



Valenzuela City

CITIZEN'S CHARTER 2025



1st Edition



CITY GOVERNMENT OF VALENZUELA

CITIZEN'S CHARTER 2025

1st Edition



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



FOREWORD

It is with immense pride and dedication that I present to you the Valenzuela City Citizens' Charter for the year 2025. This document embodies our unwavering commitment to transparency, accountability, and efficiency—cornerstones of exemplary governance.

Reflecting on our journey, we recognize the strides we've made in enhancing the quality of life for every Valenzuelano. Our recent initiative, "This is the life, Valenzuelife!", encapsulates our vision of a livable city that offers quality and inclusive education, streamlined business processes, comprehensive housing projects, robust social welfare programs, enhanced peace and order, and abundant recreational spaces.

In alignment with our mission to promote ease of doing business, we continue our collaboration with the Anti-Red Tape Authority (ARTA) to implement Republic Act 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. This charter reaffirms our pledge to combat corruption, enhance government services, and eliminate bureaucratic obstacles.

Guided by the core values of professionalism, accountability, and transparency, we remain united in our pursuit of excellence. Together, we will uphold the highest standards of governance, ensuring that Valenzuela City remains a place where every citizen can truly say, "This is the life, Valenzuelife!"

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.



V. List of Services (Internal and External)

Social Services Offices

City Agriculture Office – External

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- Certificate for Plant-a-Love Program
- Certificate for Land Use for Agricultural and Non-Agricultural
- Acquisition of Vegetable Seedlings
- Request for Urban Gardening Lecture/Seminar
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Cultural Affairs and Tourism Development Office (CATDO) – External

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- Request for Information Materials on Local History and Culture
- Request of Group Visit at the City Museums
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Cooperative Development Office – External

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- Registration and Organizational Support and Assistance to All Registered Cooperatives
- Registration and Organizational Support and Assistance to Newly- Registered Cooperatives
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Population Management Office – External

28

- Pre-Marriage Orientation and Counseling
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City Emergency Hospital (VCEH) – External

33

- Ambulance Conduction or Transfer of Patients
- Issuance and Payment of Official Receipt (OR) and Statement of Account (SOA)
- Availment of PhilHealth Benefits for Admitted Patients
- Issuance of Medical Certificate
- Issuance of Birth Certificate
- Issuance of Death Certificate
- Availment of Outpatient Clinical Consult
- Availment of Emergency Room Services
- Availment of X-Ray Services at the Radiological and Imaging Section
- Customer Feedback and Complaint on the Process of the Office



- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

City Health Office – External

59

- Medical Consultation for Employees – Internal
- Issuance of Medical Certificate
- Issuance of Death Certificate
- Review of Death Certificate
- Laboratory Services at the Main Laboratory (Out-Patient Department)
- Health Permit for Food and Non-Food Handlers
- Issuance of Sanitary Permit
- Medical Consultation
- Maternal Care Services
- Availment of Parental Care Services
- Postpartum Care
- Reproductive Health Services
- Expanded Program on Immunization Services
- Rabies Exposure Treatment
- Availment of Dental Service
- Dental Services and Certificate
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Housing and Resettlement Office – External

88

- Issuance of Electrical and Water Certification
- Request of Data or Documents for Research Purposes
- Request of Data or Documents for Projects Accomplishments Report
- Certification for People's Organization Recognition
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Local Economic Development and Investment Promotion Office – External

99

- Business Matching
- Assistance and Government Linkaging
- Approval and Conduct Requested Trainings
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office of Senior Citizens Affairs – External

105

- Application for Senior Citizen National Identification Card (OSCA ID) – Medicine and Purchase Booklets
- Replacement of Lost Senior Citizen ID



- Request for Correction of Details on Senior Citizen Identification Card (OSCA ID)
- Issuance of Certification for Burial Assistance of Senior Citizens
- Issuance of Certificate of Registration of Senior Citizen
- Requesting of Master List of Registered Senior Citizens per Barangay
- Centenarian Program
- Application for Availing Social Pension Program for Indigent Senior Citizens
- Issuance of Certificate for Cancellation of Senior Citizen ID
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City People's Park – External **125**

- Lending of Property
- Use of Facilities
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Persons with Disability Affairs Office – External **128**

- Issuance of Persons with Disability Identification Cards
- Issuance of Persons with Disability Identification Cards (no Valid ID presented)
- Issuance of Persons with Disability Certificate of Cancellation of Registration
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Public Employment Service Office – External **139**

- Innovation of Referral and Placement
- Referral and Placements
- Renewal of Accreditation of Employers / Private Establishments
- Accreditation of New Local Manpower Agency / Contractor
- Renewal of Accreditation of New Local Manpower Agency / Contractor
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City Command and Coordinating Center – External **150**

- Request to View or Access Closed-Circuit Television (CCTV) Footages
- Securing Close-Circuit Television Footages
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City Disaster Risk Reduction and Management Office (VCDRRMO) – External **157**



- Emergency Medical Services
- Disaster Preparedness Trainings and Seminars
- Search and Rescue Assistance
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Veterinary Services Office – External

164

- Adoption of Impounded Animals
- Animal Registration Vaccination and/or Monitoring
- Application for Butcher/Meat Handler's Identification Card
- Stray Animal Collections
- Redemption of Impounded Animals
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Planning and Engineering Services

City Environment and Natural Resources Office (CENRO) – External

171

- Company Compliance
- Community Complaints
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Zoning Office – External

176

- Locational Clearance for Building Permit
- Locational Clearance for Business License
- Zoning Certificate and Classification
- Locational Clearance of Subdivision Development
- Locational Clearance for Business License (Post-Audit Process)
- Locational Clearance – Denied
- Issuance of Tax Report for Tax Exemption
- Online Services – Zoning Certification
- Locational Clearance for Fencing Permit
- Locational Clearance for Sign Permit
- Locational Clearance for Ground Preparation (Embankment/Landfill)
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Finance Offices

City Assessor's Office – External

206

- Transfer of Ownership of Real Property in the Tax Declaration
- Subdivision and/or Consolidation of Real Property



- Declaration of Unified Land for the First Time
- Declaration of Titled Land for the First Time
- Declaration of Condominium Unit for the First Time
- Appraisal and Assessment of Real Property
- Question on the Discovery of Undeclared Building or portion thereof, and Structure, Machinery, and other Improvement
- Request for Exemption from Real Property Tax
- Cancellation of Tax Declaration (Total Demolition / Cessation or Retirement of Machinery Operation)
- Correction of Entries in the Tax Declaration
- Annotation in the Tax Declaration
- Issuance of Certified True Copy of Tax Declaration
- Issuance of Certificate of Property and/or No Property Holdings
- Issuance of Certificate of Tax Map
- Issuance of Certificate of No Improvement
- Issuance of Certificate of Adjacent or Adjoining Lots
- Online Process Request
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Geographic Information System – Data Management Office (GIS-DMO) – External **275**

- Request to Generate GIS Map with or without Data
- Computer Verification
- Data Updating in the GIS-DMO System
- Customer Feedback and Complaint on the Process of the Office
Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

City Budget Office – Internal / External **289**

- Processing of Purchase Requests as to Availability of Funds
- Issuance of Obligation Requests for Purchase Request of Goods and Infrastructure
- Processing of Letter Requests and Budgetary Requirements as to Availability of Funds
- Processing of Overtime Pay, Terminal Leave Pay as to Availability of Funds
- Obligations of Payrolls / Vouchers
- Review of Sangguniang Barangay's Annual Budget
- Review of Sangguniang Barangay's Supplemental Budget
- Review of Sangguniang Kabataan's Annual and Supplemental Budget
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office



Digital Communications Office (DCO) – External

- Request for Posting (CGOV Online Media Accounts)
- Online Inquiries and Complaints
- Video Production Requests
- Livestream Setup and Webinar Requests
- Updating of Information and File Uploading on Website
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Public Information Office – Internal / External

315

- Request for Copies of Photos and Videos
- Request for Governance Tours and Related Events
- Request for Official Wedding Photos
- Request for Mayor's Message
- Request for Official Tarpaulins and LED Advertisements
- Request for Photo or Video Coverage and Documentation
- Request for Tokens and Souvenirs
- Request for Official Certificates
- Request for Audio-Visual Presentations (AVPs) / Documentaries
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Motorpool Office – Internal

329

- Issuance of Spare Parts Inventory (Motorpool)
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Public Sanitation and Cleanliness Office

Clean and Green Division (PSCO-CGD) – External

333

- Request for Trimming of Trees / Grass Cutting / General Cleaning
- Rendering of the Services (Grass Cutting, Trimming of Trees / General Cleaning)
- Request for Water Rationing (Tubig Patrol)
- Water Rationing (Tubig Patrol)
- Request for Tree Cutting
- Tree Cutting
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Public Sanitation and Cleanliness Office

Flood Control Division (PSCO-FCD) – External

328

- Declogging of Drainage and Request of Water Pumps



- Issuance of Waterways Clearance
- Request for Dredging
- Request of Waterlilies and Floating Garbage
- Issuance of Flood Protection Elevation Certificate

Public Sanitation and Cleanliness Office

Waste Management Division (PSCO-WMD) – External

344

- Garbage Collection
- Request for Collection or Operation
- Information Education Campaign (Waste Management)
- Feedback and Complaints

Public Order and Safety Group (POSG)

Traffic Management Division (POSO-TMD) – External

351

Claiming of Wheel-Clamped Vehicles

Claiming of Impounded Vehicles

Higher Education

Pamantasan ng Lungsod ng Valenzuela – External

367

- Dr. Pio Valenzuela Scholarship Program
- Issuance of Certificate of Employment (COE)
- Processing of Biometrics Report / Daily Time Record
- Processing of Overtime Pay for Employees
- Processing of Leave Application
- Application of Good Moral Certificate
- Processing of Notice of Renewal of Appointment of PLV Faculty
- Application Request to Conduct Activities
- Request or Closing of Yearbook
- PLV College Admission Test
- Request if Student Academic Records
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City Technological College (ValTech) – External

384

- Request and Issuance for Transcript of Records
- Request for Diploma
- Request for Honorable Dismiss
- Enrollment Procedures – College Department (New Students)
- Enrollment Procedures – College Department (Old Students)
- Enrollment Procedures – Non-Formal Department
- Application for Competency Assessment
- Application for Payments and Refund
- Customer Feedback and Complaint on the Process of the Office



- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Ad Hoc and Regulatory Offices

Livelihood Office – External

402

- Livelihood Training
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

People’s Law Enforcement Board (PLEB) – External

406

- PLEB Clearance
- Filing of Cases (with Jurisdiction)
- Filing of Cases (without Jurisdiction)
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela Anti-Drug Abuse Office (VADAO)

412

- Screening (Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST))
- Drug Dependency Evaluation (DDE)
- Community Based Rehabilitation Program (Outpatient)
- In-House Rehabilitation Program (Inpatient)
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Valenzuela City Library Office – External

421

- Access and Use of the Library Reading Area
- Participation in Library Programs
- Free Usage of Computer
- Use of the Special Collection Section
- Donation of Library Materials to Libraries in Need
- ValACE Training Hall Reservations
- Customer Feedback and Complaint on the Process of the Office
- Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office



SOCIAL SERVICES

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	2 mins	<i>Agricultural Technologists</i>
	Prepare Plant-A-Love Certificate	None	5 mins	<i>Agricultural Technologists</i>
	Signing of Certificate of Completion	None	2 mins	<i>OIC- City Agriculture Office</i>
	Issuance Certificate of Completion	None	2 mins	<i>Agricultural Technologist</i>
TOTAL		None	11 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 residents		
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 the above-mentioned documentary requirements	Review of submitted documents as to its completeness and authenticity	None	3 mins	<i>Agricultural Technologists</i>



	Schedule for the availability of site inspector	None	2 minutes	Agricultural Technologist
	Site Inspection with documentation to determine the actual land use of the lot parcel	None	2 days	Technologists
	Prepare a findings report to the Head of evaluation and signature	None	10 mins	<i>Agricultural Technologists</i>
	Office Head to evaluate and sign the findings report	None	3 mins	<i>OIC- City Agriculture Office</i>
	Release of findings report	None	3 mins	<i>Agricultural Technologists</i>
TOTAL		None	2 days and 21 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 residents		
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	3 mins	<i>Agricultural Technologists/ Admin Aide VI</i>
	Set the date of the release of acquired vegetable seedlings	None	5 mins	<i>Agricultural Technologists/ Admin Aide VI</i>
2. Pick-up the requested vegetable seedlings	Release of the requested vegetable seedlings	None	20 mins	<i>Plant Propagators</i>
TOTAL		None	28minutes	



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 residents		
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	3 mins	Agricultural Technologists
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	Agricultural Technologists
	Conduct lecture and Demonstration on the agreed time and venue	None	3 hours	Agricultural Technologists
TOTAL		None	3 hours and 8 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:		G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
Email address for electronic sending		Client		
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>
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:	G2G			
Who may avail:	Schools, Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Client		
Email address for electronic sending		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1. Office checks the schedule of museum tours. 1.1. Client is informed of the museum schedule.	None	3 Minutes	<i>Museum Guide</i>
TOTAL		NONE	3 MINUTES	



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SERVICES OFFICE

COOPERATIVE DEVELOPMENT OFFICE

EXTERNAL SERVICES



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		
Photocopy of Certificate of Compliance		Cooperative Development Authority - NCR		
Photocopy of Reportorial Reports				
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. Check the completeness of form and requirements	None	15 minutes	Frontline Personnel
	1.1 Provide the client with an application form of endorsement for business permit.			
	2. Certify the application form of endorsement of the business permit.	2.1 Issuance of certified application form of endorsement for business permit.	None	7 minutes
		Frontline Personnel		
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:	All Registered Cooperatives in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Certificate of Registration		Cooperative Development Authority - NCR		
Photocopy of Articles of Cooperation				
Photocopy of Articles of By-Laws				
Photocopy of Certificate of Compliance				
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. Check the completeness of form and requirements 1.1 Provide the client with an application form of endorsement for business permit.	None	5 minutes	Frontline Personnel
2. Accomplish and submit the application form for Tax Exemption.	2. Certify the application form of endorsement of business permit.	None	5 minutes	Supervising Cooperative Development Specialist
3. Approved and Signed tax exemption application form by the City Administrator will be endorsed to the client.	None	None	2 minutes	Frontline Personnel
4. Endorse client to Assessment Window to determine payment to	None	None	10 minutes	Frontline Personnel



Business Permit License Office.				
TOTAL		None	26 minutes (excluding the process of approval and signature by the City Administrator)	
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.				

3. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City,	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and			



Metro Manila, 1441	verification, if necessary.			
	1.5 Reply Letter			<i>Department Head and/or Authorized Representative</i>
2. Receives the reply.	2. Releasing of Reply.			<i>Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

4. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	



Management Office, City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.3 Personnel to reply on the complaint.	None	3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SERVICES OFFICE

CITY POPULATION MANAGEMENT OFFICE

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:	City 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 Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks schedule of PMOC.	1. Provides Order of payment. 1.1 Provides PMOC schedule after ascertaining that couple is available and has completed/ signed their profile and has submitted their individual MEIs.	None	1 minute	<i>Admin Personnel</i>
Endorsement to City Treasurer's Office for payment ₱50.00; Ordinance No.				
2. Present O.R. to CPMO staff	2. Fill up PMOC schedule form or couple profile and the Marriage Expectations Inventory (MEI).	None	15 minutes	<i>Pre-Marriage Counselors</i>
3. Attend PMOC	3. Conduct PMOC. *PMOC is conducted twice a week, Tuesday and Thursday mornings.	None	2 hours	<i>Pre-Marriage Counselors</i>
4. Presentation of "Plant-a-Love Program" Certificate	4. Issue Certificate of Compliance.	None	1 minute	<i>Pre-Marriage Counselors</i>



Claiming of Certificate of Compliance (prerequisite to Marriage License).				
TOTAL		None	2 hours and 17 minutes	
<p>Note:</p> <p>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.</p>				

2. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan,	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and			



Valenzuela City, Metro Manila, 1441	verification, if necessary.			
	1.5 Reply Letter			
2. Receives the reply.	2. Releasing of Reply.			<i>Department Head and/or Authorized Representative Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

3. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	



Management Office, City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.3 Personnel to reply on the complaint.	None	3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SERVICES

**VALENZUELA CITY EMERGENCY HOSPITAL
(VCEH)**

EXTERNAL SERVICE



1. 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	Medical Doctor ER / Ward Nurse
2. Patient and/or guardian/relative signconsent for transfer	Provide medical advice based on clinical assessment Notify Ambulance Service personnel of impending patient transfer	None	1 hour	Medical Doctor ER / Ward Nurse
3. Settlement of Hospital Bills	3. Issuance of Official Receipt	As specified in the Memorandum Circular and City Ordinances	1 hours	Billing, Cashier and Medical Social Personnel
4. Present Official Receipt, Clearance Slip and Medical Abstract	4. Transfer of patient to designated hospital by medical service personnel	None	30 minutes	Cashier staff, Nurse, Medical Records staff and Ambulance personnel
TOTAL		As stated on the hospital bill	3 hours and 30 minutes	



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 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/ Ward/ Animal Bite Center/ Medical Social Service		
Updated Government ID		National Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment based on medical services provided	Provide Order of Payment (Out-Patient) Provide Statement of Account (In-Patient)	none	20 minutes	<ul style="list-style-type: none">• ER/OPD/WAR Personnel• Laboratory• Radiology• Medical Social Service• Animal Bite
2. Pay the corresponding fees	2. Issuance of Official Receipt	Depend on the issued statement of account	20 minutes	Cashier Personnel
TOTAL		As stated on the Statement of Account	40 minutes	

NOTE:

A. X-RAY

200-Chest | 200-Apicolordotic 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- Coccyc | 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-Fecalalysis | 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-Papsmear

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		
PhilHealth Forms		VCEH-PhilHealth Section		
Proof of Contribution		Private Company		
Statement of Account		Billing and Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PhilHealth ID or any Government Issued ID.	1.1 Check client's name at PhilHealth portal for verification	None	20 minutes	<i>PhilHealth Staff</i>
2. Fill-up PhilHealth forms (Claim Signature Form/PMRF)	2.1 Provide client with official PhilHealth forms and check for validity and completeness of entries. 2.2 Gather requirements need for PhilHealth reimbursement	None	20 minutes	<i>PhilHealth Staff</i>
3. Fill- up of Member's Information Sheet (MIS)	3. Check completeness and correctness of MIS and discuss claim benefits availment.	None	20 minutes	<i>PhilHealth Staff</i>
4. Settlement of Statement of Account	4.1 Processing of PhilHealth Benefits	4.1.1 Based on the Hospital Bill	1 hour	<i>Billing and Cashier Staff</i>
		4.1.2 PhilHealth Reimbursement		<i>PhilHealth Staff</i>
		4.1.3 For No Balance Billing		<i>Medical Social Service Staff</i>



		(NBB) with excess Bill, referred to Medical Social Service		
TOTAL		None	7 hours	

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		National government agencies		
Authorization Letter		Legal representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up request form for Medical Certificate	1.1Check for completeness and correctness of the entries	None	20 minutes	Medical Records Clerk
2. Present documentary requirement (Valid ID/s or Authorization Letter)	2.Check validity of the documents presented	None	10 minutes	Medical Records Personnel
3. Pay the corresponding fees	3.1 Issuance of Official Receipt	Php 50- Valenzuela Residents Php 100 Non-Valenzuela Residents	30 minutes	Billing and Cashier Clerk
4. Signing of medical certificate by attending physician		None	30 minutes	
5. Present Official Receipt	5. Issuance of Medical Certificate	None	20 minutes	Medical Doctor, Medical Records Clerk
TOTAL		Php 50- Valenzuela resident Php 100 Non-Valenzuela resident	1 hour and 50 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Birth registration	1.1 Check and validate the information and details provided	None	60 minutes	<i>Medical Records Staff</i>
2. Review and check the entries of information	2.1 Issuance of Claim Slip	None	10 minutes	<i>Medical Records Staff</i>
3.Waiting for release of Birth Certificate	3.1 Processing and submission of birth certificate on Local Civil Registry (<i>for married & single parent</i>) 3.2 Processing of birth certificate (<i>for not married parent</i>)	None	10 days	<i>Medical Records Staff</i>
4. Pay the corresponding fees	Issuance of Official Receipt	PHP 50	30 minutes	<i>Billing and Cashier Clerk</i>
5. Receiving of Birth Certificate	Issuance of the Birth Certificate to the requesting party	None	10 minutes	<i>Medical Records Staff</i>
TOTAL		Php 50	11 days and 50 minutes	



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		National Government Agencies/ Local Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification and provide necessary details .	1. Check for correctness and completeness of the requirements and details provided	None	1 hour	<i>Medical Records Clerk</i>
2. Review and validate written details on the Death Certificate Form	2. Encode the entries on the official Death Certificate Form	None	2 hours	<i>Medical Records clerk</i>
3. Sign on the Death Certificate Registry Logbook	3.1 Issuance of Death Certificate	None	15 minutes	<i>Medical Records Clerk</i>
TOTAL		None	3 hours and 15 minutes	

7. 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/ 2-way Referral Triage Forms		Health Center, Private doctor, other hospital OPD		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD Triage nurse 1.1. Pre assessment 1.2. Look for a referral slip 1.3. Fill up of triage form 1.4. Secure a number	1.1. Assessment for the condition and vital signs 1.2. checking of referral slip 1.3. check out the completeness and correctness of entries 1.4. issue a number	None	30 minutes	<i>Triage nurse</i>
2. Proceed to Registration Desk once number is called	2. Call out client number and proceed to encode client details	None	30 minutes	<i>Registration Desk Clerk</i>
3. Settlement of corresponding fees	3. Issue Official Receipt	Php 50 Valenzuela residents Php 100 Non-Valenzuela Resident	30 minutes	<i>Billing and Cashier Staff</i>
4. Proceed to specific Nurse Desk once number is called	4. Encode patient detail, print of medical chart with patient vitals assessment and chief complaint	None	30 minutes	<i>OPD Nurse</i>
5. Proceed to Consultation Room once queuing number is flashed/seen on the queuing board	4. Provide clinical consultation and assessment	None	40 minutes	<i>Physician</i>
TOTAL		Php 50 Valenzuela residents Php 100 Non-Valenzuela Residents Additional fees for ancillary procedures	2 hours and 40 minutes	



8. 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		National Government Agencies		
Triage Forms Waiver Forms Two Way Referrals		Emergency Room Emergency Room Health Centers, Other Institutions		
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	15 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: 15 minutes Less urgent: 2 hours	ER Physician ER Nurse
4. Undergo necessary ancillary procedures	4. Provide the needed ancillary procedure	None	Most urgent: 5 minutes Urgent: 30 minutes Less urgent: 2 hours	ER Physician ER Nurse
5. Wait for ancillary procedure results	5. Process and encode procedure results	None	2 hour	Laboratory Personnel/ Radiology 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: 5 minutes Urgent: 30 minutes Less urgent: 2 hours	ER Physician ER Nurse
7. Settlement of appropriate fees	7. Issue Official Receipt	Based on the hospital bill	30 minutes	Billing and Cashier Staff



8. Present official receipt and/ or clearance slip to ER personnel	8. Check Official Receipt	None	10 minutes	ER Personnel
TOTAL		As stated on the hospital bill	7 hours and 10 minutes	

9. 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 at Emergency Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government Issued ID		LGU and National Government Agencies		
Hospital Card		VCEH		
Medical Request of procedures		Medical Practitioner/ Physician		
Waiver form		Radiology term		
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	Radiologic Technologist/ Radiology Clerk
2. Screening of Women of childbearing age for pregnancy	2.1 issuance of waiver form to be signed by the patient or relative	Based on the issued statement of account of account	15 minutes	
3. Proceed to the examination room	Explain and perform X-ray procedure	none	30 minutes	Radiologic Technologist
4. Return to Emergency Department and wait for official result	4.1 Issuance of Initial or Official Result	None	10 minutes	Radiologic Technologists
	4.2 Initial Result	None	15 minutes	ER Doctor
	4.2 Official Result	None	1 Day	Radiologist
TOTAL		Based on the issued statement of account	1 day 1 hr and 20 minutes	



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 at Out-Patient Department or Walk-in		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government Issued ID		LGU and National Government Agencies		
Hospital Card		VCEH		
Medical Request of procedures		Medical Practitioner/ Physician		
Waiver form		Radiology term		
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	Radiologic Technologist/ Radiology Clerk
	1.2 Issuance of Order of Payment	Based on the issued statement of account		
2. Screening of Women of childbearing age for pregnancy	2.1 issuance of waiver form to be signed by the patient or relative	None	5 minutes	
3. Settlement of corresponding fees	Receives order of payment from the patient/relative	Based on the issued statement of account	10 minutes	Radiologic Technologist
4. Present the official receipt	4.1 Explains and performs X-ray and Ultrasound procedure	None	10 minutes	Radiologic Technologists
TOTAL		Based on the issued statement of account	45 minutes	

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 at Ward station		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Request of procedures		Medical Practitioner/ Physician		
Waiver form		Radiology term		
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	None	10 minutes	Radiologic Technologist/ Radiology Clerk



n Window and present requirements	correctness of documents			
2. Screening of Women of childbearing age for pregnancy	2.1 issuance of waiver form to be signed by the patient or relative		15 minutes	Radiologic Technologists/ Radiology Clerk
3. Proceed to examination room	3.1 Explains and performs x-ray or ultrasound procedure	None	15 minutes	Radiologic Technologist
4. Return to Ward Station and	4.1 Prepares for Image/Result availability	None	10 minutes	Radiologic Technologists
	4.2 Initial Result	None	15 Minutes	Ward Doctor
	4.3 Official Result	None	1 Day	Radiologist
TOTAL		None	1 day 80 minutes	

10. Patient Admission

A structured process in a healthcare facility where a patient is formally accepted for care and treatment.

