticker 6.1. For Renewal: Stamp Certificate of Ownership and Release supervision sticker	None	3 minutes	Fr Shirley A. Lundag/ Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr. I
	TOTAL		20 minutes	



7. New and Renewal Application of E-Bike Permit

Procedure in applying New and Renewal E-Bike Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	E-Bike Owners outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		VCTO - Pedicab Regulatory Unit		
Barangay Clearance		Concerned Barangay		
Owner's 2x2 picture (1 pc.)		Applicant		
Government Issued ID with Valenzuela Address		Government Agency		
Proof of Ownership/ Sale Certificate		E-Bike Shop		
Certificate of Ownership (renewal)		VCTO - Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements (Window 1)	1. Assess all requirements and provides application form to client	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Shirley A. Lundag/Edgar Icuspit/ Jay R



				Angeles/ Armando C. Milanes Jr.
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of E-Bike	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to CESO Admin for Approval	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 2	5. Process an order of payment	None	3 minutes	Shirley A. Lundag/ Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr. I
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 150.00- License Plate (for first time registrants) PHP 50.00- Regulation Stickers PHP 50.00- ID Card</p>				
6. Proceed to Pedicab Regulatory Unit (Window 2)	6.1 For New Applicant: Release Certificate of Ownership, Regulatory Sticker and Control Plate 6.2 For Renewal: Stamp Certificate of Ownership and Release Regulatory Sticker	None	3 minutes	Shirley A. Lundag/ Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.



	TOTAL		20 minutes	
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8. New Application and Renewal of Motorized Tricycle Operator's Permit (MTO)

Procedure in applying New and Renewal MTO

Office or Division:	Valenzuela City Transportation Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Tricycle Operator/Franchisee		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Original and photocopy of Old Certificate of Franchise and MTO	VCTO - Tricycle Regulatory Unit		
Original and photocopy of current LTO registration papers	Land Transportation Office		
Copy of insurance policy covering for any liability it may incur to passengers and third parties in case of accidents	Insurance Company		
Latest Community Tax Certificate	Concerned Barangay		
Barangay Clearance	Concerned Barangay		
Roadworthiness Inspection	VCTO - Tricycle Regulatory Unit		
Barangay Certificate for Garage (VTFRB Resolution No. 2021-01)	Concerned Barangay		
Comelec ID/ Comelec Certification (VTFRB Resolution No. 2012-03)	Commission on Election		



TODA Certificate where they belong (VTFRB Resolution No. 2021-01)		TODA President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Fill up and submit accomplished application form	2.1 Receive and review the application form	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of Tricycle	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to Window 4	4. Process an order of payment	None	3 minutes	John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028</p> <p>For MTOP Renewal PHP 150.00 (per year), additional fees for late renewal; PHP100.00 - MTOP Penalty</p> <p>For Franchise Renewal PHP 450.00 , additional fees for late renewal: PHP 75.00 - Franchise Penalty</p>				
5. Proceed to Tricycle Regulatory Unit (Window 5)	5. Stamp the MTOP and Release Regulatory Sticker	None	3 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
TOTAL			17 minutes	



9. Certificate of Franchise

Procedure in applying Certificate of Franchise

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operator/Franchisee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Form of application for Franchise		VCTO - Tricycle Regulatory Unit		
LTO Certificate of Registration and latest official receipt of payment issued in the name of the applicant		Land Transportation Office		
Copy of insurance policy covering for any liability it may incur to passengers and third parties in case of accidents		Insurance Company		
Barangay Clearance		Concerned Barangay		
Latest Community Tax Certificate		Concerned Barangay		
Roadworthiness Inspection		VCTO - Tricycle Regulatory Unit		
Comelec ID/ Comelec Certification (VTFRB Resolution No. 2012-03)		Commission on Election		
Barangay Certificate for Garage (VTFRB Resolution No. 2021-01)		Concerned Barangay		
TODA Certificate where they belong (VTFRB Resolution No. 2021-01)		TODA President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Fill up and submit accomplished	2.1 Receive and review the	None	3 minutes	Michael DC. Ferrer/Richmont



application form	application form			M. Anselmo/John P. Valenzuela/Shirley A. Lundag
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of Tricycle	None	5 minutes	Richmont M. Anselmo/ Armando C. Milanes Jr.
4. Proceed to Window 4	4. Process an order of payment	None	3 minutes	John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 300.00- Registration Fee, PHP 100.00 Filing Fee PHP 50.00- Registration Fee				
5. Proceed to Tricycle Regulatory Unit (Window 5)	5.1 Photocopy receipt/order of payment and acquire stamp for surrendered franchise	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
	5.2 Instruct franchisee to come back and follow-up retrieval of "approved" renewed Certificate of Franchise/MTO P	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
Once LTO Registration has been attained				
6. Proceed to VCTO to claim new regulatory sticker and fare matrix (Window 5)	6.1 Check if all requirements have been duly accomplished	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael



				DC. Ferre
	6.2 Release New Regulatory Sticker and Fare Matrix	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
TOTAL			30 minutes (LTO registration not included)	

10. Dropping of Franchise

Procedure in applying Dropping of Franchise

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operator/Franchisee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Official Receipt/ Certificate of Registration (OR/CR)		Land Transportation Office		
Original Notarized Affidavit of Dropping		Notary Public		
Original MTOP and Franchise with Official Receipt		VCTO		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Surrender Certificate	2. Accept	None	3 minutes	Michael DC.



of Franchise and MTOP	Certificate of Franchise and MTOP			Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
3. Proceed to Window 4	3. Process an order of payment	None	3 minutes	John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 100.00- Dropping Fee, PHP 250.00- Penalty fee per year for non- renewal of MTOP				
4. Proceed to Tricycle Regulatory Unit and claim Certificate of Dropping (Window 5)	5.1 Check if all requirements have been duly accomplished	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
	5.2 Issue Certificate of Dropping	None	4 minutes	Roneil R. Oliva/John P. Valenzuela/Richmont M. Anselmo/Michael DC. Ferrer
	TOTAL		17 minutes	

11. Private Tricycle Registration Permit

Procedure in applying Private Tricycle Registration

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Private Tricycle Owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Certification from COMELEC indicating that the resident is a registered voter of the City of Valenzuela	Commission on Election
Barangay Clearance for Private Tricycle Registration	Concerned Barangay
Latest Community Tax Certificate	Concerned Barangay
Business permit (if intended for business purposes)	Business Permit and Licensing Office (BPLO)
For School Service- Certification from the principal of the school concerned indicating the names of the students and level of the grade they are servicing	School Principal
Barangay Certificate for Garage (VTFRB Resolution No. 2021-01)	Concerned Barangay
Photocopy of LTO Certificate of Registration (CR) and Official Receipt (OR) with Sidecar	Land Transportation Office
Roadworthiness Inspection	VCTO - Tricycle Regulatory Unit
Registration Form	VCTO - Tricycle Regulatory Unit

Note: Color of sidecar must be gray, galvanized or stainless color for personal use and business purpose skeletal with panel board 2ft x 2ft, for student service the whole sidecar must be painted yellow with black stripe in front and rear together with the print marking "SCHOOL SERVICE" that should be three (3) inches in height.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag



3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to CESO Admin for Approval (for student service only)	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 4	5. Process an order of payment	None	4 minutes	John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 100.00- Registration Fee, PHP100.00- Registration Sticker				
6. Proceed to VCTO and claim registration sticker and control plate (Window 5)	6.1 Check if all requirements have been duly accomplished	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
	6.2 Release registration sticker, not for hire sticker and control plate	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
	TOTAL		24 minutes	

12. Private Tricycle Supervision Permit

Procedure in applying Private Tricycle Supervision Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Private Tricycle Owner outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID		Government Agency		
Barangay Clearance for Private Tricycle Registration		Concerned Barangay		
Latest Community Tax Certificate		Concerned Barangay		
Business permit (if intended for business purposes)		Business Permit and Licensing Office (BPLO)		
For School Service- Certification from the principal of the school concerned indicating the names of the students and level of the grade they are servicing		School Principal		
Photocopy of LTO Certificate of Registration (CR) and Official Receipt (OR) with Sidecar		Land Transportation Office		
Roadworthiness Inspection		VCTO - Tricycle Regulatory Unit		
Registration Form		VCTO - Tricycle Regulatory Unit		
<p>Note: Color of sidecar must be gray, galvanized or stainless color for personal use and business purpose skeletal with panel board 2ft x 2ft, for student service the whole sidecar must be painted yellow with black stripe in front and rear together with the print marking "SCHOOL SERVICE" that should be three (3) inches in height.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P.



				Valenzuela/Shirley A. Lundag
3. Roadworthiness Inspection in front of VCTO	3. Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to CESO Admin for Approval	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 4	5. Process an order of payment	None	4 minutes	John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
<p>Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 150.00- Supervision Fee (Personal and Student Service) PHP 250.00 - Supervision Fee (Business Purpose) PHP 100.00 - Filing Fee PHP 50.00 - Regulation Sticker PHP 50.00 - Not for Hire Sticker PHP 50.00 - ID Card</p>				
6. Proceed to VCTO and claim registration sticker and control plate	6.1 Check if all requirements have been duly accomplished	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
	6.2 Release supervision sticker and not for hire sticker	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
TOTAL			24 minutes	



13. Tricycle for Hire Supervision Permit

Procedure in applying Tricycle for Hire Supervision Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Owner outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and photocopy of Old Certificate of Franchise and MTOP		TRU Origin City		
Original and photocopy of current LTO registration papers		Land Transportation Office		
Copy of insurance policy covering for any liability it may incur to passengers and third parties in case of accidents		Insurance Company		
Latest Community Tax Certificate		Concerned Barangay		
Barangay Clearance		Concerned Barangay		
Roadworthiness Inspection		VCTO - Tricycle Regulatory Unit		
Government Issued ID		Government Agency		
TODA Certificate where they belong		TODA President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements. (Window 4)	1. Assess all requirements and provides application form to client	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P. Valenzuela/Shirley A. Lundag
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Michael DC. Ferrer/Richmont M. Anselmo/John P.