Office or Division:	Valenzuela City Emergency Hospital – Admission Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Patient/Client requiring in-patient care based on physician’s assessment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor’s Admission Order/Admission slips		VCEH-Emergency Room/OPD		
Any government issued I. D PhilHealth card		Government VCEH-Admitting Office		
Admission form		VCEH-Admitting Office		
PhilHealth forms		VCEH-Admitting Office-c/o PhilHealth Staff		
Hospital Policy and Patient Rights		VCEH-Admitting Office		
Hospital Consent form		VCEH-Admitting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Emergency Room admission notice slip to the Admitting Section	•Assess patient’s eligibility for Admission (Emergency or Elective) •Acknowledgement and verification of details.	None	10 minutes	Admitting staff
2. Filling out of appropriate admission and or signing of admission	Assist in Filling out and/or explaining the admission forms.	None	35 minutes	Admitting staff/PhilHealth Staff



forms; • Admission form sheet • Hospital policy, Patient rights • Hospital consent form • PhilHealth forms Presentation of required documents (c/o client)	Acknowledgement and verification of presented documents			
3. Verify room/bed designation	Assign hospital bed and coordinate with nurse station.	None	5 minutes	Admitting staff/Nursing Station
4. Confirm understanding of hospital policy and procedure, Patient Rights	Educate patient and family hospital rules, visiting hours and billing process	None	15 minutes	Admitting staff
TOTAL		None	1 hour 5 mins	

13. Customer Feedback and Complaint on the Process of the office

Office or Division:		Valenzuela City Emergency Hospital – CRO		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Internal and External customers of the Hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Client Experience Survey Form		Given to admitted/consulted patients upon discharge		
Suggestion boxes		Located on different departments/sections/units		
Digital/Electronic HCES Form (QR Code)		Located in selected areas		
Corrective Action Report Form		Quality Management Unit Office		
Root Cause Analysis Form		Quality Management Unit Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. OUT-PATIENT AND ER PATIENT COMPLAINS				
1. Express verbal complaints to staff on duty.	Staff summon the Department Supervisor/Client Relations Officer/staff within 24 hrs.	None	30 minutes	Staff summons the Department Supervisor/Client Relations Officer/staff
2. Fill out the feedback form	The staff on duty encourages and	None	10 minutes	Client Relation staff



and drop it in the suggestion box or use the official QR Code for electronic submission	assists patient in completing the form			
TOTAL		None	40 minutes	

B. IN-PATIENT COMPLAINTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Express concerns to the Client Relations Officer during confinement	CRO conducts daily visits to collect patient feedback and record concerns	None	30 minutes	CRO
2. Submit HCES form upon discharge.	CRO collects, tallies, and reports findings for corrective actions if necessary.	None	72 hours	CRO and QMU Representative
TOTAL		None	72 hours and 30 minutes	

C. HANDLING OF HOSPITAL CLIENT EXPERIENCE SURVEY (HCES) FORMS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop HCES form in the suggestion box	1.1 Drop HCES form in the suggestion box	None	Twice a week	CRO
	1.2 CRO segregates negative and positive feedback and reports negative impacts to QMU	None	3 days	CRO
	1.3 CRO attempts to contact the complainant and discuss concerns	None	1-2 days	CRO
TOTAL		None	5 days	



D. ELECTRONIC FEEDBACK FROM DOH				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit feedback via electronic system DOH QR Code	CRO collects all electronic feedback and tallies results for Continuous Quality Improvement Report (CQI)	None	monthly	CRO
TOTAL		None	Monthly	

14. Malasakit Center

Office or Division:	VCEH – Malasakit Center Section			
Classification:	Simple			
Type of Transaction:	G2C G2G			
Who may avail:	All patients including In-Patients (ER), Out-Patients, Government Employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of Procedure/ Prescription (1 Original and 3 Photocopies)		Requesting Physician (OPD, ER, WARD)		
Medical Certificate (1 Original and 2 Photocopies)		Requesting Physician (OPD, ER) Medical Records Section		
Barangay Certificate of Indigency (1 Original and 2 Photocopies)		Barangay		
Valid ID of Patient (3 Photocopies)		National Government Agencies		
Valid ID of Relative (3 Photocopies)		National Government Agencies		
Malasakit Unified Intake Sheet (1 Copy)		Malasakit Center Office		
Assessment Tool (1 Copy)		Malasakit Center Office		
Acknowledgment (2 Copies)		Malasakit Center Office		
Statement of Account (3 Copies)		Billing and Cashier Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Malasakit Center and present the requirements to the Desk Officer for screening	1.1 Review and verifies the authenticity of the requirements presented. 1.2 If verified and completed requirements, issue Unified Intake Sheet and Assessment Tool. 1.3 If incomplete, instruct client where to secure	None	10 minutes	Malasakit Center Clerk



	the requirements needed.			
2. Fill out the Unified Intake Sheet.	2.1 Check the Unified Intake Sheet if client completed the form.	None	Malasakit Center Clerk	2. Fill out the Unified Intake Sheet.
3. Submit the documents and wait to be called for interview and assessment.	3.1 Interview and assess the Psychosocial needs and eligibility of client if qualified for assistance. 3.2 Issuance of Statement of Account	None	30 minutes	Medical Social Worker Billing Section Malasakit Center Clerk
4. If eligible, receive the Malasakit Card & sign the necessary documents.	4.1 Issuance of Malasakit Card. 4.2 Present the documents to sign including the Unified Intake Sheet, Statement of Account, Acknowledgement, Barangay Certificate of Indigency and Valid ID.	None	15 minutes	Medical Social Worker
5. Once the documents are signed, refer to Respective Agency (PCSO, DOH, and DSWD)	5.1 Issuance of Approval Form/ Action Slip depending on the needs of the client.	None	10 minutes	Medical Social Worker
6. Proceed to corresponding section based on the needs of client.	6.1 Instruct the client to present the approval form on the section and/or partner clinic or hospital for their necessary assistance.	None	10 minutes	Medical Social Worker
TOTAL		None	90 minutes	



15. Laboratory Services at Valenzuela City Emergency Hospital

Provide appropriate laboratory services as requested (e.g. CBC, urinalysis, fecalysis)

Office or Division:		Main Laboratory, Valenzuela City Emergency Hospital Laboratory		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health Facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and queue card given to the patient	1.1 Admit patient	None	10 minutes	Reception Staff, Registration Clerk
2. Pay the required fees at VCEH cashier	2.1 Issuance of Official Receipt	None	30 minutes	Cashier
	2.2 Patient seeks medical assistance to Medical Social Worker Section		2 hours	Medical Social Worker
3. Present the following at the laboratory reception: A. Laboratory Request B. Official Receipt (for paying patient) C. Clearance from Administrative Office (for VC Care Card holders) or SWA (for indigent patients at the laboratory reception)	3.1 Check the correctness and completeness of the Laboratory request form and other requirements 3.2 Orient the patient regarding the specimen collection	None	5 minutes	Laboratory Technician Medical Technologist
4. Undergo laboratory procedure	4.1 Prepare the patient for blood extraction	None	5 minutes	Medical Technologist
	4.2 Collection or Receiving of the specimens	None	3 minutes	Laboratory Clerk Medical Technologist
	4.3 Dismiss the patient post - laboratory care if applicable and advise on the release of results	None	2 minutes	Medical technologist
	4.4 Process specimen	None	Chem: Within 24 hours Other Laboratory tests: 1-3 hours	Medical Technologist



5. Claim laboratory result	5.1 Release laboratory results to patient	None	2 minutes	Medical Technologist
TOTAL		None	No chemistry = 6 hours With chemistry = 1 day and 6 hours	

15.1. Application for Medical Assistance for Diagnostic Procedures Available Inside VCEH Facility for Walk-In Patients

Office or Division:	VCEH Medical Social Work Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All VCEH patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID with Birthdate and Address		COMELEC, NBI, LTO, BIR, PNP, Postal, PSA		
Birth Certificate (for minors)		LCR/PSA		
Medical Certificate		VCEH – Medical Records Section		
Physicians Request/Prescription		VCEH – Out-Patient Department		
MSS Card (if available)		VCEH – Medical Social Work Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits Referral / Requirement (if any) to MSWS 1.2 Receives MSW Forms (Assessment Tool/ Consent and Responsibility)	1.1 Receives Referral and Requirements 1.2 Request patient to fill-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent / Responsibility Form	None	2 minutes	MSW Clerk
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent / Responsibility Form No. 2	2. Validates Forms / Data completeness	None	20 minutes	MSW Clerk
3. Waits to be called	3. Conducts Evaluation / Assessment of Eligibility	None	45 minutes	Social Worker



4. Receives MSW Card	4.1 Informs patient of MSW Classification and issues MSW Card 4.2 Tagging Social Service Privilege / Benefits on system (e.g. City/National Benefits, PhilHealth Benefits, DOH-MAIFIP and DSWD) 4.3 Instructs patient to Billing / Cashier Section for final Statement of Account	None	5 minutes	Social Worker
5. Submits and Signs final Statement of Account	5.1 Receives final SOA and forwards to social worker 5.2 Provide MSW approved copy of needed workups. 5.3 Instructs patient to proceed to Ancillary Section for needed workups	None	7 minutes	MSW Clerk
TOTAL		None	1 hour and 20 minutes	

15.2. Application for Medical Assistance for Diagnostic Procedures Available Inside VCEH Facility for Walk-In Patients

Office or Division:	VCEH Medical Social Work Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All VCEH patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID with Birthdate and Address		COMELEC, NBI, LTO, BIR, PNP, Postal, PSA		
Birth Certificate (for minors)		LCR/PSA		
Medical Certificate		VCEH – Medical Records Section		
Physicians Request/Prescription		VCEH – Out-Patient Department		
MSS Card (if available)		VCEH – Medical Social Work Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits Referral / Requirement (if any) to MSWS	1.1 Receives Referral and Requirements	None	5 minutes	MSW Clerk



1.2 Receives MSW Forms (Assessment Tool/ Consent and Responsibility)	1.2 Request patient to fill-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent / Responsibility Form			
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent / Responsibility Form No. 2	2. Validates Forms / Data completeness	None	20 minutes	<i>MSW Clerk</i>
3. Waits to be called	3. Conducts Evaluation / Assessment of Eligibility	None	45 minutes	<i>Social Worker</i>
4. Receives MSW Card	4.1 Informs patient of MSW Classification and issues MSW Card 4.2 Tagging Social Service Privilege / Benefits on system (e.g. City/National Benefits, PhilHealth Benefits, DOH-MAIFIP and DSWD) 4.3 Instructs patient to Billing / Cashier Section for final Statement of Account	None	5 minutes	<i>Social Worker</i>
Proceeds to MSW Clerk	5.1 Tagging Social Service Privilege / Benefits on system 5.2 Print the remaining balance (if applicable)	None	5 minutes	<i>MSW Clerk</i>



Proceeds to Billing / Cashier Section for the settlement of remaining balance (if applicable)	6.1 Receives discounted order of payment	N/A	5 minutes	<i>Billing and Cashier Clerk</i>
TOTAL		None	85 minutes	

15.3. Availing Medical Assistance for Incurred Bills for ER Patient

Office or Division:	VCEH Medical Social Work Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All VCEH patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID with Birthdate and Address		COMELEC, NBI, LTO, BIR, PNP, Postal, PSA		
Birth Certificate (for minors)		LCR/PSA		
Medical Certificate		VCEH – Medical Records Section		
Physicians Request/Prescription		VCEH – Out-Patient Department		
MSS Card (if available)		VCEH – Medical Social Work Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to MSWS	1.1 Receives and validates Requirements 1.2 Request patient to fill-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent	None	5 minutes	<i>MSW Clerk</i>
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and Signs MSW Consent / Responsibility Form No. 2	2. Validates Forms / Data completeness	None	20 minutes	<i>MSW Clerk</i>
3. Waits to be called	3. Conducts Evaluation / Assessment of Eligibility	None	45 minutes	<i>Social Worker</i>
4. Receives MSW Card	4.1 Informs patient of MSW Classification and issues MSW Card 4.2 Tagging Social Service Privilege / Benefits on	None	10 minutes	<i>Social Worker</i>



	system (e.g. City/National Benefits, PhilHealth Benefits, DOH-MAIFIP and DSWD) 4.3 Instructs patient to Billing / Cashier Section for final Statement of Account			
5. Submits and Signs final Statement of Account	5. Receives final SOA and forwards to Social worker	None	5 minutes	MSW Clerk
6. Proceeds to Billing / Cashier Section for the settlement of remaining balance (if applicable)	6.1 Receives discounted order of payment	None	5 minutes	Billing and Cashier Clerk
TOTAL		None	1 hour and 30 minutes	

15.4. Socio-Economic Evaluation on Patients Admitted at Ward Section

- Determining the socioeconomic capability of patients while confined in the hospital

Office or Division:		VCEH Medical Social Work Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All VCEH patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID with Birthdate and Address		COMELEC, NBI, LTO, BIR, PNP, Postal, PSA		
Birth Certificate (for minors)		LCR/PSA		
Medical Certificate		VCEH – Medical Records Section		
Physicians Request/Prescription		VCEH, BHC, other government and private hospitals		
MSS Card (if available)		VCEH – Medical Social Work Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative/Watcher proceeds to MSWS	1. 1 Verify name of patient on MSW logbook of Ward Admission 1.2. Provide MSW Assessment tool and request patient to fill-out (if able) Part I (Demographic / Family Composition) and signs MSW Consent/Respons	None	5 minutes	MSW Clerk



	ibility form			
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and signs MSW Consent/Responsibility form	2. Validates data completeness on Part I of MSW Assessment Tool and MSW Consent/Responsibility form is signed 2.2 Waits patient to be called for interview	None	20 minutes	MSW Clerk
3. Notification of patient / relative for interview	3.1 Conducts evaluation/ assessment of eligibility	None	40 minutes	Social Worker
	3.2 Orients relative/watcher on hospital policies for admitted patients.	None	10 minutes	Social Worker
	3.3 Inform relative/watcher of patient's MSW Classification and eligibility for assistance. Additional requirements may be requested for further management as deemed necessary	None	5 minutes	Social Worker
4. Receives MSW Card	4. Issues MSW Card	None	5 minutes	Social Worker
TOTAL		None	1 hour and 25 minutes	

15.5. Enrollment of Patient to PhilHealth Point of Service (POS)

- Registration of Inactive and Non-PhilHealth members.