				Valenzuela/Shirley A. Lundag
3. Roadworthiness Inspection in front of VCTO.	3. Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Richmont M. Anselmo/ Armando C. Milanés Jr.
4. Proceed to CESO Admin for Approval	4. Double check the application form and requirements and approved the permit	None	3 minutes	Kyle Stacey Clarice G. Vargas/ Mary Joy D. Delina/ Conchita C. Lancero
5. Proceed to Window 4	5. Process an order of payment	None	4 minutes	John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 300.00 - Supervision Fee, PHP 100.00- Filing Fee, PHP 50.00 - Regulation Sticker, PHP 50.00 - Not for Hire Sticker, PHP50.00 - ID Card				
6. Proceed to VCTO and claim registration sticker and control plate (Window 5)	6.1 Check if all requirements have been duly accomplished	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
	6.2 Release supervision sticker and fare matrix	None	4 minutes	Roneil R. Oliva/ John P. Valenzuela/ Richmont M. Anselmo/ Michael DC. Ferrer
	TOTAL		24 minutes	

14. Public Utility Vehicle Drivers ID
Procedure in applying PUV ID



Office or Division:	Valenzuela City Transportation Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	PUJ, Bus, UV Drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LTO Official Receipt/ Certificate of Registration (OR/CR)	Land Transportation Office (LTO)
One (1) copy of resent 2x2 photo	Applicant
Certificate of Membership (JODA)	JODA President
Certificate of Franchise/Extension of Validity/Notice of Hearing	Land Transportation and Franchising Regulatory Board (LTFRB)
Driver's License	Land Transportation Office (LTO)

Note: Needs to attend the Public Utility Vehicle Professionalization Program (PUVPP) Seminar for New Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to POSO Admin Office and submit necessary requirements	1. Assess all requirements and provides Drivers Information Sheet to client	None	3 minutes	Jose Antonio M. Morillo
2. Fill up and submit accomplished Drivers Information Sheet	2. Receive and review the Drivers Information Sheet	None	3 minutes	Jose Antonio M. Morillo
	2.1. Issue claiming Stub and assign date of PUVPP Seminar for New Applicants Assign date of Claiming for	None	3 minutes	Jose Antonio M. Morillo



	Renewal			
	2.2. Print out the ID and Encode it to the System	None	5 minutes	Jose Antonio M. Morillo
Endorsement to Mayor's Office for Signature;				
3. Return to CESO Admin Office on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumb mark	None	4 minutes	Jose Antonio M. Morillo
	TOTAL	None	2 days and 18 minutes	

15. Public and Private Tricycle Driver's ID
Procedure in applying VCTO ID

Office or Division:	Valenzuela City Transportation Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	TODA, Private Tricycle Driver's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of resent 2x2 photo		Applicant		
Certificate of Membership (TODA) (for TODA only)		TODA President		
Driver's License		Land Transportation Office (LTO)		
Note: Needs to attend the TODA Driver's Professionalization Program (TDPP) Seminar for New Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VCTO (Window 2)	1. Assign date of TDPP Seminar for	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C.



	New Applicants			Milanes Jr. /Shirley A. Lundag
2. Fill up and submit accomplished Driver's Information Sheet	2. Assess all requirements and provides Driver's Information Sheet to client	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr. /Shirley A. Lundag
	2.2. Issue Order of Payment and Proceed to Cashier	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 50.00 - ID Card				
	2.3. Assign claiming date at the back of receipt	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	2.4. Encode it to the System and Print out the ID	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
Endorsement to Mayor's Office for Signature;				
3.Return to VCTO (Window 2) on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumbmark	None	4 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	TOTAL	None	2 days and 17 minutes	

16. Public and Private Pedicab Driver's ID
Procedure in applying VCTO ID

Office or Division:	Valenzuela City Transportation Office
Classification:	Complex
Type of	G2C



Transaction:				
Who may avail:	PODA and Private Pedicab Driver's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be a resident of Valenzuela		Applicant		
Eighteen (18) years old and above and of good moral character		Applicant		
Barangay Clearance		Concerned Barangay		
Tax Certificate		Concerned Barangay		
PODA Certificate (For Public Pedicab)		PODA PRESIDENT		
Note: Needs to attend the PODA Driver's Professionalization Program (PDPP) Seminar for New Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VCTO (Window 2)	1. Assign date of PDPP Seminar for New Applicants	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr. /Shirley A. Lundag
2. Fill up and submit accomplished Driver's Information Sheet	2. Assess all requirements and provides Driver's Information Sheet to client	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr. /Shirley A. Lundag
	2.2. Issue Order of Payment and Proceed to Cashier	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 50.00 - ID Card				
	2.3. Assign claiming date at the back of receipt	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.



	2.4. Encode it to the System and Print out the ID	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to Mayor's Office for Signature				
3. Return to VCTO (Window 2) on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumbmark	None	4 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
	TOTAL	None	2 days and 17 minutes	

17. Public and Private E-Trike Driver's ID
Procedure in applying VCTO ID

Office or Division:	Valenzuela City Transportation Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	E-TRODA and Private E-Trike Driver's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of recent 2x2 photo		Applicant		
Certificate of Membership (E-TRODA) (for E-TRODA only)		E-TRODA President		
Barangay Clearance for Residency		Concerned Barangay		
Government Issued ID with Valenzuela Address		Government Agency		
Note: Needs to attend the E-TRODA Driver's Professionalization Program (E-TRDPP) Seminar for New Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VCTO	1. Assign date	None	3 minutes	Edgar Icuspit/ Jay



(Window 2)	of E-TRDPP Seminar for New Applicants			R Angeles/ Armando C. Milanés Jr. /Shirley A. Lundag
2. Fill up and submit accomplished Driver's Information Sheet	2. Assess all requirements and provides Driver's Information Sheet to client	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr. /Shirley A. Lundag
	2.2. Issue Order of Payment and Proceed to Cashier	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 50.00 - ID Card				
	2.3. Assign claiming date at the back of receipt	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
	2.4. Encode it to the System and Print out the ID	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
Endorsement to Mayor's Office for Signature;				
3. Return to VCTO (Window 2) on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumbmark	None	4 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanés Jr.
	TOTAL	None	2 days and 17 minutes	



18. Private E-Bike Driver's ID
Procedure in applying VCTO ID

Office or Division:	Valenzuela City Transportation Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Private E-Bike Driver's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of recent 2x2 photo		Applicant		
Barangay Clearance for Residency		Concerned Barangay		
Government Issued ID with Valenzuela Address		Government Agency		
Note: Needs to attend the E-Bike Driver's Professionalization Program (E-BDPP) Seminar for New Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VCTO (Window 2)	1. Assign date of E-BDPP Seminar for New Applicants	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr. /Shirley A. Lundag
2. Fill up and submit accomplished Driver's Information Sheet	2. Assess all requirements and provides Driver's Information Sheet to client	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr. /Shirley A. Lundag
	2.2. Issue Order of Payment and Proceed to Cashier	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
Endorsement to City Treasurer's Office for payment (window 3); Ordinance No. 1028 PHP 50.00 - ID Card				
	2.3. Assign	None	3 minutes	Edgar Icuspit/ Jay



	claiming date at the back of receipt			R Angeles/ Armando C. Milanes Jr.
	2.4. Encode it to the System and Print out the ID	None	3 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
Endorsement to Mayor's Office for Signature;				
3.Return to VCTO (Window 2) on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumbmark	None	4 minutes	Edgar Icuspit/ Jay R Angeles/ Armando C. Milanes Jr.
	TOTAL	None	2 days and 17 minutes	

19. Releasing of TODA Body Number Plates

Procedure in releasing TODA Body Number Plates

Office or Division:	Valenzuela City Transportation Office, Public Order and Safety Group			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	TODA Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt with Order of Payment		VCTO		
Certificate of Franchise and MTOP		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to POSO Admin and present the Official Receipt or Certificate of Franchise	Check the official receipt with Order of Payment to Verify from the receiving copy if not yet claimed	None	3 minutes	Jose Antonio M. Morillo
2. Sign the receiving copy	2. Give the Body Number Plate to the Client	None	3 minutes	Jose Antonio M. Morillo
	TOTAL		9 minutes	



HIGHER EDUCATION

PAMANTASAN NG LUNGSOD NG VALENZUELA

EXTERNAL SERVICES



1. Dr. Pio Valenzuela Scholarship Program

This is a scholarship program granted by the City Government of Valenzuela to deserving applicants of the Dr. Pio Valenzuela Scholarship Program.

Office or Division:	Pamantasan ng Lungsod ng Valenzuela	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	1) A natural born Filipino Citizen; and 2) Must be a Grade 12 student taking GAS, HUMSS, STEM, and ABM; 3) A resident of the City of Valenzuela for at least four (4) years prior to availing the scholarship, as attested by the school records and barangay residency; and 4) A member of the community whose family has a total annual gross income of not more than P120,000.00 as evidenced by Income Tax Return (ITR).	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>ertified True Copy of Grade 12 Report Card 1st semester with no grade lower than 85 per subject and a G.W.A. of 85% and above</p> <ul style="list-style-type: none"> • Certified True Copy of Grade 11 Report Card 1st and 2nd semester periods with no grade lower than 85 per subject and a G.W.A. of 85% and above • Certificate of Residency and Indigency of Both Parents from Barangay 		



Purpose: for the Dr. Pio Valenzuela Scholarship Program

- **If parents are employed:**
 - **Certified True Copy of 2022 Income Tax Return (ITR 2316) with an Annual Gross Income of not more than PHP 120,000.00**
 - **Latest 1-month payslip**
- **If parents are unemployed:**
 - **Affidavit of non-filing of ITR**
 - JOINT if both parents are together and are both legal guardians of their child
 - Purpose: for the Dr. Pio Valenzuela Scholarship Program
 - **Certificate of Non-filing of ITR**



<ul style="list-style-type: none">• If parents are working abroad:<ul style="list-style-type: none">◦ Employment Contract◦ Latest 2 months' remittance• Picture of the actual street and residence of the applicant• Residence sketch with landmarks from PLV Maysan Campus to the residence Google Maps screenshots are not allowed• Philippine Statistics Authority (PSA) Certified Birth Certificate• Certificate of Good Moral Character Purpose: for the Dr. Pio Valenzuela Scholarship Program• School Identification (ID) Card of the applicant Front and Back• Voter's Certificate of Registered Parent or Guardian One only	
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<p>• Voter's Certificate of Applicant if 18 years old and older</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Visit the website www.valenzuela.gov.ph/drpioscholarship	None	None		
2) Fill up and submit the online application form in correct format along with other requirements.	2. Receive and assess the submitted application as to the applicant's completeness (of the requirement) and eligibility		10 minutes	Scholarship Coordinator Ms. Michelle Tongco
	2.1 Reply with a confirmation message that the application has been received. The applicant will also receive an email regarding the date and time of the face-to-face interview. Note: If the submitted requirement is insufficient in		3 working days	Scholarship personnel Ms. Michelle Tongco



	form, the Scholarship Coordinator shall also inform the applicant of the lacking documents.			
3) Attend the scheduled face-to-face interview	<p>3.1. Conduct the face-to-face interview</p> <p>3.2 Issue of test permit in case the applicant passed the face-to-face interview</p> <p>In case the applicant failed the face-to-face interview, the Scholarship Co</p>			Ms. Michelle Tongco
4) Take the Qualifying Examination	3. Administer the Qualifying Examination	None	3 hours	Testing Coordinator Ms. Michelle Tongco & Ms. Mary Anne H. Trinidad
4) Be present during background investigation	4. Verify authenticity of submitted documents through background investigation	None	20 mins	Scholarship Coordinator Ms. Michelle Tongco & CSWD officer
5) Releasing of successful applicants	5. The qualified applicants will receive an email.	None	For further announcement	Scholarship Coordinator Ms. Michelle Tongco



6) Attend the signing of contract and orientation of scholars	Facilitate the signing of contract and orientation of scholars	None	3 hours	Dr Pio Valenzuela Scholarship Advisory Committee, Grantee and Parents
TOTAL	None		3 days, 6 hours & 30 minutes	

2. Issuance of Certificate of Employment (COE)

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for COE stating the purpose to the Office of the Vice President for Administration	1. The HR staff will receive the request letter.	none	3 minutes	HR Staff Ms. Lanie Villar
	2. Approval of the Vice President for Administration to process request.	none	5 minutes	Vice President for Administration Dr. John Cabaddu



2. To Receive the requested COE	3. Upon approval of the request letter, the HR Staff will verify the employee's record.	None	15 minutes	PLV personnel Ms. Elgina Gaviola
	3.1. Encode / type the COE.		5 minutes	Ms. Lanie Villar
	4. For signature of the Vice President for Administration		5 minutes	Dr. John Cabaddu
3. Sign the receiving copy of the Certificate of Employment	5. Release of the COE to requesting employee.	None	5 minutes	Ms. Lanie Villar
TOTAL		None	38 minutes	

3. Processing of Biometrics Report/Daily Time Record

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometric Report		Information and Communication Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure Biometric Report/Daily Time Record</p>	<p>1. Dow nloading, printing and checking the veracity of biometrics report/DTR submitted by the IT from the City Government of the permanent, casual and contractual employees of PLV. 2. In instances that there are biometrics/DT R system error, discrepancy or any entry error, the employee concerned will accomplish the bio action form for reprocessing and correction of the biometric report. 3. Upon completion of the biometric report/DTR, final</p>	<p>None</p>	<p>1 Day</p>	<p>HR Staff Ms. Jane Frades Ms. Renelyn Pagulayan</p>
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	downloading and reprocessing, printing and distribution of the biometric report/DTR to the employees for their signature. 4. Submission of Biometric Report/Daily Time Record to City HR			
TOTAL		None	1 Day	

4. Processing of Overtime Pay for Employees

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request of Over-Time Pay 2. Approved Request Letter to render overtime		Head of the Department City HR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign biometric Report	1. Preparation & encoding of request for overtime schedule/Auth	None	5 hours	Jane Frades/Renelyn Pagulayan



	<p>ority to render overtime service.</p> <p>2. Colla tion of approved overtime request per department for approval of City HR</p> <ul style="list-style-type: none"> · Prepara tion / encoding of summary report for overtime pay employees · Accomplishment Report/ Biometric Report/DT R · Signatur e of Concerned Heads on Documents <p>3. Submi ssion of Accomplished Documents to City HR.</p>			
TOTAL	None		4 hours	

5. Processing of Leave Application



Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Form		PLV HR- Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filled up Application for Leave Form	1. Received /Checked leave application. 2. Forward leave application to the Office of the VP for Administration for Signature 3. Upon receipt from the Office of the VP Administration, leave application will be transmitted to the City HRMO for signature and recording	None	30 minutes	HR Staff Ms. Jane Frades Ms. Renelyn Pagulayan
TOTAL		None	30 minutes	

6. Application of Good Moral Certificate



Office or Division:	OFFICE OF STUDENT AFFAIRS (OSA)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Student Affairs (OSA) for the request slip and order of payment	Verify and issue request slip and order of payment	None	2 minutes	OSA Dean Dr. Ma. Rolena R. Calinisan
2. Proceed to Cashier and pay the required fees	Accept payment and issue an official receipt	PHP 50	6 minutes	Cashier
3. Proceed to Guidance and Counseling Center to submit/file the request and the official receipt.	Accept the completed request slip and receipt then provide the claim stub to the client.	None	6 minutes	Guidance Office Personnel - Mr. Mark Adaoag & Ms. Thalia Pe
4. Claim the GMC	4. Release of GMC	None	3 working days	Guidance Office Personnel - Mr. Mark Adaoag & Ms. Thalia Pe
	TOTAL	PHP 50	3 days and 14 minutes	

7. Processing of Notice of Renewal of Appointment of PLV Faculty



Office or Division:	HR- ADMINISTRATIVE			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Hired Officials and Employees (Part-Time Lecturers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID for Presentation upon receipt of the Notice of Renewal of Appointment or Contract		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation of Faculty for each Semester. 2. Faculty member will proceed to the PLV-HR Office to sign and secure their copy of Notice of Renewal of their Appointment or contract to PLV	1. Conduct Orientation for Faculty Members per Semester. 2. Releasing of approved Notice and Contract to Faculty members	None	7 Days	HR Staff Kenneth Antonio
	TOTAL	None	7 Days	

8. Approval Request to Conduct Activities

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Request letter		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the OSA *be sure that you have considered the requirements set in the memo on communication flow/ management.	1.Record receiving and details	None	3 minutes	OSA Dean Dr. Ma. Rolena R. Calinisan
	1.1. Read all the received letters and check all the attachments/ requirements submitted and communicate queries and relevant concerns		1 day process Received letters 8am-12nn will be endorsed to the VPAA by 3 PM Received letters from 1pm-5pm will be endorsed to the VPAA by 10 am the next day	OSA Dean Dr. Ma. Rolena R. Calinisan
	1.2.Endorse to the Vice President for Academic Affairs for Final Approval			OSA Dean Dr. Ma. Rolena R. Calinisan
	1.3.Check and provide appropriate			Office of the Vice President for Academic Affairs-



	decision/approval			Dr. Nelda Gene C.Mariano
2.Follow up and claim the letter with approval/ advise at the OSA	2.Record the remarks and release the letter 2.1.Provide a copy to the concerned office	None	Received letters from 8-12nn shall be followed-up by 2pm the next day. Received letters from 1-5pm shall be followed-up by 4 pm the next day.	OSA Dean Dr. Ma. Rolena R. Calinisan
	TOTAL	None	1 day and 3 minutes	

9. Request or Claiming of Yearbook

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Visit OSA, ask for availability of the yearbook. Be sure to present your proof of payment upon claim.	1.Check the availability of the yearbook and check the client's clearance status from concerned	None	10 minutes	OSA Dean Dr. Ma. Rolena R. Calinisan



	offices.			
2.Fill out the record book then claim your yearbook	2.Issue the yearbook	None	3 minutes	OSA Dean Dr. Ma. Rolena R. Calinisan
	TOTAL	None	13 minutes	
Note: An authorization letter is required when the claimant is presently unable to visit the OSA.				

10. PLV College Admission Test

This service is available to all Senior High School graduates from any public or private schools in Valenzuela City, ALS completers and transferees who are bonafide residents of Valenzuela City as evidenced by their Certificate of Registration and other pertinent documents.

Office or Division:	Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Senior High School graduates from any public or private schools in Valenzuela City, ALS completers and transferees who qualifies with the admission requirements of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Fully accomplished downloaded application form and printed in a long bond paper (handwritten forms will not be accepted)		PLV Website and PLV Office of Admissions FB Page	
2. Certified True Copy of Grade 11 (1st and 2nd Semester of the Previous School Year) report card with GWA of 83% and above (two-sided copy)		Senior High School's Registrar's Office	
3. Certified True Copy of Grade 12 (1st Semester of the Recent School Year) report card with GWA of 83% and above (two-sided copy)		Senior High School's Registrar's Office	
4. Certified True Copy of School ID (front and back)		Senior High School's Registrar's Office	



5. Photocopy of NSO/PSA Birth Certificate (must be a Filipino citizen). Bring the original copy for verification.		Philippine Statistics Authority (PSA)		
6. Photocopy of Latest Voter's Certification issued by COMELEC stating that parent and the applicant is a Registered Voter of Valenzuela City. Bring the original for verification.		Commission on Elections (Comelec)		
7. Two (2) recent COLORED Passport Size ID pictures in white background with handwritten name tag and signature (First Name, Middle Initial, Last Name, Name Extension)		Any Photo Studio		
For ALS Completers : Certificate of ALS Completion		Department of Education - Alternative Learning System Bureau		
For Transferees: Transcript of Records		Previous School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and evaluation of complete requirements	1. Check the completeness of the requirements	None	10 minutes	Skylark Dela Cruz Raymond C. Mariano Joel Tuazon
2. Secure Examination Permit	2. Issuance of Examination Permit	None	1 minute	Christian Dorado Guilliane Rowee Valdellon
3. Take the examination on scheduled date	3. Administer the examination and inform examinee on the release date of result	None	3 hours	Mary Anne H. Trinidad Examiners and Proctors
	TOTAL		3 hours and 11 minutes	

11. Request for Student Academic Records

This service is available to all PLV graduates and students for various purposes (travel, employment, further studies, examinations etc.) who want to secure the following documents: Transfer Credential, Diploma, Certificate of Graduation,



Certificate of Enrollment, Certificate of Grades, Certificate of Earned Units, Certified True Copy of documents and Transcript of Records.

Office or Division:	Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	PLV Graduates and PLV Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Initial Request: Accomplished General Clearance, Student ID and Authorization Letter indicating permission to apply and claim requested document (in the absence of the client)		Authorization Letter (Downloadable from the PLV Website)		
For Succeeding Requests: Authorization Letter indicating permission to apply and claim requested document (in the absence of the client)		Authorization Letter (Downloadable from the PLV Website)		
For Certified True Copy: Original Document to be certified				
For Apostilled / CAV (Certification/Authentication and Verification) of Academic Records: Original Transcript of Records and Diploma				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Certified True Copy of Documents				
1. Present original copy of document to be certified	Checks the original document and Issues Order of Payment	None	1 minute	Skylark Dela Cruz Christian Dorado
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an	Php. 50.00 /docume	3 minutes	Sharlene Sy



	Official Receipt	nt (2 copies)		
3. Claim the requested document	Prepares and release the requested document	None	3 minutes	Michael Osal Robmyel Padrinao
For Certificate of Graduation				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	1 minute	Guilliane Rowee Valdellon
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Php. 50.00 /document	3 minutes	Sharlene Sy
3. Present the Official Receipt	Prepares and Issues the Certificate of Graduation	None	5 minutes	Guilliane Rowee Valdellon
For Transfer Credential				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	Skylark Dela Cruz
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Transfer Credential - Php. 50.00	3 minutes	Sharlene Sy
3. Present the Official Receipt	Issues Transfer Credential	None	3 minutes	Skylark Dela Cruz
For Certificate of Cumulative GWA/Course Description				
1. Requests for the document	Validates student	None	5 minutes	Skylark Dela Cruz Robmyel



	identification and Issues Order of Payment			Padrinao
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Certificate of Cumulative GWA - Php. 50.00 Course Description - Php. 50.00 /page	3 minutes	Sharlene Sy
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	Christian Dorado Michael Osal
4. Presents Claim Stub on the scheduled date of release of the document (Processing Time - 3 working days)	Releases the document	None	5 minutes	Christian Dorado Michael Osal
For Apostilled/ CAV (Certification/Authentication and Verification) of Academic Records				
1. Requests for the document and presents original document to be authenticated	Validates student identification and Issues Order of Payment	None	5 minutes	Raymond C. Mariano
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	CAV - Php. 200.00 / copy	3 minutes	Sharlene Sy
3. Present the Official Receipt	Prepares the Document	None	10 minutes	Raymond C. Mariano
4. Claim the requested certification	Releases the document and	None	5 minutes	Raymond C. Mariano



	gives instructions regarding submission of the document to CHED and DFA.			
For Transcript of Record				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	Christian Dorado Michael Osal
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Transcript of Records - Php. 150.00 /page	3 minutes	Sharlene Sy
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	Christian Dorado Michael Osal
4. Presents Claim Stub on the scheduled date of release of the Transcript of Records (For initial copy - 15 working days, Succeeding copies - 10 working days)	Releases the Transcript of Records	None	5 minutes	Jose Pasamonte Jr.
	TOTAL	None		