Office or Division:	VCEH Medical Social Work Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Inactive and non-PhilHealth members
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	
Two (2) Government issued ID with Birthdate/Address (if available)	COMELEC, NBI, LTO, BIR, PNP, Postal, PSA
PBEF/VCEH PhilHealth Referral	Phil health Section - VCEH
Birth Certificate	LCR/PSA
Schedule of Operation (minor surgery)	VCEH – Ward and Emergency Room
MSS Card (if available)	VCEH – Medical Social Work Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/Relative submits referral/requirements to MSWS	1. 1 Receives and validates referral and requirements. 1.2. Provide MSW Assessment tool and request patient to fill-out (if able) Part I (Demographic / Family Composition) and signs MSW Consent/ Responsibility form.	None	5 minutes	MSW Clerk
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and signs MSW Consent/Responsibility form	2. Validates data completeness on Part I of MSW Assessment Tool and MSW Consent/Responsibility form is signed 2.2 Waits to be called for interview	None	20 minutes	MSW Clerk
3. Notification of patient / relative for interview	3.1 Conducts evaluation/ assessment of eligibility	None	40 minutes	Social Worker
	3.2 Orients relative/watcher on hospital policies for admitted patients.	None	10 minutes	Social Worker
	3.3 Enrollment to POS	None	5 minutes	Social Worker
4. Receives MSWD Card and proceeds to PhilHealth Section of VCEH	4.1 Issues MSW Card 4.2 Refers patient back to Phil health Section of VCEH	None	5 minutes	Social Worker
4. Receives MSWD Card and proceeds to PhilHealth Section of VCEH	4.1 Issues MSW Card 4.2 Refers patient back to Phil health Section of VCEH	None	5 minutes	Social Worker
TOTAL		None	1 hour and 25 minutes	



15.6. Referral of Patient for Diagnostic Procedures Not Available inside VCEH Facility

Office or Division:		VCEH Medical Social Work Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All VCEH patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID with Birthdate/Address		COMELEC, NBI, LTO, BIR, PNP, Postal, PSA		
Birth Certificate (if minor)		LCR/PSA		
Medical Certificate		VCEH Records		
Request for Diagnostic Procedure		VCEH – OPD, ER and Ward Section		
MSS Card (if available)		VCEH – Medical Social Work Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Patient/Relative submits requirements to MSWS. 1.2 Receives MSW Forms (Assessment Tool / Consent and Responsibility)	1.1 Receives and validates requirements 1.2. Provide MSW Assessment tool and request patient to fill-out (if able) Part I (Demographic / Family Composition) and signs MSW Consent / Responsibility form	None	5 minutes	<i>MSW Clerk</i>
2. Fills-out 1 st part of Assessment tool (Demographic Data / Family Composition) and signs MSW Consent/Responsibility form	2. Validates data completeness on Part I of MSW Assessment Tool and MSW Consent/Responsibility form is signed 2.2 Waits to be called for interview	None	20 minutes	<i>MSW Clerk</i>
3. Notification of patient / relative for interview	3.1 Conducts evaluation/ assessment of eligibility	None	40 minutes	<i>Social Worker</i>
	3.2 Orients relative/watcher on hospital policies for admitted patients.	None	10 minutes	<i>Social Worker</i>
	3.3 Enrollment to POS	None	5 minutes	<i>Social Worker</i>
4. Receives MSWD Card and proceeds to PhilHealth	4.1 Issues MSW Card	None	5 minutes	<i>Social Worker</i>



Section of VCEH	4.2 Refers patient back to Phil health Section of VCEH			
5.1 Receives signed Interagency Referral with attachment of requirements	5.1 Issues Interagency Referral to patient with attachment of the requirements	None	5 minutes	<i>Social Worker</i>
5.2. Signs receiving copy of Interagency Referral.	5.2 Request patient to sign receiving copy	None	5 minutes	<i>Social Worker</i>
TOTAL		None	1 hour and 35 minutes	



SOCIAL SERVICES

OFFICES CITY HEALTH OFFICE (CHO)

EXTERNAL SERVICES



1. 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	Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)
	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	Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)
2. Proceed to physician's room	2. Examine and inform the patient of the diagnosis.	None	15 minutes	Attending Physician
	2.1 Issue laboratory request and referrals if needed; or appropriate	None	15 minutes	Attending Physician



	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>
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		5 minutes	<i>Nurse/Midwife on duty</i>
TOTAL		None	50 minutes	

2.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	Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)
	1.1. Obtain vital signs of the patient, record patient's data on treatment record chart	None	5 minutes	Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)
	1.2. Nurse/Midwife shall accomplish certificate form and refer to the physician on duty	None	5 minutes	Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)
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	Physician on duty
3. Claim Medical Certificate	3. Release the Medical Certificate	None	5 minutes	Physician on duty
TOTAL		None	30 minutes	



3. 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:</p> <ul style="list-style-type: none"> -Take down medical history of deceased as stated by the informant <p>Review entries</p> <p>Note: if cause of death is medico legal (i.e. stabbing, vehicular accident, etc.) additional requirement is needed such as:</p> <ul style="list-style-type: none"> -Police report <p>(If no autopsy was conducted)</p>	None	10 minutes	City Public Cemetery Management Unit personnel



	-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
TOTAL		None	15 minutes	

4.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			
	1.2. Review and sign Death Certificate	None	2 minutes	ACHO, MD
2. Ask for the signed order of payment	2. Issue order of payment		5 minutes	City Public Cemetery Management Unit
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
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)



6.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
Pay the required fees at the 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
	3.1.Indicate in the claim stub the schedule of the release of results (within 2 hours)	None	5 minutes	Admin Aide III
	3.2.Process specimen	None	2 hours	Medical Technologist
4. Claim laboratory results	4.Release laboratory results	None	2 minutes	Admin Aide III
TOTAL		See below fees	2 hours and 19 minutes	



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

7. 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://online.valenzuela.gov.ph . Click Online Services		None		
2. Register an account/Login your account		None		
3. Watch online seminar and answer online questionnaires		None		HEPO
4. Pay online or print		None		



Order of Payment				
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 Office on the date of appointment	1. Check if the client is registered on the present day	None	3 minutes	Sanitation Section Personnel
Only if the client did not pay online				
7. submit the signed Order of Payment to the Cashier at the City Health Office	2. Receive order of payment from the client	None	3 minutes	Designated Cashier at the City Health Office
8. Pay the required fees	3. Receive payment from the client	See below fees		Designated Cashier at the City Health Office
9. Submit the official receipt to the receiving section	4. Check original receipt for the processing of health permit	None	3 minutes	Sanitation Section Personnel
10. Submission of requirements	5. Checking and receiving of all requirements	None	3 minutes	Sanitation Section Personnel
If the client prefers to avail the laboratory testing at the City Health Laboratory				
11. Submit urine and stool sample to the laboratory	6. Accept and process specimen 6.1 Endorse Client's Documents to Medical Clinic for reading and result interpretation	None	25 minutes	Sanitation Section Personnel Medical Technologists
If the client availed the laboratory testing on a third-party Medical Laboratory				
11. Submit Laboratory Results to the receiving section	6.1 Validate if the laboratory is DOH accredited	None	2 minutes	Sanitation Section Personnel



	6.2 Receiving of Laboratory Results 6.3. Endorse Client's Documents to Medical Clinic for reading and result interpretation			
12. Claim result	7. Record and release Laboratory Result	None	10 minutes	Medical Technologist
If laboratory result is normal				
13.Claim health permit	Release Permit	None	3 minutes	Sanitation Officer
If laboratory result is not normal				
14. Avail medical Consultation	Consult for diagnosis and treatment Advice when to come back	None	10 minutes	Physician on duty
TOTAL			1 hour	
Note: Urinalysis Php 30 Fecalalysis Php 30 Health card Php 50 CBC – PHP 60 if needed Chestx- ray result				

8.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 with in 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
BPLO sends List of Establishment who renewed their Business Permit				
	2.Schedule for Inspection	None	None	SI Area Supervisor



2. Present available Documents	3. Inspection of business establishments	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
If with complete documentary requirements during inspection				
3. Submission of complete documentary requirements	4. receiving complete documentary requirements from the client			Sanitary inspectors
If incomplete documentary requirements during inspection				
3. receiving of Sanitary Order from the Sanitary Inspector	4. Issue Sanitary Order No. 1 with 14 days period of compliance.	None		
If the client complied within 14 days				
4. submit complete documentary requirements at the City Health Office	5. receiving of the requirements from the client 5.1 issuance of Sanitary Permit			
If the client fails to comply within 14 days				
4. receiving of Sanitary Order No. 2	5. schedule for re-inspection and issuance of Sanitary Order No. 2 with 7 days period of compliance			
5. submission of complete documents	6. receiving of and evaluation of requirements if complete for the issuance of Sanitary Permit	None	2 hours	Clerk / Encoder
For non-compliant Business after issuance of Sanitary Order No. 2 and refusal of inspection				



	7. Endorse to BPLO for appropriate action		1 day	Sanitary Inspector / Clerk
TOTAL				

9. 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	

10. 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				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Individual treatment record</td><td>Health facilities</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Individual treatment record	Health facilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
Individual treatment record	Health facilities				



CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
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	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	

11. 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	

12. 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	

13.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)	

14. 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	

15. 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	



16.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		City Hall	
Request slip			
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	

17.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 and 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	
TOTAL			37 minutes	
Dental Certificate Php 50 Tooth extraction (anterior teeth) PHP 75 Tooth extraction (posterior teeth) Php 100				

18. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>Administrative Division and</i>



You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.1 Endorse to Department Head.	None	2 to 19 working days	<i>Public Assistance and Complain Desk (PACD)</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Department Head and/or Authorized Representative</i>
	1.3 For reply, if necessary.			<i>Concerned personnel or Processed Owner</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Administrative Division personnel</i>
	1.5 Reply Letter			<i>Department Head and/or Authorized Representative</i>
2. Receives the reply.	2. Releasing of Reply.			<i>Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

19.Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and		1 working day	



Resources and Management Office, City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	personnel.	None		
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



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 of Division:	Housing and Resettlement Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Members of Informal Settler Association (ISA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and photocopy of member's certification from ISA signed by the Association President		HOA President		
Original and photocopy of Barangay Clearance (Required for Maynilad water certificate, but optional for Meralco electrical certificate)		Barangay Hall / 3S Center		
Printed picture of the house (Required for Meralco electrical certificate only)		HOA Member		
Authorization letter signed by the HOA member if a representative is requesting on their behalf, along with a photocopy of signed valid ID of the HOA member and their representative		HOA Member and Representative		
Updated master list of HOA members and/or List of members submitted to SEC/HLURB/DHSUD, only if deemed necessary to complete the verification		HOA President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Conduct preliminary interview and verification process	None	15 Minutes	Frontline Personnel C. Orticio
	1.1. Issue a Certification Request Form to be filled-out by the client			
	1.2. Check name of client from the master list of HOA members for verification	None	15 Minutes	Staff from Informal Settlers Division (ISD)



	<p>Note: If name is not found on the old/existing master list of HOA members, ask the client to have their HOA President (or another HOA officer) submit an updated master list of HOA members and other lacking documents. If the client is a new member and the HOA documents were recently updated, ask the HOA President to submit a list of new members to be filed in the HOA folder.</p>			
	<p>1.3. Verify the photocopy of HOA Certificate and Barangay Clearance before returning the original copy to the client</p>	None	5 Minutes	Staff from Informal Settlers Division (ISD)
	<p>1.4. Check if all required documents have been submitted and determine if eligible for issuance of electrical/water certificate</p>			
2. Claim order of payment	2. Issue order of payment	None	5 Minutes	Frontline Personnel
3. Pay the required fees	3. Accept payment based on	₱100		



	Ordinance No. 373, Series of 2017			Cashier of City Treasurer's Office
	3.1. Issue official receipt	None		
4. Present official receipt	4. Record the details	None	1 Working Day	Frontline Personnel
	4.1. Prepare the water or electrical certification			
	4.2. Forward to the office head for signature/approval			Office Head
	4.3. Approve and sign the water and/or electrical certification			
	4.4. Endorse to the Releasing Officer			Frontline Personnel
	4.5. Encode the data for record keeping and save a digital copy of the verified certification for future reprinting if requested by the client			
5. Receive the signed water or electrical certification	5. Issue the approved water or electrical certification	None	5 Minutes	Frontline Personnel
	5.1. Record and have the client sign in the logbook			
TOTAL		₱100	1 Working Day and 45 Minutes	

2. Request of Data or Documents for Research Purposes

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

Office of 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		Requestor		
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. Receive the request and forward to the office head for review	None	5 Minutes	Frontline Personnel
	1.2. Endorse the client to the responsible staff if request is found feasible	None	30 Minutes	Office Head
2. Provide the data storage (Flashdrive or CD) or provide the email address	2. Provide the data/ documents needed	None	5 Working Days	Staff from Responsible Division
TOTAL		None	5 Working Days and 35 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 of 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		Requestor		
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. Receive the request and forward to the	None	5 Minutes	Frontline Personnel



	office head for review			
	1.2. Endorse the client to the responsible staff if request is found feasible	None	30 Minutes	Office Head
2. Provide the data storage (Flashdrive or CD) or provide the email address	2. Provide the data/ documents needed	None	5 Working Days	Staff from Responsible Division
TOTAL		None	5 Working Days and 35 Minutes	

4. Issuance of HOA Recognition Certificate

Homeowners Association can apply for a certification as a recognized HOA of the Housing and Resettlement Office.

Office of Division:	Housing and Resettlement Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Homeowners Association
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Certificate of Registration/Accreditation from SEC/HLURB/DHSUD	SEC/HLURB/DHSUD
Updated Organizational Profile and General Information Sheet	HOA President and/or HOA Secretary
History and status of the Association	
Updated list of Officers and Minutes of Elections	
Updated list of Members and Non-members (Present occupant but not a HOA member)	
Copy of Articles of Incorporation / Bylaws	
Financial Report	
List of accomplished, on-going, and proposed projects	
Memorandum of Agreement (MOA)	
Copy of Title	
Approved/Proposed subdivision plan	
Profile of mobilizer (originator)	



Sketch of location of the Association				
Intent to Buy (HOA) and Intent to Sell (Landowner)				
Photo of the current site condition				
Signed request letter stating at least one of the following: • For accreditation as People’s Organization • For securing tax certification/clearance • Specify reason if for other legal purposes				
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a signed request letter	1. Endorse the client to the responsible staff	None	5 Minutes	Frontline Personnel
	1.1. Conduct preliminary interview and assess the validity of the request along with its purpose		15 Minutes	Staff from Informal Settlers Division (ISD)
	1.2. For new HOA, provide the Organizational Profile and General Information Sheet (OPGIS) with checklist of requirements For existing HOA, provide new OPGIS with checklist if the existing OPGIS and documents are not updated	None	5 Minutes	Staff from ISD



<p>2. If new HOA, submit the accomplished Organizational Profile and General Information Sheet (OPGIS) and other requirements</p> <p>If existing HOA, submit updated documents if necessary</p>	2. Check if all items in the OPGIS have been duly accomplished and receive required documents	None	1 Working Day	Staff from ISD
	2.1. Check the submitted documents and/or existing HOA records			Staff from ISD
	2.2. Check if HOA location has been mapped by HRO			
3. Claim order of payment	3. Issue order of payment	None	5 Minutes	Frontline Personnel
4. Pay the required fees	4. Accept payment based on Ordinance No. 373, Series of 2017	₱100		Cashier of City Treasurer's Office
	4.1. Issue official receipt	None		
5. Present official receipt	5. Record the details	None	1 Working Day	Admin
	5.1. Prepare the HOA Recognition Certificate			
	5.2. Forward to the office head for signature/approval			
	5.3. Approve and sign the HOA Recognition Certificate			Office Head
	5.4. Endorse to the responsible staff			
	5.5. Encode the data for record keeping and keep a photocopy of			Admin



	the signed certification for filing			
6. Claim the signed HOA Recognition Certificate	6. Issue the signed HOA Recognition Certificate	None	5 Minutes	Staff from ISD
TOTAL		₱100	2 Working Days and 35 Minutes	

5.Customer Feedback and Complaint on the Process of the office				
Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila,	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			



1441	1.5 Reply Letter			<i>Department Head and/or Authorized Representative</i>
2. Receives the reply.	2. Releasing of Reply.			<i>Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

6.Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office				
Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	



Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.3 Personnel to reply on the complaint.	None	3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SECTOR

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 Development 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 originally signed by the client.		client		
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	<i>Trade and Industry Unit Staff</i>
	1.1. Conduct preliminary interview	None	5 minutes	<i>Trade and Industry Unit Staff</i>
2. Proceed to the LEDIPO Head Officer for final interview	2. Conduct final interview with client	None	5 minutes	<i>Office Head</i>
	2.1. Determine the data needed by the client		5 minutes	<i>Trade and Industry Unit Staff</i>
3. Sign the receiving copy of the data requested	3. Record the name, date, and data requested by the client	None	4 minutes	<i>Trade and Industry Unit Staff, Consumer Welfare Unit Staff</i>
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 pro- active market development, investment promotion activities, networking relations with the government agencies and the private sector.

Office or Division:		Local Economic Development 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 Request		Client		
Project Proposal (Optional)		Client		
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 minutes	Trade and Industry Unit Staff Consumer Welfare Unit Staff
	1.1. Conduct preliminary interview	None	5 minutes	Trade and Industry Unit Staff Consumer Welfare Unit Staff
	1.2. Assessment of letter of request and livelihood proposal	None	3 minutes	Trade and Industry Unit Officer
2. Proceed to the LEDIPO Head Officer for final interview	2. Find available trainings offered by the NGAs	None	5 minutes	Trade and Industry Unit Officer
3. Wait for contact of approval	3. Forward the proposal to the NGAs for approval	None	5 minutes	Trade and Industry Unit Officer
TOTAL		NONE	20 MINUTES	

Note: The client shall wait for the approval of the National Government Agencies. For turn-around-time, client is advised to refer to the Citizens' Charter of concerned agency.



3. Approval and Conduct Requested Trainings

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

Office or Division:		Local Economic Development 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 Request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the LEDIPO for the trainings and provide the letter of request	1. Call the requestee and set schedule for conduct of training	None	5 minutes	<i>Trade and Industry Unit Officer</i>
TOTAL		NONE	5 MINUTES	



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	HRMO Personnel / Administrative and Records Division
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	Concerned Personnel
2. Receives the reply.	Forward response to the client.		1 to 3 working days	HRMO Personnel / Administrative and Records Division
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



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 SeniorCitizens Affairs		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All residents of Valenzuela City with age (60) years old and above; a Filipino citizen; 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) PSA Copy of Birth Certificate (Original and Photocopy) Note: For those who are not natural- born Filipinos, senior citizens living abroad for six (6) months and above and an OFW, senior citizen shall present proof of citizenship as additional requirements such as “ Certificate of Dual Citizenship or Certificate of Naturalization together with their Philippine Passport or Foreign Passport with at least (6) months residence of Valenzuela.		Philippine Statistic Authority (PSA) Department of Foreign Affairs (DFA)	
2. For those with no record of birth, supporting documents such as Certificate of No record , and one of the following documents may be accepted a. Baptismal Certificate b. Marriage Certificate c. Philippine Passport d. Two (2) Valid ID with birthday e. Birth Certificate of any child original & one (1) photocopy each		Philippine Statistic Authority (PSA) main office and /or local office Department of Foreign Affairs (DFA)	



<p>3. One (1) Primary government issued identification cards / documents, present the original, one (1) photocopy</p> <ul style="list-style-type: none"> a. Voters ID or Voters Certification b. UMID ID c. Philippine National ID (philsys) d. Driver's License <p>In absence of primary ID/Documents, any two (2) of the following secondary documents may be accepted: original & one (1) photocopy each.</p> <ul style="list-style-type: none"> a. Phil. Passport b. PRC License c. Postal ID d. SSS Id (old) e. PhilHealth ID Cards f. TIN ID g. Police Clearance h. Barangay ID Card 	<p>Government Offices</p>
<p>4. Application Form (Revised form of 2019) with 4 pieces of 1 x 1 picture</p>	<p>applicant</p>
<p>5. Personal appearance of Applicant Note: For those who are not capable of personally submitting the requirements, an authorization letter shall be presented by the representative of the senior citizen upon submission of the application together with the requirements.</p>	<p>Applicant</p>
<p>6. Certificate of Cancellation of Senior Citizen ID from another City/Municipality, if the applicant is transferee.</p> <p>Note: this will be submitted after home visitation and if the application is approved.</p>	<p>Office of the Senior Citizen Affairs (OSCA) of another city / municipality</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in Data Privacy consent form.	1.1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
2. Fill in the required information in the application form then submit the form along with the other requirements	2.1 Accept completed application form. 2.2 Check if the application form has been duly completed and if requirements are complete.	None	5 minutes	Frontline Personnel
3. Wait for the turn to interviewed	<p>3.1 When the interviewer is already available, conduct a preliminary interview</p> <p>Applicants with incomplete requirements shall be subjected to home visitation. The interviewer will still issue a home visit slip to the applicant.</p> <p>Note: Home visitation and collateral interview shall be conducted under the following circumstances: <ul style="list-style-type: none"> a) If the applicant is a transferee from other city; b) If the applicant is 61 years old and above ; 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>	None	10 minutes	Frontline Personnel



	<p>e) If the applicant submitted incomplete requirements</p> <p>f) If the applicant has no personal appearance.</p> <p>g) if the applicant is OFW or reside/stayed in other country for at least 6 months</p> <p>h) if the applicant submitted secondary requirements</p>			
<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</p> <p>Transcribe the name of the application the senior citizen identification card, medicine and purchase booklets</p>	None	5 minutes	Frontline personnel
<p>5. Affix signature on the records logbook and claim the SCID with the medicine and purchase booklets</p> <p>Ensure the correctness of the information on the ID and Booklet</p>	<p>Issue the SCID 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.</p> <p>Encode new entries to OSCA Database for updating of senior citizen Masterlist</p>	None	10 minutes	Frontline Personnel
TOTAL			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. One (1) photocopy 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, PhilHealth ID		Government Offices		
2. Original Copy of the Affidavit of Loss		Legal Office Second Floor Executive Building		
3. For those who are not capable to personally submit the requirements authorization letter, proof of relationship and a valid id shall be presented by the representative of the senior citizen		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in Data Privacy consent form.	1.1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
2. present the original and submit one (1) photocopy of any government issued ID's and documents	Check the validity of the requirements submitted. Provide the stub (request of affidavit of loss)	None	3 minutes	Frontline Personnel



with Valenzuela city address.	with the details of the applicant including their previous SCID number Issue the stub to the client			
File an affidavit of lost SCID to the city Legal office situated on the 2 nd floor Executive Building applicants representative to file on his/her behalf				
3. submit the original copy of affidavit of loss issued by the legal office	3.1 check the information of the affidavit of loss fill in the information needed 3.2 prepare the replacement of SCID.	None	3 minutes	Frontline personnel
4. 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
	TOTAL	None	12 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 and photocopy of the Birth Certificate		Philippine Statistics Authority (main or local office)



2. Original and photocopy of Marriage contract or Cenomar	Philippine Statistics Authority (main or local office)
3. one (1) photocopy of any government-issued ID/documents with Valenzuela city address (voter's I.D./certification, UMID ID, driver's license, postal ID)	Government Offices
4. Current Senior Citizen Identification Card (SCID)	Requestee
5. Original copy of affidavit	Legal Office, 2nd floor, Executive Building
6. for those who are not capable to personally submit the requirements authorization letter shall be presented by the representative of the senior citizen together with the valid id	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in Data Privacy consent form.	1.1 Accept the completed Data privacy consent form and check if duly accomplished	None	2 minutes	Frontline Personnel
2. Present the original and submit one (1) photocopy of any government-issued IDs and documents with Valenzuela City address with correct personal information as supporting documents.	2.1 Check the validity of the requirements submitted and conduct brief interview to know the legitimacy of the request Issue the stub requesting of affidavit of Discrepancy	None	2 minutes	Frontline Personnel
File an affidavit of discrepancy to the City Legal Office situated on 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.				



3. Submit the original copy of Affidavit of Discrepancy For applicants requesting for change of surname in their SCID due to change of civil status, present copy of marriage certificate or CENOMAR and original copy of Affidavit of Discrepancy		None	3 minutes	Frontline Personnel
4. Affix signature on the logbook and claim the replaced	replaced SCID Update the OSCA database of the alterations	None	3 minutes	Frontline Personnel
TOTAL		10 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. Fill in the required information in Data Privacy consent form.	1.1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
1. Surrender SCID along with the death certificate with registry number and 1 photocopy of valid ID of claimant	Accept and validate requirements If requirements submitted are complete, prepare the certification of membership for burial assistance	None	10 minutes	OSCA personnel
2. Claim and receive certification	2.1 Issue the certification for burial assistance	None	3 minutes	OSCA personnel

TOTAL

16 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 (SCID) OR Any 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. Fill in the	1,1 Accept the	None	3 minutes	Frontline



required information in Data Privacy consent form.	completed Data privacy consent form and check if duly accomplished			Personne I
1. Present the request letter along with the SCID	Accept and validate requirements	None	10 minutes	OSCA personnel
For representative: 1 Valid ID and authorization letter.	prepare the certification of membership for eligible applicants			
2. Claim and receive certification	2.1 Issue the certification	None	3 minutes	OSCA personnel
TOTAL			16 minutes	

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. 1.2 accept the data sharing agreement	Accept and validate the requirements and Prepare the Data Sharing Agreement to the client for Signature of Brgy. Chairman	None	10 minutes	OSCA personnel
2. Return the Data Sharing Agreement with Signature of Barangay Chairman	2. Review the Data Sharing Agreement	None	10 minutes	Assigned Staff
The client shall wait for the agreed scheduled return 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
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 photocopies)		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. Fill in the required information in Data Privacy consent form.	1,1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
1. Present the requirements	1. Check and verify the requirements	None	2 minutes	Assigned Staff
2. Wait for the scheduled home visitation.	2. Conduct home visitation for validation of the applicant.	None	3 days	Assigned Staff
Submit the requirements to the payroll office for preparation of Payroll				
Forward the payroll to the Accounting Department for processing.				



3. Claim the cash incentives	3. Releasing of stipend as per Ordinance no. 300 every October of the year	None	Released every October of the year	Assigned Staff
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 aged 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) photocopy 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. Fill in the required information in Data Privacy consent form.	1,1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
1. Submit one (1) photocopy of senior citizen identification card	Introduce and explain to the client the qualification and procedure of how	None	5 minutes	Interviewer, OSCA personnel



	to avail social pension for indigent senior citizens			
	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
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.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



1.Request Letter from Senior Citizen		Requestee		
2. Senior Citizens Identification Card (Original Copy)				
For representative: 1. Valid ID of the represenatative 2. Authorization Letter 3. Senior Citizens Identification Card (Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in Data Privacy consent form.	1,1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel
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
	Prepare the certification for eligible applicants.			
3. Claim and received the certification	Issue the certification to the client	None	23 Minutes	OSCA personnel
Forwarded the application to DSWD NCR.				
TOTAL		None	33 minutes	

10.Application for Availing Expanded Centenarian Act (RA11892)
An act granting Benefits to Filipino Octogenarian, Nonagenarian, and Centenarians

Service Information

Office of Senior Citizen	Under National Commission of Senior Citizen (NCSC)
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Classification:	Simple			
Type of Transaction:	G2C Government to client			
Who may avail:	All Valenzuela Senior Citizen who reached the milestone age of 80,85,90,95, and 100			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Form		Office of the Senior Citizens Affair (osca) Ground Floor Legislative Building		
2.Certificate of Live Birth or National ID Card (1 original 1 photocopy)		Philippine Statistic Office PSA		
3.Recent 2 x 2 ID Picture (1 original copy)		requestee		
4.Full body picture printed at A4 size of Bond Paper (1original copy)		requestee		
5. Senior Citizen ID (11 photocopy)		requestee		
6. For Representative : 1. Senior Citizen ID 2.Authorization letter 3.Valid ID of the representative		Representative of requestee		
In absence of requirement no 2 any two (2) ofc the following may be accepted: original and 1 photocopy -Philippine Passport -Driver's License -PRC License -Postal ID -Voters ID -Original Birth Certificate of any child (PSA Copy) -Original Baptismal Certificate -Original or Certified true Copy of Certificate of Live Birth from the Local Civil Registry -Original Certificate of Marriage from LCR or PSA -Original Certificate of Late Registration of Birth from PSA		Philippine Statistic Office PSA, DFA. LTO, Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in Data Privacy consent form.	1,1 Accept the completed Data privacy consent form and check if duly accomplished	None	3 minutes	Frontline Personnel



Fill in the required information in the application form and submit the form along with the other requirements. For Representative Submit the required documents along with the original Senior citizens Identification Card	2.1 provide the application form 2.2accept the complete application form 2.3 check if application form has been duly accomplished and if requirements are complete	NONE	5 MINUTES	Frontline personnel
3.prepare for interview for validation of information	3.1 introduce and explain to the client the qualification and procedure of how to avail the expanded centenarian law 3.2 validate the requirements submitted 3.3conduct an interview to the client	NONE	5 minutes	Frontline personnel
TOTAL			13 minutes	
Forwarded the application to National Commission on Senior Citizens (NCSC)				

1. Customer Feedback and Complaint on the Process of the office				
Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	

2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office				
Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office,	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement			



addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	to concerned office and personnel.	None	1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.