HIGHER EDUCATION

**VALENZUELA CITY TECHNOLOGICAL
COLLEGE (VALTECH)**

EXTERNAL SERVICES



1. Request and Issuance for Transcript of Records

Office or Division:	Registrar			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Graduates, Former Students, and Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance Form		Office of the Registrar		
Authorization Letter and Valid Identification (ID) of the student and the authorized claimant		Student		
Official Receipt of the payment		Accounting Office		
2 pieces of documentary stamps		Bureau of the Internal Revenue		
Photocopy of the Marriage Certificate (for female TESDA client in case she is already married)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a fully accomplished General Clearance Form.	1. Evaluates request of General Clearance Form 1.1 Instructs the client to have the signatories sign the form	None	10 minutes	Office of the Registrar Staff Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John Nierre Castro, Mr. Paul Christian Asuncion
The students shall personally route the clearance to all the signatories to sign the General Clearance Form.				
Submits the completely signed	Validates signatories and	None	2 minutes	Office of the Registrar



Office or Division:	Registrar			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Graduates, Former Students, and Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance Form		Office of the Registrar		
Clearance Form to the Registrar.	issues Order of Payment Form			Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John Nierre Castro, Mr. Paul Christian Asuncion
Pays the fees to the Accounting Office.	Receives payment, issues, and prints Official Receipt (OR)	PHP 150 per page	5 minutes	Accounting Office Ms. Alona Torred Mr. Marvin Orense
Returns to the Registrar with OR of payment.	Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub indicating the date of releasing	None	10 minutes	Office of the Registrar Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John Nierre Castro, Mr. Paul Christian Asuncion
The client shall wait for the date of release.				
	The Office of the Registrar Staff pulls out the records on the file	None	10 minutes	Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John



Office or Division:	Registrar			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Graduates, Former Students, and Current Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance Form		Office of the Registrar		
	Check the file from the system		10 minutes	Nierre Castro, Mr. Paul Christian Asuncion
	Prepare and prints the documents		5 minutes	Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John Niere Castro, Mr. Paul Christian Asuncion
	Sign the document		1 minute	Ms. Marilou L. Palomar
The client returns to the Office of the Registrar to claim the document	Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested	None	5 minutes	Mr. Gabriel Rafael Paraiso Ms. Gladys Flores Mr. Irrone John Niere Castro, Mr. Paul Christian Asuncion
	TOTAL		58 minutes (provided that the student is already included in the Special Order; the time excludes the time processing for Special order from the CHED	



Office or Division:	Registrar		
Classification:	Simple to Complex		
Type of Transaction:	G2C		
Who may avail:	Graduates, Former Students, and Current Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
General Clearance Form		Office of the Registrar	
		and TESDA)	

2. Request for Diploma

Office or Division:	Registrar			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Graduates, Current Students, and Authorized Representatives Teachers, Current Students, and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance Form		Office of the Registrar		
Valid Identification (ID)		Client		
Authorization Letter Valid Identification (ID)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a fully accomplished General Clearance Form.	3. Evaluates request of General Clearance Form	None	5 working days	Office of the Registrar



	1.1 Instructs the client to have the signatories sign the form			
The students shall personally request all the signatories to sign the General Clearance Form.				
Submits the completely signed Clearance Form.	Validates signatories and issues Order of Payment Form	None		Office of the Registrar
Pays the fees to the Accounting Office.	Receives payment, issues, and prints Official Receipt (OR)	PHP 250 for second copy		Accounting Office
Returns to the Registrar with OR of payment.	Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub			Office of the Registrar
	Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested			

3. Request for Honorable Dismiss



Office or Division:	Registrar
Classification:	Simple to Complex
Type of Transaction:	G2C
Who may avail:	Graduates and Authorized Representatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



General Clearance		Office of the Registrar		
Valid Identification (ID)		Client		
Authorization Letter Valid Identification (ID)		Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a fully accomplished General Clearance Form.	4. Evaluates request of General Clearance Form 1.1 Instructs the client to have the signatories sign the form	None	5 working days • for TORs without Special Order or S.O. from CHED for graduates of S.Y. 2021 and earlier • for TORs with CHED SO for graduates of S.Y. 2022 and 2023	Office of the Registrar
The students shall personally request all the signatories to sign the General Clearance Form.				
Submits the completely signed Clearance Form.	Validates signatories and issues Order of Payment Form	None	•	Office of the Registrar



Office or Division:	Registrar			
Classification:	Simple to Complex			
Type of Transaction:	G2C			
Who may avail:	Graduates, Teachers, Current Students, and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Clearance		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Transcript of Records (TOR)*	Evaluates request, issues General Clearance Form All signatories will sign the General Clearance	PHP 150 per page	5 working days *for TORs without Special Order or S.O. from CHED for graduates of	Office of the Registrar



	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>		<p>S.Y. 2021 and earlier for TORs with CHED SO for graduates of S.Y. 2022 and 2023</p>	<p>Accounting Office</p>
	<p>Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub</p> <p>Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested</p>			<p>Office of the Registrar</p>
<p><i>Special Order requests from ValTech will be sent to CHED in batches. The processing time will also depend on the number of graduates.</i></p>				
<p>Request for Diploma</p>	<p>Evaluates request; issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	<p>PHP 250 for second copy</p>	<p>5 working days</p>	<p>Office of the Registrar, Accounting Office</p>



	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>			
	<p>Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub</p> <p>Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested</p>			
Request for Honorable Dismissal	<p>Evaluates request, issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 50	1 day	Office of the Registrar, Accounting Office



	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>			
	Receives OR and releases credentials or documents requested			
Request for Certificate of General Weighted Average (GWA)	<p>Evaluates request; issues General Clearance Form</p> <p>Evaluates request, issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 50	5 working days	Office of the Registrar, Accounting Office
	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official</p>			



	Receipt (OR)			
	<p>Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub</p> <p>Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested</p>			
Request for Other Certifications	<p>Evaluates request, issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 50	1 day	Office of the Registrar, Accounting Office
	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>			



	Receives OR and releases credentials or documents requested			
	Total		17 days	
<p><i>*Processing time for the request for TORs for graduates of S.Y. 2024 onwards will take longer than 5 working days as SO requests from ValTech will be sent to CHED in batches. The processing time will also depend on the number of graduates.</i></p>				

2. Enrollment Procedures – College Department (New Students)

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior High School Graduates, High School Graduates (Old BEC), Alternative Learning System (ALS) Graduates, and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior High School Report Card/Form 138-A		Previous School		
2. Certificate of Good Moral Character		Previous School		
3. Philippine Statistics Authority (PSA) Birth Certificate		PSA		
4. Voter's ID or Voter's Registration Certification from the Commission on Elections (COMELEC)		COMELEC		
5. Passport-size latest colored ID picture with full name and white background				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Application Form	Provides Application Form (physical copy or via an online link)	None	5 – 10 minutes	Office of the Registrar



	posted on the ValPoly Facebook page)			
Submit all entry requirements to the school	Issues interview schedule to applicant upon submission of requirements	None		Office of the Registrar
Attend admissions interview as scheduled	Notifies applicant if he/she qualifies for admission through email	None		Office of the Registrar
Enroll via the link sent by the school				
ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library Office Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	TOTAL			

3. Enrollment Procedures – College Department (Old Students)

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Continuing ValPoly students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		ValPoly Assessment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Google Forms link to enroll	Provides links to Google Forms for enrollment of every year level; posts links to ValPoly Facebook page, Canvas LMS, and class group chats (GCs)	None	5 – 10 minutes	Office of the Registrar
ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library Office Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	Total		20 minutes	

4. Enrollment Procedures – Non-Formal Department

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Out-of-School Youth, High School Graduates, and Elementary Graduates



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be a resident of Valenzuela City		Office of the Registrar		
1. Filled out Application Form		Previous School		
2. Photocopy of Transcript of Records (TOR) (for 4-year or 2-year course graduates) or High School		PSA		
3. Photocopy of PSA Birth Certificate (must be a Filipino citizen)		COMELEC		
4. Proof of Residency (2018 Voter's Registration Certificate from the COMELEC that the parent/s or				
5. Two (2) pcs. recent passport-size colored ID pictures with white background and full name				
6. Chest X-ray		DOH Accredited Clinic		
7. Medical Certificate based on X-ray		DOH Accredited Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Certificate of Registration (COR)	Receives and signs the COR Gets the entry documents submitted, stamps student status as "Free" or "Payee"	None for students with "Free" status, PHP 1,500.00 for students with "Payee" status	3 – 5 minutes	Office of the Registrar
Present the filled-out Enrollment Form to the Clinic	Receives Medical Certificate, issues Medical Health Form, signs the COR	None	2 – 5 minutes	School Nurse/Staff



Assessment of Fees	Assesses fees and receives payment for Payees Prints and issues an Official Receipt (OR)	None	3 – 5 minutes	Accounting Office
Masterlisting	Encoding of Personal Data, Schedule, and Trainor	None	3 – 5 minutes	Office of the Registrar
ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library ID c. Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	Total		30 minutes	

5. Application for Competency Assessment

Office or Division:	ValPoly Assessment Center
Classification:	Simple to Complex
Type of Transaction:	Government to Client (G2C)
Who may avail:	Technical Vocational Education and Training (TVET) Graduates and Industry Workers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Application Form for Competency Assessment	Gives Application Form, Self-Assessment Guide, and Order of Payment	None	5 minutes	Processing Officer
Pay the Assessment Fee at the Accounting Office	Receives payment from the candidate	New Assessment Fees (based on TESDA Circular No. 072, Series of 2021 and as adopted by ValPoly on 28 December 2021 through Resolution No. 2021-038, Series of 2021)	5 minutes	Accounting Office



Fill out Application Form for the Competency Assessment	<p>Receives the Application Form and issues Admission Slip</p> <p>Registers to TESDA Training Management Information System (T2MIS)</p>	None	1 minute	Processing Officer
	Encodes the candidate's information to the T2MIS	None	3 minutes	Data Encoder
	Prepares letter for Assessment Schedule, Appointment Letter of Competency Assessor, and request for Test Package	None	5 minutes	Data Encoder
	Signs the Assessment Schedule Request, Appointment Letter of Competency Assessor	None	5 minutes	Assessment Center Manager
	Submits a request to Technical Education and Skills Development Authority (TESDA) CAMANAVA	None	30 minutes	Liaison Officer
Waiting Period for Competency Assessment		None	4 working days	