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	People's Park Personnel
2. Claim of equipment	2. Gate pass and borrower's agreement will be issued.	None	10 minutes	Property Custodians
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	Events Personnel
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	People's Park Personnel
3. Receive the Permit	3. Issue the Permit with attached Rental Agreement	None	5 Minutes	Events Personnel
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

PERSONS WITH DISABILITY AFFAIRS OFFICE
(PDAO)

EXTERNAL SERVICE



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• National Identification• Authorization Letter of the PWD applicants• Affidavit of Guardianship if you are not the parent of the PWD Applicants		Representative and Guardians		
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	PDAO personnel
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	<i>PDAO personnel</i>
4. Assessment Proper - the assessor will interview the client or client's immediate family or guardian if 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	<i>PDAO personnel</i>
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 client's health condition.	None	2 minutes	<i>PDAO personnel</i>
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	<i>PDAO personnel</i>
7. Get a Report Card Survey to check the compliance of the agency.	7.Give report card to the client	None	1 minute	<i>PDAO personnel</i>
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 especially the medical certificate, Certification on Disability should be tally with the assessment tool.	None	5 days	<i>PDAO personnel and Head, physician</i>
	8.2. Encode and PWD ID making.	None	1 day	<i>PDAO personnel</i>



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>
10. Once the approval has been 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
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		PDAO personnel
TOTAL		None	6 days and 41 minutes	

2. ISSUANCE OF PERSONS WITH DISABILITY IDENTIFICATION CARDS (TEMPORARY ID)

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
Updated Medical Certificate (New and Renewal)	Specialist / Hospital or Doctor of Client's health condition
Certification on Disability (New)	Barangay Health Center



Certificate of Residency		Barangay Hall		
Government Issued Valid ID (New and Renewal) Voter's Certificate UMIS-SSS GSIS ID Driver's License National ID		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) Voter's Certificate UMIS-SSS GSIS ID Driver's License National ID		Commission on Election, Land Transportation Office, UMID-SSS or GSIS		
Home visit 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		
Authorization Letter of the PWD applicant in case he/she can't come to the office				
Affidavit of Guardianship in the absence of the parents		Legal Office		
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	PDAO personnel
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	PDAO personnel
4. Submit the Required Documents to the Assessor for initial assessment.	4. Start processing the request by verifying all submitted documents.	None	5 minutes	PDAO personnel
5. Assessment Proper - the assessor will interview the client or guardian. in the event that the client is not	5. Interview the client using the 8 pages assessment	None	20 minutes	PDAO personnel

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



	2. Home visit	None	12 days	<i>PDAO personnel</i>
	3. 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>
11. Upon claiming the NEW Persons with Disability Identification Card, the client will surrender the old PWD ID For Representative / Guardians: Authorization Letter/ Government Issued Identification Card mentioned above of the client and bearer of the letter are required in the absence of the client.		None		<i>PDAO personnel</i>
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</i>
	2.1. Sign by the Signatories	None		
3. Claim the Disability Certificate of Cancellation or Registration.	3. Issue the requested document	None		<i>PDAO personnel</i>
TOTAL		None	1 day and 15 minutes	



4. REPLACEMENT OF LOST PERSON WITH DISABILITY CARD

PDAO is tasked to replace the lost PWD ID of the client

Office or Division:		PERSONS WITH DISABILITY AFFAIRS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Verified and Confirmed Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Legal Office		
Authorization letter in the absence of PWD		Requesting person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go directly to the Persons with Disability Affairs Office	Interview the client	None	15 minutes	PDAO personnel
Give the requirements to the person responsible. In the absence of the client, their immediate family member with authorization will transact	Accept and review the submitted documents	None	5 minutes	
None	Sign by the Signatories	None	1 day	Officer in Charge of PDAO
Replacement of loss ID		None	1 day	
Return on the specified date for the ID to be released.	Issue the requested document	None		PDAO personnel
TOTAL		None	2 days 20 minutes	



5. REQUESTING MASTER LIST OF REGISTERED PERSONS WITH DISABILITY PER BARANGAY

Office or Division:		PERSONS WITH DISABILITY AFFAIRS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Barangay Chairman and Other Government Offices with Data Sharing Agreement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with Barangay email address and office contact number		Barangay Chairman or head of requesting party		
Valid ID of requesting party				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go directly to the Persons with Disability Affairs Office	Accept the submitted requirements	None	5 minutes	<i>PDAO personnel</i>
	Approval of the documents	None	2 minutes	<i>PDAO personnel</i>
Wait for time given to email the requested documents				
	Prepare the requested document and send to email	None	2 days	<i>PDAO personnel</i>
TOTAL		None	2 days 7 minutes	

6. REQUEST FOR CORRECTION OF DETAILS OF PERSONS WITH DISABILITY CARD

Office or Division:		PERSONS WITH DISABILITY AFFAIRS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C- Government to Client		
Who may avail:		Verified and Confirmed Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PWD ID that need correction		Client		
Valid ID or other document in support to the correction		Client		
Authorization in the absence of the requesting person		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Go directly to the Persons with Disability Affairs Office	Interview the client	None	2 minutes	PDAO personnel



Give the requirements to the person responsible. In the absence of the client, their immediate family member with authorization will transact	Review the presented documents	None	3 minutes	
	Sign by the Signatories	None	1 day	PDAO Officer In Charge
Replacement of PWD ID		None	1 day	<i>PDAO personnel</i>
TOTAL		None	2 DAYS & 5 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 the registration area to fill out the online portal. DOLE National Skills Registration Program Form is provided to be filled out	None	3 minutes	<i>Frontline Personnel</i>
Evaluation	is correct or properly answered according to the required details		2 minutes	<i>Frontline Personnel</i>
Job Matching	Job vacancies requested by		10 minutes	<i>Frontline Personnel</i>



	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.			
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	<i>Frontline Personnel</i>
Dispatch	Inform the applicants the date, time, place and the position		2 minutes	PESO Personnel



	to apply			
TOTAL			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	<i>PESO Personnel</i>
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	<i>PESO Personnel</i>
Evaluation	Evaluate submitted document	None	5 minutes	<i>PESO Personnel</i>



Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	<i>PESO Personnel & Office Head</i>
Certification	Certification is given to the approved company with 1 year validity	None	1 day	<i>PESO Personnel</i>
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	<i>PESO Personnel</i>
TOTAL			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	<i>PESO Personnel</i>
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	<i>PESO Personnel</i>
Evaluation	Evaluate submitted documents	None	5 minutes	<i>PESO Personnel</i>
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	<i>PESO Personnel & Office Head</i>
Certification	Certification is to be given to the approved company with 1 year validity	None	1 day	<i>PESO Personnel</i>
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	<i>PESO Personnel</i>
TOTAL			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 renew-able documents	None	5 minutes	PESO Personnel
Submission of requirements	Authenticate the submitted documents/ requirements	None	5 minutes	PESO Personnel
Evaluation	Evaluate submitted documents	None	5 minutes	PESO Personnel
Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	PESO Personnel & Office Head
Certification	Certification is to be given to the approved company with 1 year validity	None	1 day	PESO Personnel
Re-orientation	Re-orient the renewed company of the new policies	None	10 minutes	PESO Personnel
TOTAL		None	6 days and 25 minutes	



5. Referral and Placement

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		
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	<i>PESO Personnel</i>
Submission of requirements	Authenticate the submitted documents /Requirements	None	5 minutes	<i>PESO Personnel</i>
Evaluation	Evaluate submitted documents	None	5 minutes	<i>PESO Personnel</i>



Approval	Approve the accreditation application signed by the majority of evaluators and the PESO Manager.	None	5 days	<i>PESO Personnel & Office Head</i>
Certification	Certification is to given to the approved company with 1 year validity	None	1 day	<i>PESO Personnel</i>
Orientation	Orient the approved company about the mandated in PESO Act	None	10 minutes	<i>PESO Personnel</i>
TOTAL			6 days and 25 minutes	



6. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



7. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	HRMO Personnel / Administrative and Records Division
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	Concerned Personnel
2. Receives the reply.	Forward response to the client.		1 to 3 working days	HRMO Personnel / Administrative and Records Division
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SERVICES OFFICE

**VALENZUELA CITY COMMAND, CONTROL, AND
COMMUNICATION CENTER (VCC3)**

EXTERNAL SERVICES



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

The Valenzuela City Command, Control, and Communication 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 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:	G2G			
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				
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.	1. Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV)	None	10 minutes	Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)



	review process. 1.1 Assist the requestor in filling up the request form.			
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. 2.1 Validate the availability of footages for retention, preset, proximity/ coverage, outages and unserviceability.	None	10 minutes	<i>Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)</i>
3. Proceed to designated viewing room.	3. Prepare and ensure the viewing facility and materials. Determine if it is periodic observation, alerted incident or live coverage. Conduct runtimes indicated.	None	2 Hours	<i>Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)</i>
4. Receive claim copy.	4. Provide claim copy	None		<i>Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)</i>
TOTAL		None	2 hours and 20 minutes	

2. Securing Closed-Circuit Television Footages

The Valenzuela City Command, Control, and Communication 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:	G2G			
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				
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.	1. 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	Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)



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. 2.1 Validate the availability of footages for retention, preset, proximity/ coverage, outages and unserviceability.	None	10 minutes	<i>Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)</i>
3. Proceed to designated viewing room.	3. Prepare and ensure the viewing facility and materials. Determine if it is periodic observation, alerted incident or live coverage. Conduct runtimes indicated.	None	2 Hours	<i>Duty Personal Information Processor (PIP) and/or Duty Shift Supervisor (SS)</i>
4. Receive the footages 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	<i>Personal Information Controller (PIC) and/or Compliance Officer on Privacy (COP)</i>
TOTAL		None	2 days, 2 hours, and 20 minutes	



3. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



4. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SECTOR

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	<i>VCDRRMO personnel (Dispatch Manager)</i>
	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	<i>Team Leader</i>
	2. Once coordinated, provide feedback to requesting party	None	10 minutes	<i>Team Leader</i>
	3. Upon Arrival at the Scene of Accident. 3.1. Assess the scene of the incident.		2 minutes	<i>Team Leader (EMS- Emergency Medical Services)</i>



	3.2. Assess the patient Provide pre-hospital treatment Accomplish pre-hospital treatment form for signature of the receiving doctor		10 minutes	<i>Treatment Officer</i>
	4. Endorse patient to the receiving doctor		30 minutes	<i>Treatment Officer</i>
TOTAL		NONE	1 HOUR 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: - Propose number of pax - Propose dates and venue - Email Address of requesting party.			Individual	
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	<i>VCDRRMO Training officer & Staff</i>
	Interview the requesting party for further details of the required training		2 minutes	<i>VCDRRMO Training officer & Staff</i>
	For Approval of Training design		3 days	<i>VCDRRMO Training officer & Staff</i>
	If training design is approved: 2. Endorse training proposal and		10 minutes	<i>VCDRRMO Training officer & Staff</i>