	Informs the candidates of the Schedule of Competency Assessment	None	10 minutes	Processing Officer
Report for Competency Assessment	Prepares Attendance Sheet, Assessment Proceedings, and Performance Evaluation Form (for Assessor)	None	10 minutes	Processing Officer
Undergo Competency Assessment	Receives Test Package and conducts Competency Assessment	None	1 day	Competency Assessor
	Prepares Registry of Workers Assessed and Certified (RWAC)	None	30 minutes	Processing Officer
	Has RWAC signed by the Processing Officer, Competency Assessor, and Assessment Center Manager	None	15 minutes	Processing Officer, Competency Assessor, Assessment Center Manager
	Submits the Competency Assessment documents at TESDA CAMANAVA	None	1 hour	Liaison Officer
Receive Competency Assessment Result Summary (CARS)	Releases CARS	None	5 minutes	Assessment Center Manager
	Total		5 Days and 3 hours	



New Assessment Fees (based on TESDA Circular No. 072, Series of 2021, and as adopted by ValTech on 28 December 2021 through Resolution No. 2021-038, Series of 2021):

Assessor's Fee per Candidate/Student - PHP 319.00

- **Automotive Servicing NC I** - PHP 1,141.00
- **Automotive Servicing NC II**
 - Auto Body Repair - PHP 1,036.00
 - Auto Painting - PHP 1,581.00
 - Chassis Repair - PHP 1,328.00
 - Engine Repair - PHP 1,300.00
 - Electrical Repair - PHP 1,421.00 | PHP 1,375.00 (COC 1) | PHP 1,197.00 (COC 2)
- **Beauty Care Services / Nail Care Services** - PHP 500.00
- **Bread and Pastry Production NC II** – PHP 400.00
- **Caregiving NC II** - PHP 500.00
- **Carpentry NC II** - PHP 1,539.00 | PHP 1,096.00 (COC 1) | PHP 1,038.00 (COC 2) | PHP 914.00 (COC 3)
- **Computer Systems Servicing NC II** - PHP 1,049.00 | PHP 863.00 (COC 1) | PHP 965.00 (COC 2) | PHP 859.00 (COC 3) | PHP 873.00 (COC 4)
- **Dressmaking NC II** - PHP 1,348.00 | PHP 838.00 (COC 1) | PHP 1,111.00 (COC 2)
- **Electrical Installation and Maintenance NC II** - PHP 1,849.00
- **Electronics Product Assembly Servicing NC II** - PHP 1,089.00 | PHP 917.00 (COC 1) | PHP 881.00 (COC 2) | PHP 891.00 (COC 3)
- **Gas Tungsten Arc Welding (GTAW) NC II** – PHP 2,126.00
- **Food and Beverage Services NC II** - PHP 882.00
- **Hairdressing** - PHP 600.00
- **Housekeeping NC II** - PHP 1,108.00 | PHP 923.00 (COC 1) | PHP 997.00 (COC 2) | PHP 929.00 (COC 3) | PHP 963.00 (COC 4)
- **Hilot (Wellness Massage) NC II** - PHP 500.00
- **Masonry NC II** - PHP 1,535.00
- **Shielded Metal Arc Welding (SMAW) NC I** - PHP 2,234.00
- **Shielded Metal Arc Welding (SMAW) NC II** - PHP 2,697.00
- **Shielded Metal Arc Welding (SMAW) NC III** - PHP 3,270.00
- **Tailoring** - PHP 1,684.00 | PHP 836.00 (COC 1) | PHP 1,191.00 (COC 2)

6. **Application for Payments and Refund**

Office or Division:	ValPoly Accounting
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	Students, Teachers, Graduates, and Industry Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collection of Payments		See list below	5 minutes	Accounting Office, Office of the Registrar
Get Order of Payment from the offices concerned				Guidance Officer
Certificate of Good Moral- Guidance Officer				I.T Department
Lost ID- IT Department				Assessment Office
Assessment Fees- Assessment Office				
Submit Order of Payment	Collects Order of Payment			Accounting Office
Pay for the requested document and other fees at the Window	Collects Payment			
Wait for the Official Receipt (OR)	Prints and issues Official Receipts (OR)			
Proceed to the offices concerned and present OR				
Collection of Refunds	Issues Refund Form		10 minutes	
Get Refund Form				
Fill out Refund Form				
Attach Registration Form				
Submit to the Officer-in-Charge	Receives and reviews the Refund Form and the attached Registration			



	Forms			
Leave a contact number for follow-up	Collecting Officer fills out the Refund Form (lower half portion of the Refund Form)			Administration Office
	Submits the form to the Acting College President for approval			
	Inform the client/student Refund Form is ready for pick-up			
	Advise the client/student to proceed to the City Treasurer's Office for the refund			
Final processing of refund at the City Hall	Releases client's/student's refund		1 day	City Treasurer's Office
	TOTAL			

Transcript of Records - PHP 150.00 per page; Honorable Dismissal - PHP 50.00; Certifications/Certified True Copy - PHP 50.00; Lost Registration Forms, etc.- PHP 50.00; Completion Forms - PHP 50.00 ; Lost ID – PHP 100.00; Certificate of Good Moral Character - PHP 50.00



ADMINISTRATIVE OFFICES

**ACCOUNTING OFFICE – INTERNAL
AUDIT DIVISION**

INTERNAL/EXTERNAL SERVICES



1. Pre-Audit – Vouchers and Payrolls

Disbursement vouchers and payrolls were pre-audited to determine the completeness of supporting documents and the correctness of amount before payment.

Office or Division:	City Accounting Office – Internal Audit Division	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	Supplier and Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Purchase of Goods		
Disbursement Voucher		Procurement Office
Obligation Request		Budget Department
Purchase Request		End User
Request for Quotation (3 Suppliers)		Procurement Office
Abstract of Proposal/Quotation/Bid		Procurement Office
Purchase Order		Procurement Office
Delivery Receipt		Supplier/Contractor
Sales Invoice/Statement of Account/Billing Statement		Supplier/Contractor
Acceptance Inspection Report		Property Office
Request Issuance Slip (if necessary)		End User
Certification (if necessary)		End User
List of Recipients (if necessary)		End User
B. Purchase of Property Plant and Equipment		
Disbursement Voucher		Procurement Office
Obligation Request		Budget Department
Purchase Request		End User
Request for Quotation (3 Suppliers)		Procurement Office
Abstract of Proposal/Quotation/Bid		Procurement Office
Purchase Order		Procurement Office
Delivery Receipt		Supplier/Contractor



Sales Invoice/Statement of Account/Billing Statement	Supplier/Contractor
Warranty	Supplier/Contractor
Acceptance Inspection Report	Property Office
C. Repairs and Maintenance of Vehicles, Office Equipment etc.	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Purchase Request	End User
Job Order	Motorpool
Pre Repair Inspection	Motorpool
Request for Quotation (3 Suppliers)	Procurement Office
Abstract of Proposal/Quotation/Bid	Procurement Office
Purchase Order	Procurement Office
Delivery Receipt	Supplier/Contractor
Sales Invoice/Statement of Account/Billing Statement	Supplier/Contractor
Post Repair Inspection	Motorpool
Waste Material Report	Motorpool
Acceptance Inspection Report	Property Office
Certification	End User
D. Granting of Cash Advance	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Project Proposal/Budgetary Requirements	End User
E. Payroll for Honorarium/Allowances	
General Payroll Form	Payroll Unit
Obligation Request	Budget Department
Accomplishment Report	Employee
Summary of Attendance	Respective offices
Service Contract	HRMO
Personal Data Sheet (Form 212)/Resume/Curriculum Vitae	Employee



Authorization	Respective offices			
Certification of service rendered	Respective offices			
Budget Proposal/Project Proposal (approved by Mayor)	Respective offices			
Program	Respective offices			
Valid ID	Employee/Participants/Speaker			
Duties and Responsibilities	Employee			
F. Cash Prizes				
General Payroll Form	Payroll Unit			
Obligation Request	Budget Department			
Certificate of winners	Respective offices			
Program	Respective offices			
Budget Proposal/Project Proposal (approved by Mayor)	Respective offices			
G. Financial Assistance				
Disbursement Voucher	Procurement Office			
Obligation Request (for General Fund)	Budget Department			
Certification	CSWD			
Case Study	CSWD			
Barangay Certification of Indigence	Respective Barangay			
Clinical Abstract	Valenzuela City Emergency Hospital/City Health Office			
Medical Certificate	Valenzuela City Emergency Hospital/City Health Office			
Valid ID of patient	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expect the release of pre-audited vouchers and payroll ready for payment.	1. Receiving of Assigned Vouchers/Payrolls	None	5 minutes	<i>Jackielyn Abrantes (Admin. Asst. I)</i> <i>Romelyn Antonio (Admin. Asst. IV)</i> <i>Zyran James Basuel (Admin. Aide VI)</i>



				<p><i>Jeli Louise Bonifacio (Admin. Aide IV)</i></p> <p><i>Janine Calzada (Admin. Asst. I)</i></p> <p><i>Annabelle De Guzman (Admin. Asst. IV)</i></p> <p><i>Thomas Diaz (Admin. Asst. III)</i></p> <p><i>Rey Eleuterio (Accountant II)</i></p> <p><i>Aileen Eugenio (Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista (Admin. Asst. I)</i></p> <p><i>Veronica Francisco (Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong (Admin. Aide VI)</i></p> <p><i>Virginia Ong (Admin. Offr. V)</i></p> <p><i>Moises Osma Jr. (Admin. Asst. V)</i></p> <p><i>Corazon Rendon (Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio (Admin. Aide IV)</i></p>
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				<p><i>Lani Soriano (Admin. Asst. III)</i></p> <p><i>Aurora Valdez (Admin. Asst. III)</i></p>
	<p>1.1 Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of amount.</p>	<p>None</p>	<p>1 day (if complete requirements)</p> <p><i>Note: Subject to the duration of feedback of inquiries from other concerned offices.</i></p>	<p><i>Jackielyn Abrantes (Admin. Asst. I)</i></p> <p><i>Romelyn Antonio (Admin. Asst. IV)</i></p> <p><i>Zyran James Basuel (Admin. Aide VI)</i></p> <p><i>Jeli Louise Bonifacio (Admin. Aide IV)</i></p> <p><i>Janine Calzada (Admin. Asst. I)</i></p> <p><i>Annabelle De Guzman (Admin. Asst. IV)</i></p> <p><i>Thomas Diaz (Admin. Asst. III)</i></p> <p><i>Rey Eleuterio (Accountant II)</i></p> <p><i>Aileen Eugenio (Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista (Admin. Asst. I)</i></p> <p><i>Veronica Francisco (Admin. Asst. III)</i></p> <p><i>Namlia Kim</i></p>



				<p><i>Kahong (Admin. Aide VI)</i></p> <p><i>Virginia Ong (Admin. Offr. V)</i></p> <p><i>Moises Osma Jr. (Admin. Asst. V)</i></p> <p><i>Corazon Rendon (Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio (Admin. Aide IV)</i></p> <p><i>Lani Soriano (Admin. Asst. III)</i></p> <p><i>Aurora Valdez (Admin. Asst. III)</i></p>
	1.2 Auditors will approve the vouchers by signing the certificate of audit.	None	10 minutes <i>Note: if any finding occurs vouchers will be returned to procurement division while payroll to payroll division for compliance.</i>	<p><i>Jackielyn Abrantes (Admin. Asst. I)</i></p> <p><i>Romelyn Antonio (Admin. Asst. IV)</i></p> <p><i>Zyran James Basuel (Admin. Aide VI)</i></p> <p><i>Jeli Louise Bonifacio (Admin. Aide IV)</i></p> <p><i>Janine Calzada (Admin. Asst. I)</i></p> <p><i>Annabelle De Guzman (Admin. Asst. IV)</i></p> <p><i>Thomas Diaz (Admin. Asst. III)</i></p>



				<p><i>Rey Eleuterio (Accountant II)</i></p> <p><i>Aileen Eugenio (Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista (Admin. Asst. I)</i></p> <p><i>Veronica Francisco (Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong (Admin. Aide VI)</i></p> <p><i>Virginia Ong (Admin. Offr. V)</i></p> <p><i>Moises Osma Jr. (Admin. Asst. V)</i></p> <p><i>Corazon Rendon (Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio (Admin. Aide IV)</i></p> <p><i>Lani Soriano (Admin. Asst. III)</i></p> <p><i>Aurora Valdez (Admin. Asst. III)</i></p>
	2. Final Evaluation of Vouchers.	None	1 day	<i>Perlita Guzman (Sprvsng. Admn. Offr.)</i>



	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	<i>Thomas Diaz</i> <i>(Admin. Asst. III)</i> <i>Lani Soriano</i> <i>(Admin. Asst. III)</i> <i>Namlia Kim Kahong</i> <i>(Admin. Aide VI)</i>
	TOTAL	None	2 days 25 minutes	

2. Pre-Audit – Liquidation of Cash Advance and Payroll for Salaries and Wages

Liquidation of cash advance was pre-audited to determine if the disbursement made was in accordance with the approved project proposal and budgetary requirements.

Payroll was pre-audited to determine the completeness of documents and correctness of amount.

Office or Division:	City Accounting Office – Internal Audit Division
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Supplier and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Liquidation of Cash Advance	
Disbursement Voucher	Procurement Office
Negative Obligation Request (if necessary)	Budget Department
Copy of Cash Advance Voucher with supporting documents	Internal Audit Division
Summary of expenses	End User
Abstract of Proposal/Quotation/Bid	End User/Procurement Office
Official/Acknowledgement Receipts	Supplier/Contractor
Pictures of Event	End User



Payroll (For Allowances/honorarium given)	Payroll Unit /End User
B. Payroll for Salaries and Wages	
General Payroll Form	Payroll Unit
Obligation Request	Budget Department
Daily Time Record/Biometrics	Employee signed by Department Head
Leave Form for Absences	Employee with HRMO approval
Personal Data Sheet (For Renewal)	Employee
Contract of Service (For Renewal)	HRMO
Appointment (For Renewal)	HRMO
Plantilla (For Renewal)	HRMO
Assumption of Office	HRMO
Certificate of Step increment	HRMO
C. Liquidation of Malasakit Program	
Disbursement Voucher	Procurement Office
Summary of Patient	Valenzuela City Emergency Hospital
General Intake Sheet	Valenzuela City Emergency Hospital
Billing Statement/Invoice	Valenzuela City Emergency Hospital/Private Partners
Valid ID of patient	Client
D. Liquidation of Medical Assistance Program (MAP)/Burial Assistance	
Disbursement Voucher	Procurement Office
Obligation Request (for General Fund)	Budget Department
Report of Disbursement Voucher	Treasurer's Office
Request Letter	Office of the Sen. Win, Office of Cong. Eric and Wes
Endorsement of the Client for Medical Assistance (Guaranteed Letter)	Office of the Sen. Win, Office of Cong. Eric and Wes
Barangay Certification of Indigence	Respective Barangay
Billing Statement/Order of Payment	Valenzuela City Emergency Hospital
Clinical Abstract	Valenzuela City Emergency Hospital/City Health Office/Private Hospitals
Medical Certificate	Valenzuela City Emergency Hospital/City Health Office/Private Hospitals
Death Certificate (for Burial Assistance)	Client
Funeral Contract (for Burial Assistance)	Client



Valid ID of patient		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expect the release of pre-audited vouchers and payroll ready for payment.	1. Receiving of Assigned Vouchers/Payrolls	None	5 minutes	<i>Jackielyn Abrantes (Admin. Asst. I)</i> <i>Romelyn Antonio (Admin. Asst. IV)</i> <i>Zyran James Basuel (Admin. Aide VI)</i> <i>Jeli Louise Bonifacio (Admin. Aide IV)</i> <i>Janine Calzada (Admin. Asst. I)</i> <i>Annabelle De Guzman (Admin. Asst. IV)</i> <i>Thomas Diaz (Admin. Asst. III)</i> <i>Rey Eleuterio (Accountant II)</i> <i>Aileen Eugenio (Admin. Asst. II)</i> <i>Anastacia Evangelista (Admin. Asst. I)</i> <i>Veronica</i>



				<p><i>Francisco</i> <i>(Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong</i> <i>(Admin. Aide VI)</i></p> <p><i>Virginia Ong</i> <i>(Admin. Offr. V)</i></p> <p><i>Moises Osma Jr.</i> <i>(Admin. Asst. V)</i></p> <p><i>Corazon Rendon</i> <i>(Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio</i> <i>(Admin. Aide IV)</i></p> <p><i>Lani Soriano</i> <i>(Admin. Asst. III)</i></p> <p><i>Aurora Valdez</i> <i>(Admin. Asst. III)</i></p>
	<p>1.1 Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of amount.</p>	<p>None</p>	<p>5 days</p> <p><i>Note: Subject to the duration of feedback of inquiries from other concerned offices.</i></p>	<p><i>Jackielyn Abrantes</i> <i>(Admin. Asst. I)</i></p> <p><i>Romelyn Antonio</i> <i>(Admin. Asst. IV)</i></p> <p><i>Zyran James Basuel</i> <i>(Admin. Aide VI)</i></p>



				<p><i>Jeli Louise Bonifacio</i> <i>(Admin. Aide IV)</i></p> <p><i>Janine Calzada</i> <i>(Admin. Asst. I)</i></p> <p><i>Annabelle De Guzman</i> <i>(Admin. Asst. IV)</i></p> <p><i>Thomas Diaz</i> <i>(Admin. Asst. III)</i></p> <p><i>Rey Eleuterio</i> <i>(Accountant II)</i></p> <p><i>Aileen Eugenio</i> <i>(Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista</i> <i>(Admin. Asst. I)</i></p> <p><i>Veronica Francisco</i> <i>(Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong</i> <i>(Admin. Aide VI)</i></p> <p><i>Virginia Ong</i> <i>(Admin. Offr. V)</i></p> <p><i>Moises Osma Jr.</i> <i>(Admin. Asst. V)</i></p> <p><i>Corazon Rendon</i> <i>(Admin. Officer)</i></p>
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				<p>IV)</p> <p><i>Ryan Glenn Rubio</i> (Admin. Aide IV)</p> <p><i>Lani Soriano</i> (Admin. Asst. III)</p> <p><i>Aurora Valdez</i> (Admin. Asst. III)</p>
	<p>1. 2 Auditors will approve the vouchers by signing the certificate of audit, if any finding occurs vouchers will be returned to procurement division while payroll to payroll division for compliance.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Jackielyn Abrantes</i> (Admin. Asst. I)</p> <p><i>Romelyn Antonio</i> (Admin. Asst. IV)</p> <p><i>Zyran James Basuel</i> (Admin. Aide VI)</p> <p><i>Jeli Louise Bonifacio</i> (Admin. Aide IV)</p> <p><i>Janine Calzada</i> (Admin. Asst. I)</p> <p><i>Annabelle De Guzman</i> (Admin. Asst. IV)</p> <p><i>Thomas Diaz</i> (Admin. Asst. III)</p> <p><i>Rey Eleuterio</i> (Accountant II)</p>



				<p><i>Aileen Eugenio (Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista (Admin. Asst. I)</i></p> <p><i>Veronica Francisco (Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong (Admin. Aide VI)</i></p> <p><i>Virginia Ong (Admin. Offr. V)</i></p> <p><i>Moises Osma Jr. (Admin. Asst. V)</i></p> <p><i>Corazon Rendon (Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio (Admin. Aide IV)</i></p> <p><i>Lani Soriano (Admin. Asst. III)</i></p> <p><i>Aurora Valdez (Admin. Asst. III)</i></p>
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	2. Final Evaluation of Vouchers	None	1 day	<i>Perlita Guzman (Sprvsng. Admn. Offr.)</i>
	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	<i>Thomas Diaz (Admin. Asst. III)</i> <i>Lani Soriano (Admin. Asst. III)</i> <i>Namlia Kim Kahong (Admin. Aide VI)</i>
	TOTAL	None	6 days 25 minutes	

3. Pre-Audit –Purchase of Goods/Services and Infrastructure Projects thru Bidding

Disbursement vouchers thru public were pre-audited to determine the completeness of supporting documents and the correctness of amount before payment.

Office or Division:	City Accounting Office – Internal Audit Division	
Classification:	Complex	
Type of Transaction:	G2B, G2G	
Who may avail:	Supplier and Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Purchase of Goods and Services thru Bidding		
Disbursement Voucher	Procurement Office	
Obligation Request	Budget Department	
Purchase Request	End User	
Approved Budget for the Contract	Procurement Office	
Invitation to Bid	BAC	



Technical Specification	BAC
Bid and Award Committee (Certification)	BAC
Bid Securing Declaration (BSD) for PRN#	Supplier/Contractor
Financial Documents for Eligibility (NFCC)	Supplier/Contractor
Notice of Eligibility	BAC
Bill of Quantities	Supplier/Contractor
Abstract of Bid as Read	BAC
Post Qualification	BAC
Bid Resolution	BAC
Notice of Award	BAC
Posting of Performance Bond	Supplier/Contractor
Purchase Order / Contract	Procurement Office
Notice to Proceed	BAC
Delivery Receipt (DR)	Supplier/Contractor
Sales Invoice (SI)	Supplier/Contractor
Acceptance and Inspection Report (AIR)	Property Office
<remove one line>	<remove one line>
Warranty	Supplier/Contractor
Infrastructure	
Disbursement Voucher	Procurement Office
Obligation Report	Budget Department
Bill of Creditor	Contractor
Work Program	City Engineer's Office
Plans and Specifications	City Engineer's Office
Detailed Estimate (Unit Cost Analysis)	City Engineer's Office
Approved Budget of Contract	BAC
Invitation To Bid	BAC
Bid and Award Committee (Certification)	BAC
Bid Securing Declaration (BSD) for PRN#	Contractor
Financial Documents for Eligibility (NFCC)	Contractor
Bill of Quantities	Contractor
Abstract of Bid as Read	BAC
Notice of Post Qualification	BAC