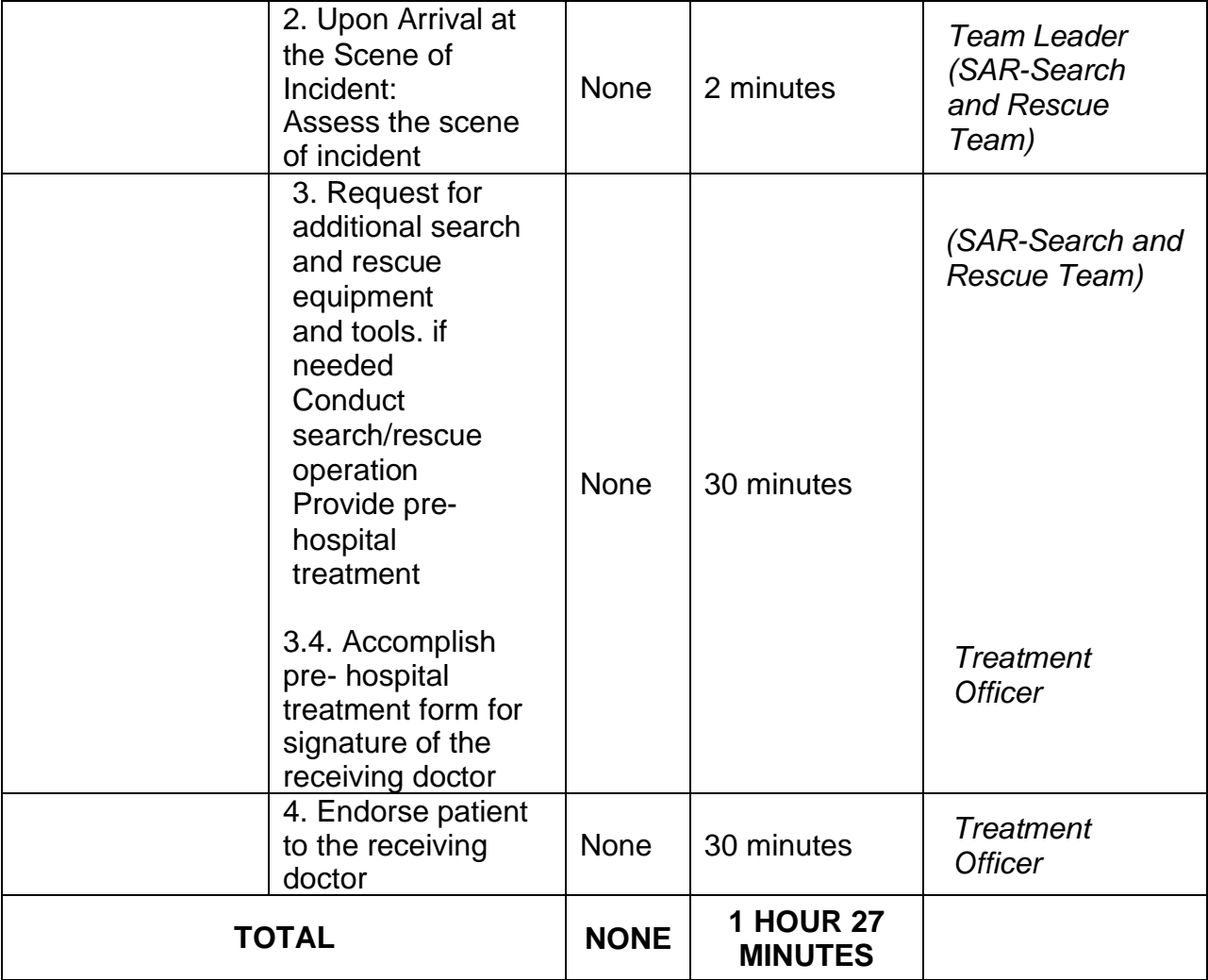


	budgetary requirements to the Office of the Mayor for approval			
2. Wait for the confirmation of the Training Division.	If the training proposal is approved by the Mayor. Training will be conducted.	None	1 minute	<i>VCDRRMO Training officer & Staff</i>
TOTAL		NONE	3 DAYS 23 MINUTES	

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		
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 Assess if nature of request can be granted	None	5 minutes	<i>Dispatch Manager</i>
	If Approved: 1.2. Dispatch a rescue team 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		10 minutes	<i>Dispatch Manager</i>





1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	

2. Customer Complaint on the Personnel, Frontliner, and Public Assistance



and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SERVICES

VETERINARY SERVICES OFFICE

EXTERNAL SERVICE



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 placed 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)	Veterinary Office Personnel: Animal Keeper I / Admin Aide III
2. None	Approval	None	15 minutes	Veterinary Office Personnel: Animal Keeper I / Admin Aide III
3. Claim adopted animal	Register adopted animal to new owner with microchipping and rabies vaccination	None	10 minutes (Monday to Friday)	Veterinary Office Personnel: Animal Keeper I / Admin Aide III
TOTAL		None	35minutes	



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	<i>City Veterinary with Coordination of 33 Barangays</i>
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	5 minutes (Monday to Friday)	<i>Veterinarian</i>
	Vaccination	None	5 minutes (Monday to Friday)	<i>Veterinarian or Trained Vaccinators</i>
	Microchipping	None	5 minutes (Monday to Friday)	<i>Veterinarians or Trained Inoculators</i>
	Dog Registration	None	5 minutes	<i>Admin. Officer V/ Admin. Assistant II /Animal Keeper I</i>
	Encoding of details of microchipped pets and owners details	None	4 mins (per microchipped pets)	<i>Admin.Assistant II /Admin.Aide VI /Animal Keeper I</i>



3. Receive vaccinated and/or microchipped pet	Release vaccinated and/or microchipped pet	None	3 minutes	Admin. Officer V/ Admin. Assistant II /Animal Keeper I
TOTAL		None	30 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 IV
	1.1. Prepare Butcher or Meat Handler's Card	None		
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 IV
3. Claim Identification Card	3. Issue butcher / meat handler's identification card	None	3 minutes (Monday to Friday)	Admin. Officer V /Animal Keeper I
TOTAL		PHP 200.00	28 minutes	



4. Stray Animal Collections

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
	Ask for location and other specifications	None	10 minutes (Monday to Friday)	Admin Aide VI/ BACT
	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)	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	Identify pet, Register & Issue Redemption Clearance/ Issue Ordinance Violation Receipt (OVR)	None	15 minutes (Monday to Friday)	City Veterinary Services Office Personnel Admin. Officer V/ Admin. Assistant II /Animal Keeper I /Admin Aide IV
3. Present Order of Payment	Process payment Issue an Official Receipt	Impounding fees 500.00 Care fees (per day) 200.00	10 minutes (Monday to Friday)	Treasurer's Office (Action Center)
III. Proceed to the Valenzuela City Pound (Rubber Master Road, Lingunan, Valenzuela City)				
4. Present valid I.D. of owner, Animal Redemption Clearance, Registration and Official Receipt	Check Documents, Vaccinate and Microchip animal if needed	None	15 minutes (Monday to Friday)	Pound Kennel Animal Keeper I
	Picture the owner and animal, Record control number and release the animal			
TOTAL		500.00 + Care fees (200.00 per day)	40 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 / G2B			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 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 		<ul style="list-style-type: none"> • 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>
1. Report to CENRO within 3 working days after inspection.	2. Receives the report and action plan from the business establishment.	None	3 working days	<i>CENRO Inspectors</i>
2. Receives Deed of Undertaking (for signature of authorized representative).	3. Issues the Deed of Undertaking (for signature of authorized representative).	None	5 minutes	<i>CENRO Inspectors</i>
3. Submits signed and notarized Deed of Undertaking.	4. Receives signed and notarized Deed of Undertaking.	None	3 working days	<i>CENRO Inspectors</i>



TOTAL	None	7 days and 5 minutes	
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2. 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>
2. Waits for feedback during re-validation.	2. Re-validate the complaint by inspection of the site.	None	1 working day	<i>CENRO Inspectors</i>
3. Receives feedback.	3. Issues feedback regarding the validated complaint and actions taken.	None	2 working days	<i>CENRO Inspectors</i>
TOTAL		None	3 days and 5 minutes	



3. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



4. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office, City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



PLANNING AND ENGINEERING SERVICES

ZONING OFFICE

EXTERNAL SERVICE



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
1. 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)
1.1 Additional requirements for Locational Clearance: a. Tree Planting Lay-out (City Ordinance No. 496 series of 2018) b. Certificate of Height Clearance from the Civil Aviation Authority of the Philippines. Tall Structure c. Clearance from Property Manager/Administrator or Homeowners' Association. Existing Subdivision, Condominium or Pud d. Initial Environmental Examination duly certified by a licensed Environmental Planner and according to the format specified by the DENR. Industrial Facility e. Water Management Plan. Heavy Water Using Facility f. Historic Site/Facility Development Statement. Historic Site or with Historic Facility	Concerned Offices or Private Professionals



<p>g. Drainage Impact Statement. Major Development</p> <p>h. Socio-Economic Impact Statement. Large Employment</p> <p>i. Traffic Impact Assessment. Traffic Generating Development</p> <p>j. Line and Grade Clearance from City Engineer's Office Road Widening and Construction</p> <p>k. Waterways Clearance from City Flood Control Division Adjacent to or with Waterways</p> <p>l. Flood Protection Elevation certification from City Flood Control Division. Flood Overlay Zone</p> <p>m. Soil test regarding soil and related conditions. Liquefaction Overlay Zone</p>	
<p>2. One (1) Certified True Copy (BLUE) of Original Certificate of Title (OCT)/Transfer Certificate of Title and Three (3) photocopies of Certified True Copy (BLUE) of Original Certificate of Title (OCT)/Transfer Certificate of Title; if the applicant is a lessee, submit a Contract of Lease; If OCTCT/TCT is not in the name of the applicant, submit Deed of Absolute Sale</p>	<p>Registry of Deeds, Private Professionals, Department of Labor and Employment (DOLE), Housing and Resettlement Office, Homeowner's Association.</p>
<p>Note: Special Cases</p> <ul style="list-style-type: none"> • If under community housing project, submit Homeowner's Association Certificate and HRO Certificate from Housing and Resettlement Office. (4 copies: (1) original and three (3) photocopies) • If untitled lot, any proof of ownership and Tax Declaration. (4 copies: (1) original and three (3) photocopies) 	



3. Special Power of Attorney (SPA) or Secretary's Certificate if the applicant is a corporation (4 copies: One (1) original and three (3) photocopies)	
4. Four (4) sets of Building/Survey Plans, Duly Accomplished Ancillary Forms, design plans and other documents, signed and sealed by the concerned Design Professionals, as follows: (20"x30") Architectural Documents (including Materials and Technical Specifications and Gen. Conditions) Civil/Structural Documents (including Soil Test and Structural Design Analysis, if applicable) 4.3 Electrical Documents 4.4 Mechanical Documents 4.5 Sanitary Documents 4.6 Plumbing Documents 4.7 Electronics Documents 4.8 Geodetic Documents (including Lot Plan with technical description and Vicinity Map covering 2km radius)	
5. Fire Protection Plan (if applicable)	
6. Four (4) clear photocopies of Valid Professional Licenses (PRC I.D.) and Professional Tax Receipts (PTR) of all involved professionals with 3 original specimens and seal.	
7. Four copies of notarized estimated Total construction cost/Value of the building or structure to be constructed	



as declared by the owner	
8. 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.	
9. Barangay Clearance for Building and Electrical (Please refer to Notes)	
10. One (1) Construction Logbook (if applicable)	
11. Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary	

NOTE 1:

- 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)
- DILG Memorandum Circular No. 2019-177 dated October 17, 2019, RE: *"Guidelines in the integration of the Issuance of Barangay Clearance in the Permitting Processes of Cities and Municipalities."*
- Only COMPLETE and COMPLIANT applications will be accepted.
- Always Keep your CLAIM STUB; "NO CLAIM STUB, NO RELEASE!" Policy

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. Note: Stub with barcode should be placed in the	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.		2 hours	Sorters of the OBO



box provided by 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.			Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.		5 minutes	Zoning Evaluator
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.		2 hours	Zoning Evaluator
	1.4. The CZO shall verify and check area computation.		7 minutes	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	Please refer to Note 2 for reference of the fees	10 minutes	Zoning Evaluator



	Administrator together with the building plans.			
	1.6. The Bureau of Fire Protection (BFP) shall accept or receive the application.			Evaluator of BFP
	1.7 The BFP shall evaluate the documents and provide remarks/data for the Order of Payment fees or for compliance.	Please refer to Note 2 for reference of the fees		Evaluator of BFP
	1.8. 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)		2 days	OBO Evaluators
	1.9. Site Inspection shall be conducted.		7 days	OBO Inspectors
	1.10. If the submitted documents are		1 day	OBO Evaluation Section Head



	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.			
	1.11. The fees will be assessed.	Please refer to Note 2 for reference of the Fees.	2 days	OBO Assessment Officer
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, the building official shall approve the printing of the Order of Payment	Please refer to Note 2 for reference of the Fees.	1 hour	Building Official and/or Authorized Representative
	2.1 If the order of payment is approved for printing, the order of payment shall be		1 hour	OBO Assessment Office



	printed by the assessment section with the electronic signature of the Building Official.			
	2.2 Payment of the Assessed Government fee for Building Permit	Please refer to Note 2 for reference of the Fees.		Cahier from City Treasurer's Office. Applicant/Authorized Representative.
	2.3. 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.		2 hours	Officer of the Day
3. Presentor 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, stamping of		2 days	OBO Processing and Printing Section



	plans, printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate and Building Permit Tarpaulin (if applicable).			
	3.1. The OBO shall provide a copy of the Official receipt to BFP for issuance of Fire Safety Evaluation Clearance (FSEC).		1 hour	OBO Processing, Printing Section
	3.2. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).			Fire Marshal
	3.3. The permit shall be signed by the Building Official or his authorized representative.		1 hour 30 minutes	Building Official
	3.4. The documents shall be sorted or prepared for		1 day	OBO Processing and printing section



	endorsement to the concerned offices.			
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be given to the applicant.		1 hour	OBO Releasing Section
TOTAL		Please refer to Notes 2 for reference for the Fees.	16 Days, 1 hour and 30 minutes	
Note 2: <ol style="list-style-type: none"> A surcharge of 100% shall be imposed and collected from any person who shall construct, repair (buildings), install (Electro-mechanical equipment), alter or cause any change in the use or occupancy of any building or parts thereof or appurtenances thereto without any permit. (Section 212.C.i of the IRR of National Building Code of the Philippines/PD 1096) Order of Payment shall be based on the schedule of fees prescribed by the DPWH, Annex "A" of NBCDO Memorandum Circular No. 03, Series of 2016 (New Schedule of Fees and Other Charges of the Revised (IRR) of the National Building Code of the Philippines (PD 1096), 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					
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>Copy of Business License Application or Permit</td><td rowspan="2">City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)</td></tr> <tr> <td>Proof of Ownership of lease of contract</td></tr> </tbody> </table>		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
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	Zoning Personnel
	1.1. Schedule site inspection for verification			
	1.2. Conduction-site inspection and take pictures		1 day	Zoning Inspector
	1.3. Prepare order of payment		2 Minutes	Zoning Personnel
2. Claims signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay the required fees	3. Receive payment		2 Minutes	Cashier Payment
4. Claim official receipt	4. Issue official receipt		2 Minutes	Window, OBO Permit Division
5. Present and claim Zoning decision	5. Prepare and release Zoning decision		5 Minutes	Zoning Personnel
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