Bid Resolution	BAC
Notice of Award	BAC
Posting of Performance Bond	Contractor
Contract	BAC
Notice to Proceed	BAC
Statement of Work Accomplished	Contractor
Certificate of Preliminary/Final Inspection	City Engineer's Office

Letter of Acceptance (For final billing)	City Engineer's Office
Acceptance (For final billing)	City Engineer's Office
Surety Bond (For final billing)	Contractor
Deed of Undertaking (For final billing)	Contractor
Affidavit (For final billing)	Contractor
Pictures of Project	City Engineer's Office
Technical Documents	City Engineer's Office
As built Plan (in case of revision)	Contractor
Detailed/Itemized cost of revision	Contractor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expect the released	1. Receiving of	None	5 minutes	<i>Jackielyn Abrantes (Admin. Asst. I)</i>
		None		<i>Romelyn Antonio (Admin. Asst. IV)</i>
		None		<i>Zyran James Basuel (Admin. Aide VI)</i>
		None		<i>Jeli Louise Bonifacio (Admin. Aide IV)</i>
		None		<i>Janine Calzada (Admin. Asst. I)</i>



				<p><i>Annabelle De Guzman (Admin. Asst. IV)</i></p> <p><i>Thomas Diaz (Admin. Asst. III)</i></p> <p><i>Rey Eleuterio (Accountant II)</i></p> <p><i>Aileen Eugenio (Admin. Asst. II)</i></p> <p><i>Anastacia Evangelista (Admin. Asst. I)</i></p> <p><i>Veronica Francisco (Admin. Asst. III)</i></p> <p><i>Namlia Kim Kahong (Admin. Aide VI)</i></p> <p><i>Virginia Ong (Admin. Offr. V)</i></p> <p><i>Moises Osma Jr. (Admin. Asst. V)</i></p> <p><i>Corazon Rendon (Admin. Officer IV)</i></p> <p><i>Ryan Glenn Rubio (Admin. Aide IV)</i></p> <p><i>Lani Soriano</i></p>
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of pre-audited vouchers and payroll ready for payment.	Assigned Vouchers/Payrolls			(Admin. Asst. III) Aurora Valdez (Admin. Asst. III)
	<p>1.1 Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of amount.</p> <p>1.2 Auditors will approve the vouchers by signing the certificate of audit</p>		5 days 10 minutes <i>Note: If any finding occurs...</i>	
	2. Final Evaluation of Vouchers.	None	1 days	Perlita Guzman (Sprvsng. Admn. Offr.)
	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	Thomas Diaz (Admin. Asst. III) Lani Soriano (Admin. Asst. III) Namlia Kim Kahong (Admin. Aide VI)
TOTA		None	6 days and 25 Minutes	



AD HOC AND REGULATORY OFFICES

LIVELIHOOD OFFICE

EXTERNAL SERVICES



1. Livelihood Training

Office or Division:	Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client requesting the Livelihood Training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Accept the letter request and log the request in logbook.	None	2 minutes	Office Staff Mr. Arnel Mercado
	1.1. Forward the request to the Office Head for signature/approval		5 minutes	Office Head Councilor Gerald Cloyd Alexis DV Galang
	1.2. Inform the client for the schedule/ date of livelihood training		5 minutes	Livelihood Focal Person Mr. Arnel Mercado
The client shall wait for the scheduled date				
2. Attend the training	2. Prepare the materials needed in livelihood training/workshop.		2 days	Livelihood Focal Person Councilor Gerald Cloyd Alexis DV Galang Ms. Ligaya Antonio Ms. Thelma Funa
TOTAL		None	2 days and 12 minutes	



AD HOC AND REGULATORY OFFICES

PEOPLE'S LAW ENFORCEMENT BOARD (PLEB)

EXTERNAL SERVICES



1. **PLEB Clearance**

Issue PLEB clearance to PNP personnel for schooling, retirement, promotion, Medalya ng Mabuting Asal etc.

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All active PNP Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		People's Law Enforcement Board - Office		
Cedula				
Service Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up of application form	1.1. Receive the required documents and verify the PNP members 1.2. Issue Order of Payment.	None	10 minutes	Ms. Imee Rose Ramos Ms. Jennifer Rama
The client shall pay the corresponding amount to the Cashier's Office (amounting to Php 20.00)				
2. Upon payment, present the official receipt to the PLEB Staff for validation and recording of official receipt information.	2.1.Encode the information of the official receipt in the database	None	10 minutes	Ms. Imee Rose Ramos Ms. Jennifer Rama



3. Client will fill out the information in the Logbook.	3.1 release the clearance	None	2 minutes	Ms. Imee Rose Ramos Ms. Jennifer Rama
	TOTAL	None	12 minutes (excluding the process of payment)	



2. Filing of Cases (With Jurisdiction)

Decision on citizen complaints on cases filed before the board against erring officers and members of PNP

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituent who has complaint to PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sinumpaang Salaysay / Complaint Affidavit		People's Law Enforcement Board - Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up complaint form	1. Interview the client and receive the complaint	None	20 minutes	Ms. Imee Rose Ramos Ms. Christine Joy Valenzuela
2. Submit affidavit of complaint/s, affidavit of witness and other evidence/s	2. Docket the case and issue summon/s the respondent/s	None	10 minutes	Mr. Geoffrey Gan Ms. Imee Rose Ramos
3. Wait for Summon Letter which indicates the schedule and venue of pre hearing	3. Set the schedule of pre-hearing based on the agreement of both complainant/s and respondent/s.	None	10 minutes	Mr. Geoffrey Gan Ms. Imee Rose Ramos
	TOTAL	None	40 minutes	

Note: As provided for under Sec. 16 Rule 17 of NAPOLCOM Memorandum Under Circular No. 2016-002, period to render decision.



Section 16. Period to Render Decision - The Disciplinary Authority shall decide the case within thirty (30) days from receipt of the Report of the investigation, or IAS resolution.

With regard to the PLEB, each case shall be decided within (60) days from the time the case is filed before it.

The waiting time of the Agency for the Affidavit of the respondent and the waiting time of the schedule of pre-hearing and decision of the Board is not included in the processing time.

3. Filing of Cases (Without Jurisdiction)

Decision on citizen complaints on cases filed before the board against erring officers and members of PNP

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituent who has complaint to PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sinumpaang Salaysay / Complaint Affidavit		People's Law Enforcement Board - Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up complaint form	1. Interview the client and receive the complaint	None	20 minutes	Ms. Christine Joy Valenzuela Ms. Jennifer Rama
2. Submit affidavit of complainant/s, affidavit of witness and other evidence/s	2. Endorse to the proper authority who has jurisdiction over the case	None	15 minutes	Ms. Imee Rose Ramos Mr. Geoffrey Gan



	TOTAL	None	35 minutes	
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AD HOC AND REGULATORY OFFICES

TASK FORCE DISIPLINA (TFD)

EXTERNAL SERVICES



1. Issuance of Muffler Clearance

The clearance's being issued to the violators / Driver and owner of the vehicle pursuant to the City Ordinance 390

Office or Division:	Task Force Disiplina			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motorcycle Unit		Owner		
2. Presentation of One (1) Government Issued I.D		Any Government Agency		
3. OC / RC or Motorcycle Unit		LTO		
4. Official Receipt of Payment of the OVR		City External Services Office Redemption		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to TFD Office for Initial Assessment	1. Get the OVR, Inspect Physical Appearance of Muffler	None	2 minutes	Mr. Potenciano Agustin Mr. Edward Evangelista
2. Go to testing area, and start the Motorcycle Engine	2. Test the Noise level (in its Half-Throttle) using Decibel Meter	None	3 minutes	Mr. Potenciano Agustin Mr. Edward Evangelista
3. Present any Government Issued I.D with Official receipt of payment of the OVR	3. Encode and Process the muffler Clearance	None	3 minutes	Ms. Elenita Alcazar Ms. Rachele Manalastas Mr. Darius Cruz
4. Wait for the Clearance to be release	4. Release the muffler clearance with signature of the	None	5 minutes	Mr. Jose Valenzuela Mr. Michael Reyes



	Office Head			
	TOTAL	None	13 minutes	



AD HOC AND REGULATORY OFFICES

VALENZUELA ANTI-DRUG ABUSE OFFICE (VADAO)

EXTERNAL SERVICES



1. Screening (Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST))

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
One (1) recent copy of the PWUD's valid drug test	DOH accredited diagnostic clinic/laboratory.	
One (1) endorsement letter from the barangay signed by Barangay Community Service Coordinators (BCSC) and Barangay Chairperson. If the PWUD is an employee, one (1) endorsement letter from the company	Barangay Hall / Barangay 3S Center Company where the PWUD is currently working	



and signed by the Human Resource Office (HRO).				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will submit the requirements	Verification of document submitted	None	5 mins	Trained SBIRT Screeners - Rodizon Padilla Joema Tabanda Rodan Abadiez Maricon Castillo
2. Client will undergo initial Interview / Assessment - Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST).	Initial screening done by Trained (SBIRT) Screener determines the severity of addiction: Low ,Moderate Risk and High Risk	None	30 minutes	Trained SBIRT Screeners - Rodizon Padilla Joema Tabanda Rodan Abadiez Maricon Castillo
2a. If the client severity of addiction is: a. Low Risk b. Moderate Risk c. High Risk	a. Make an endorsement letter to the BCSC to undergo General Intervention for one (1) month. b. Make an endorsement letter to BCSC to undergo Community-Based Drug and Rehabilitation Program (Outpatient Program) for six (6) months or more	None	10 minutes	Trained SBIRT Screeners - Rodizon Padilla Joema Tabanda Rodan Abadiez Maricon Castillo



	c. Make an endorsement letter to the DOH Accredited Physicians for Drug Dependency Evaluation (DDE)			
	TOTAL	None	45 minutes	



2. Drug Dependency Evaluation (DDE)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of the PWUD's valid drug test result		DOH accredited diagnostic clinic/laboratory.		
For High Risk ASSIST result: <ul style="list-style-type: none"> • Endorsement Letter from SBIRT Screener • ASSIST Result 		Barangay Hall / Barangay 3S Center /VADAO SBIRT Screening		
For plea bargainers: <ul style="list-style-type: none"> • Court Order/Request letter 		Regional Trial Court/ Parole and Probation		
For voluntary, compulsory: <ul style="list-style-type: none"> • Court Order 		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will submit the requirements	Verification of document submitted	None	5 mins	Eleazar Acuna
Client shall wait for the scheduled date	VADAO staff will schedule the patient for DDE	None	5 mins	Eleazar Acuna
WAITING FOR APPOINTMENT				
Client will undergo (DDE)	Interview with a DOH DDE Accredited Physician and assess the severity of addiction If the client the severity is:	None None	60 minutes	DOH DDE ACCREDITED PHYSICIAN- Dr. Hannah Joy B. Lumibao Dr. Susan F. Reyes Dr. Maricar Tolentino
	Mild and Moderate Dependenc			



3. Community Based Rehabilitation Program (Outpatient Program)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Simple			
Type of Transaction:	G2G G2C			
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of the PWUD's valid drug test result		DOH accredited diagnostic clinic/laboratory.		
One (1) Barangay Certificate of Residency		Barangay Hall where the PWUD actually resides		
For Moderate ASSIST <ul style="list-style-type: none"> • Endorsement Letter 		Valenzuela Anti-Drug Abuse Office (VADAO)		
For plea bargainers: <ul style="list-style-type: none"> • Court Order • Endorsement Letter • DDE Result 		Regional Trial Court Parole and Probation DOH DDE Accredited Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Moderate ASSIST Clients: <ul style="list-style-type: none"> • Endorsement of clients to the BCSC 	Inform the BCSC regarding the client for CBDRP	None	30 minutes	Maricon Castillo
For Plea bargainers: <ul style="list-style-type: none"> • Receiving the documents from the RTC/ Parole and Probation and informing the BCSC 				Eleazar Acuna
Endorsement to the BCSC				
	TOTAL	None	30 minutes	



4. In-House Rehabilitation Program (Inpatient Program)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Simple			
Type of Transaction:	G2G G2C G2B			
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of the PWUD's valid drug test result		DOH accredited diagnostic clinic/laboratory.		
One (1) Barangay Certificate of Residency		Barangay where the PWUD actually resides		
Court Order/Clearance issued by Regional Trial Court (RTC) and Metropolitan Trial Court (MTC)		RTC / MeTC		
Request Letter for voluntary confinement/admission signed by the PWUD with 1 (one) valid ID. <ul style="list-style-type: none"> For minors, the letter should be signed by the parent or legal guardian 		Valenzuela Anti Drug Abuse Office (VADAO)		
Notarized Court Petition for Confinement		City Dangerous Drug Board (DDB) Representative City Legal Office		
DDE Result		DOH DDE Accredited Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits the necessary documents	Verifies the submitted documents	None	15 mins	Eleazar Acuña
Client will be assisted to do the medical check up and laboratories	Schedule and coordination with Valenzuela City Emergency Hospital (VCEH),	None	15 mins	Eleazar Acuña



	Valenzuela Medical Center and private laboratories			
Waiting for the appointment				
Once the medical clearance is obtained, VADAO will submit the requirement to the rehabilitation facility	Submission of requirements to the rehabilitation facility	None	15 min	Eleazar Acuña
Waiting for the response of the facility				
Once with acceptance letter to the facility, VADAO staff will schedule the transportation	Arrangement of time and date of the PWUD's admission to the Rehabilitation Facility	None	15 mins	Eleazar Acuña
Client will be transported to the rehabilitation facility	Transporting the PWUD from Valenzuela City to TRC	None	1 day	Eleazar Acuña Jobel Cauilan Bernard Delino
	TOTAL	None	1 day 1hr	



VALENZUELA CITY LIBRARY OFFICE

EXTERNAL SERVICES



1. Access and Use of the Library Reading Area

This allows the library clientele to access and use the reading areas at the 1st, 2nd, and the 3rd floors of Valenzuela City Library. This also allows them to access the Library collection for onsite use.

Office or Division:	Reference Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All library clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One identification card		Client's ID		
Registration form (for library users without any ID)		Library Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Leave your bag and other belongings at the Bag Counter.	The Library personnel shall gather the belongings. S/he will provide a bag number to the client.	None	2 minutes	Library Personnel: Cataag, Kent Russell Cruz, John Frederick De Guia, Ivan Josef Igalinos, Cesar Mueca, Joselle Antonio Orendain, Al Clinton
2. Present an ID to the Library personnel	The Library personnel shall validate the ID.	None	1 minute	Library Personnel: Del Pilar, Jessusa Del Socorro, Cherwin Justine Igalinos, Cesar Lachica, Jenneth Masula, Raymond Rabaca, Bill Robert
3. Register on the library information sheet	The Library personnel shall check the information on	None	2 minutes	Library Personnel Del Pilar, Jessusa Del Socorro, Cherwin Justine



	both the ID and the registration sheet.			Igcalinos, Cesar Lachica, Jenneth Masula, Raymond Rabaca, Bill Robert
4. Library clientele may use the Online Public Access Catalog (OPAC)	The Library personnel may assist the clientele, as needed.	None	5 minutes	Library Personnel Del Pilar, Jessusa Del Socorro, Cherwin Justine Igcalinos, Cesar Lachica, Jenneth Masula, Raymond Rabaca, Bill Robert
5. Library clientele get the book/s on the shelf.	The Library personnel may assist the clientele, as needed.	None	5 minutes	Library Personnel Del Pilar, Jessusa Del Socorro, Cherwin Justine Igcalinos, Cesar Lachica, Jenneth Masula, Raymond Rabaca, Bill Robert
TOTAL		None	15 minutes	

2. Participation in Library Programs

Valenzuela City Library has a number of programs which cater to every resident. This series of steps breaks down the process of online registration and participation in the various Library Programs.

Office or Division:	City Librarian's Office or Library Unit in Charge			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All library clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One identification card		Client's own ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Click the online	The Library personnel	None.	2 minutes	Library Personnel



link for registration, fill up, and submit the form.	gather all registrant information.			
2. Client waits for confirmation.	The Library personnel calls and texts the client to confirm his/her slot.	None.	2 minutes	Library Personnel
3. Client come to ValACE to attend the program.	The Library personnel checks the attendance.	None.	1 minute for attendance (depends on the length of the program)	Library Personnel
4. Client answer the evaluation form after attending the program	The Library personnel provides and gathers the evaluation form. Certificates are provided.	None.	2 minutes	Library Personnel
TOTAL	None		7 minutes	

3. Free Usage of Computer

This program allows library clients to use the computers from the ValACE 3rd Floor eLab.

Office or Division:	Computer Area
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All library clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



One identification card		Computer Area Operator		
Registration form (for library users without mobile phones)		Computer Area Operator		
Mobile phone connected to the internet for Online Registration Form		Computer Area Operator		
CLIENT STEPS	AGENCY ACTIONS	ES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present an ID to the library personnel.	The Library personnel shall validate the ID and inform the library user about computer availability.	None	1 minute	Library Personnel (Computer Operator)
2. Scan the QR code or type the URL link in the mobile phone's web browser. If the Library user does not have a mobile phone, she/he fills up the registration form.	The Library personnel shall validate the registration details.	None	1 minute	Library Personnel (Computer Operator)
3. Library client surrenders their ID before using the computer.	The Library personnel tells the Library user what computer will be assigned to him/her.	None	1 minute	Library Personnel (Computer Operator)
4. Library client claims their ID after using the computer.	The Library personnel checks and gives the ID of the Library user.	None	1 minute	Library Personnel (Computer Operator)



TOTAL		None	4 minutes	
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4. Use of the Special Collection Section

This program allows library clients to use materials from the special collection section for room use.

Office or Division:	Special Collection Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All library clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One identification card		Client's own ID		
Registration form (for library users without any ID)		Registration table at the Special Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present an ID to the library personnel.	Special Collection Staff shall validate the ID.	None	1 minute	Special Collection Staff



2. Register on the Library Information Sheet.	Special Collection Staff validates the user's registration.	None	1 minute	Special Collection Staff
3. Library client seek assistance for a subject or a specific book title needed.	Special Collection Staff will direct and assist the user to the library online public access catalog.	None	3 minutes	Special Collection Staff
4. Library client asks for assistance to look for the library material from the search result on the Online Public Access Catalog.	Special Collection Staff will direct the user to the shelves where the material is located.	None	1 minute	Special Collection Staff
TOTAL		None	6 minutes	

5. Donation of Library Materials to Libraries in Need

This program helps other libraries which seek help to improve their library collection through donation.

Office or Division:	Technical Section
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Classification:	Simple			
Type of transaction:	G2C			
Who may avail:	Schools and other libraries within Valenzuela and other remote areas			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Donation		Client		
Approval from Valenzuela City Library		Office of the City Librarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter addressed to the City Librarian indicating the reason and type of materials needed for donation.	<p>The Office of the City Librarian approves/disapproves the request.</p> <p>If approved, the Technical Librarian selects materials suitable to the needs of the client.</p> <p>If disapproved, the Technical Librarian</p>	None	6 hours and 30 minutes	<p>Office of the City Librarian</p> <p>Technical Section Staff</p>



	updates the client regarding the status of the request.			
2. The client waits for further communication from the Valenzuela City Library.	<p>The Technical Section staff will contact the client for the schedule of pick-up or delivery of library materials.</p> <p>Technical Section staff will prepare the materials together with the list of books to be donated.</p>	None	<p>3 minutes</p> <p>1 hour</p>	<p>Technical Section Librarian</p> <p>Technical Section Staff</p>
3. The client will receive and sign the list of books donated.	The Technical Librarian will ask the client to sign the receiving copy for the list of books. A photo of the client will be shot right after.	None	1 hour	Technical Section Librarian and Staff



TOTAL		None	8 hours and 33 minutes	
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6. ValACE Training Hall Reservations

To provide specific offices and/or organizations with designated free training halls and conference rooms to conduct training sessions, workshops, meetings, educational activities or events.

Office or Division:	Training Halls and Conference Rooms			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	Department of Education SDO Valenzuela, Edukasyon 360, Valenzuela Arts Education Office, Valenzuela City Library, and other local government offices, private institutions and organizations are all subject to evaluation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request for the use of training halls and conference rooms		April Beranque		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Inquire about room's capacity and availability</p>	<p>Staff will provide the Executive Order as well as the capacity of Training Halls and Conference Rooms. Staff assigned will also let the client visit the area.</p>	<p>None</p>	<p>Estimated 30 minutes to 1 hour (Response times vary.)</p>	<p>Assigned Personnel Beranque, April</p>
<p>2. Submit written request or send to valenzuelacitylibrary@gmail.com</p>	<p>The assigned library personnel will check the request and submit it to the OIC City Librarian for the approval. Once approved, the library personnel will send the details to client.</p>	<p>None</p>	<p>30 minutes (Response times vary)</p>	<p>Assigned Personnel Beranque, April Silverio, Rochelle</p>
<p>3. Follow up the request.</p>	<p>Assigned library personnel will confirm the client's request and send the details to GSO Personnel involved to prepare the area.</p>	<p>None</p>	<p>1 hour (includes the preparation of area)</p>	<p>Assigned ValACE Personnel Beranque, April Galapia, Jebe</p>



<p>4. Use the approved Training Hall/s or Conference Room/s.</p>	<p>The Library personnel will check the area and proponent of event/activity if they have any needs.</p>	<p>None</p>	<p>15 minutes</p>	<p>Assigned Personnel Beranque, April Galapia, Jebe</p>
<p>5. Client leaves the training hall or conference room. The client must practice clean as you go and pack up.</p>	<p>Assigned personnel will communicate with GSO Personnel to double check for equipment which may have been left, or if there are any damages in the space.</p>	<p>None</p>	<p>15 minutes</p>	<p>Assigned Personnel Galapia, Jebe</p>
<p>TOTAL</p>		<p>None</p>	<p>3 hours</p>	