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



Yard Utilized for Commercial purposes - 5.00	Billboard - 50.00
All types of Renovation - 50% of prescribe fee	Yard Utilized for Industrial Purposes - 40.00
	Yard Utilized for Commercial Purposes - 40.00
	All types of Renovation - 75% or prescribed 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)				
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	Zoning Personnel
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
Pay applicable fees and claim official receipt at Cashier Payment Window, OBO Permit Division				
3. Present official receipt and Claim Zoning Certification	5. Issue zoning Certification		3 Minutes	Zoning Personnel



TOTAL		14 minutes	
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4. Locational Clearance of Subdivision Development

Office or Division:	Zoning Office			
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 (0Deed 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	None	5 Minutes	Zoning Personnel



	requirement			
	1.1. Schedule site inspection for verification		1 day	Zoning Administrator
	1.2. Schedule site inspection for verification		2 Minutes	Zoning Personnel
	1.3. Prepare order of payment fees		2 Minutes	
Pay applicable fees and claim official receipt at Cashier Payment Window, OBO Permit Division				
2. Present and claim Zoning decision	5. Prepare and release Zoning decision	None	5 Minutes	Zoning Personnel
3. Sign logbook for acknowledgment	6. Record transaction in the logbook		2 Minutes	
TOTAL			1 day and 16 minutes	
Note: 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 hour	Zoning Administrator
	1.1. Schedule Site Inspection			
	1.2. Conduct on-site inspection and take pictures		14 days	Zoning Inspector



	1.3. Submits inspected business (daily)		15 Minutes	Zoning Inspector
	1.4. Receives submitted inspected business		2 Minutes	Zoning Personnel
	1.5. Prepare report of summary inspected business (weekly)		45 Minutes	Zoning Personnel
	1.6. Receives report and update record of new business in the BPLS		45 Minutes	Zoning Administrator
	1.7. Endorse copy of report to BPLO and OBO		5 Minutes	
TOTAL		None	14 days, 2 hours and 52 minutes	

Note: 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		2 Minutes	Zoning Personnel



	1.1. Evaluate/check conforming land use		3 Minutes	
	1.2. Endorse application to office head if not conforming		2 Minutes	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 Adjustment and Appeals (LZBA) (Mitigating Devices)		8 Minutes	
2. Claim order of payment	2. Prepare order of payment fees (Filing Fees)		2 Minutes	Zoning Administrator and TWG/CPDO Zoning Administrator and TWG/CPDO
Pay applicable fees and claim official receipt at Cashier Payment Window				
5. Present and Submit official receipt	5. Accept official receipt		2 Minutes	Zoning Administrator and TWG/CPDO
	5.1. Schedule site inspection		As scheduled	
6. Claim Decision on Zoning (Denied)	6. Issue decision on zoning		2 Minutes	Zoning Personnel
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	Zoning Personnel
	Schedule site inspection		3 Minutes	
	Conduct site inspection and verification		5 days	Zoning Inspector
	Submit report of inspection		30 Minutes	
	Prepares report of site inspection to be submitted to CSWDO		45 Minutes	
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	Automatically computed by the system, summary of amount due will be shown before checkout



on the delivery location and on the delivery option chosen.				
3. The requestor will pay a 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			Receiving Officer



	Delivery Option and Payment Channel.			
<p>Note: Certification fee = Php50.00per Title</p> <p>Processed in the Payment option and Channel chosen. Proceed to the Office of the City Treasurer, for verification of payment made online. Request for issuance of Official Receipt, if needed.</p>				
	5.Preparation of requested document 5.1Printing 5.2 Review and approval of the Certification		5minutes	Zoning Administrator / Zoning Personnel
	6. Transmittal of records for delivery to Online Dispatch Unit		5 minutes	Receiving Officer
	7. Releasing of the request			ICTO – Dispatch Unit
TOTAL				

9. Locational Clearance for Fencing Permit

A locational clearance is required before construction work for fencing can

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



Note: After the OBO sorter have evaluated the application forms and requirements, and the CTO staff verified the property is updated on land tax payment, the client may now proceed to the CZO.				
1. Present application form	1.The CZO shall evaluate and check conformity with the provision set on the Valenzuela City Zoning Ordinance regarding fencing height.	None	15 minutes	Zoning Evaluator
	1.1 The CZO upon evaluation will encode data on the system together with the required filling fee and print out the Zoning Decision for fencing.		5 Minutes	Zoning Evaluator
	1.4 The Zoning Administrator will sign the Zoning Decision and plan	None	5 Minutes	Zoning Administrator
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 Filing Fee =P50.00 (to be included on order of payment/assessment by OBO)				
TOTAL			25 minutes	

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 fencing permit
CHECKLIST OF REQUIREMENTS	
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
Note: After the OBO sorter have evaluated the completeness of the submitted requirements, the Client may now proceed to the CZO.				
1. Present application form	1. The CZO will check, evaluate the application, and encode in the system the required filing fee and processing fee and print out the Zoning Decision for sign permit		15 minutes	Zoning Evaluator
	1.1 The Zoning Administrator will sign the plan and Zoning Decision for sign permit	None	5 minutes	Zoning Administrator
The application will be 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.				
TOTAL			30 minutes	

Note:

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

Filing Fee = ₱5.00 (to be included on order of payment/assessment by OBO)

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	Office of the Building Official



Clearance				
2. Certified True Copy of Title				
3. Lot Plan				
4. Topographic Map				
5. Site Grading Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: After the OBO sorter have evaluated the completeness of the submitted requirements, the Client may now proceed to the CZO.				
1. Present application form	1. 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	Zoning Evaluator
	1.1 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.		5 Minutes	Zoning Evaluator
	1.2 The Zoning Administrator will sign the Zoning Decision and plan for Ground Preparation	None	5 Minutes	Zoning Administrator
The 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			35 Minutes	

Note:

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

Filing Fee = ₱50.00 (to be included on order of payment/assessment by OBO)



12. Locational Clearance for Occupancy Permit

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:	Zoning Office
Classification:	Simple
Type of Transaction:	G2C, G2B
Who may avail:	Property owners' occupancy permit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Four (4) copies of properly filled-up Unified Application Form for Certificate of Office of the Building Official (OBO), Private Professionals Occupancy and Fire Safety Inspection Certificate	Office of the Building Official
- 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 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	
- 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	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: after the OBO sorters have reviewed the completeness of the submitted documents, the client will be provided with stub (with barcode), and the CTO have received and checked the updated payment of Real Property Tax (RPT) through the Tax Clearance and the Tax Declaration, the client may now proceed to the CZO.				
1. Present the application form, and the necessary requirements.	1. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None	3 Minutes	Zoning Evaluator
	1.1 The CZO shall evaluate or check conformity to land use whenever there are alterations or modifications in approved plans and compute area as per plans submitted.	None	15 Minutes	Zoning Evaluator
	1.2. The CZO shall verify and check area computation if any on approved submitted plans.	None	5 Minutes	Zoning Administrator
	1.3. The CZO shall encode the data for the Order of Payment of fees.	None	5 Minutes	Zoning Evaluator
Note: The application shall be endorse to the The Bureau of Fire Protection (BFP) inspect the structure and determine compliance with the requirements of Fire Code,				



and to the Office of the Building Official (OBO) to check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements.			
TOTAL	None	28 minutes	
NOTE 2: <ol style="list-style-type: none"> A surcharge of 100% shall be imposed and collected from any person who shall construct, repair (buildings), install (Electro-mechanical equipment), alter or cause any change in the use or occupancy of any building or parts thereof or appurtenances thereto without any permit. (Section 212.C.i of the IRR of National Building Code of the Philippines/PD 1096) Order of Payment shall be based on the schedule of fees prescribed by the DPWH, Annex "A" of NBCDO Memorandum Circular No. 03, Series of 2016 (New Schedule of Fees and Other Charges of the Revised (IRR) of the National Building Code of the Philippines (PD 1096), Schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code. 			

13. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	Administrative Division and Public Assistance and Complaints Desk (PACD)
You may Email at vccart.hrmo@gm	1.1 Endorse to Department Head.			



ail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.2 Inquiry to concerned processor or frontliner.	None	2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.3 For reply, if necessary.			<i>Concerned personnel or Processed Owner</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Administrative Division personnel</i>
	1.5 Reply Letter			<i>Department Head and/or Authorized Representative</i>
2. Receives the reply.	2. Releasing of Reply.			<i>Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

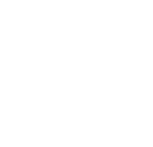
14. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	



You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.1 Record in logbook.	None	5 minutes	<i>HRMO Personnel / Administrative and Records Division</i>
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.







FINANCE OFFICES

CITY ASSESSOR'S OFFICE

EXTERNAL SERVICES



1. TRANSFER OF OWNERSHIP OF REAL PROPERTY IN THE TAX DECLARATION

To accommodate the requests of property owners who shall transfer real property and/or update ownership made in the title and/or approved survey 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
1. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office
2. Certified True Copy ___ Transfer Certificate of Title (TCT) ___ Condominium Certificate of Title (CCT). ___ Previous titles required for verification and continuity. <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		Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA) Geodetic Engineer
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. <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 owner/s. b. In case the owner's copy of the Deed of Conveyance is no longer available, please submit:		Notary Public or file copy submitted to the Registry of Deeds



<ul 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 (from declarant's name reflected in the Tax Declaration to current)</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> <ul style="list-style-type: none"> a. In case the owner's and RD's copy of the CAR is no longer available, please submit: <ul style="list-style-type: none"> i. Certification of No Record from concerned Registry of Deeds; and ii. Certification of payment or exemption from BIR 	BIR or file copy submitted to the Registry of Deeds
<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> <ul 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: <ul 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 	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.</p>	Property owner
<p>7. Official Receipt for</p> <ul style="list-style-type: none"> a. Processing Fee = PHP100.00 per property and/or b. Payment of Penalty Fee = PHP 2,000.00 per property for late 	<p>Property owner to the Office of the City Treasurer</p> <p>Order of Payment with the Office of the City Assessor</p>



declaration if request is made 60 days from Registration with the Registry of Deeds	
<i>In case of untitled real property, machinery, building, improvement and other improvements</i>	
Certified true copy of requirements from Nos. 3 as 5 duly received by Registry of Deeds	Registry of Deeds (as proof of Registration with the RD)
<i>Additional Requirements, if transacted by an authorized representative:</i>	
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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
Only property owners 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 person to transact to the office. b. Government issued ID of the Corporate Secretary 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	Property Owner or Notary Public, if contracts or affidavits from lot owner



Mortgage <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				
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 the completeness of submitted documentary requirements If email request, for email Reply		3 minutes	Receiving Officers 1, 2, 3 & 4
2. Payment If email Submission of documentary requirements, present requirements to the frontliner	2. Preparing and issuance of the Order of Payment	Processing Fee = P100.00	3 minutes	
	3. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, if any	% Office of the City Treasurer	Cashier
	4. Processing of the request for Appraisal and Assessment based on Transfer		15 – 20 minutes, per property	The officer who received the documentary requirements is the same officers to process
	4.1. Prepare Field Appraisal and Assessment Sheet (FAAS) 4.2. Prepare Notice of Assessment (NoA)			



	and Tax Declaration (TD)			the request
	4.3. Review and approval of the NoA and TD			Department Head or Authorized Representative
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	The receiving officers are the same frontliners who will release the request
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	23-28minutes per property	

Restrictions:

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 multiple transactions more than twenty (20) real property units.
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST)



- deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
 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.

2. SUBDIVISION AND/OR CONSOLIDATION OF REAL PROPERTY IN THE TAX DECLARATION

To accommodate the requests 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		
Classification:	Simple or 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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Certified True Copy of ____ Transfer Certificate of Title (TCT) and/or ____ Lot Technical Description, in case of untitled land and ____ Previous titles required for verification and continuity		Registry of Deeds 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		Notary Public or file copy submitted to the Registry of Deeds Geodetic Engineer	
4. Photocopy of government issued ID of		Property owner	



owner or corporate secretary, in case of corporation.	
5. Official Receipt for a. Processing Fee = PHP100.00 per property and/or b. Payment of Penalty Fee = PHP2,000.00 per property i. Late declaration if request is made 60 days from registration with the Registry of Deeds ii. 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
<i>In case of untitled real property, machinery, building, improvement and other improvements</i>	
Certified true copy of requirements from Nos. 2 and 3 duly received by Registry of Deeds	Registry of Deeds (as proof of Registration with the RD)
<i>Additional Requirements, if transacted by an authorized representative:</i>	
6. Photocopy of government issued ID of representative (and present original)	Authorized Representative
7. 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
<i>If with Transfer</i>	
Include documentary requirements from transfer 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 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
Only property owners can transact with the office	Property Owner or Notary Public, if contracts or affidavits from lot owner

If the lot owner is not the owner of the machinery, building, improvement, and other structures.

In case of corporation, including Homeowners Association:

- Secretary Certificate authorizing the person to transact to the office.
- Government issued ID of the Corporate Secretary

In case of banks:

- 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

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	1. Receiving and checking the completeness of submitted documentary requirements		3 minutes	Receiving Officers 1, 2, 3 & 4
OR				
Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	If email request, for email Reply If with verification of building, structure and other improvements, for tax mapping		Next to 5 working days	Appraisal or Tax Mapping Division
2. Payment	2. Preparing and	Processing	3 minutes	



If email Submission of documentary requirements, present requirements to the frontliner	issuance of the Order of Payment	Fee = P100.00		
	3. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, if any	% Office of the <i>City Treasurer</i>	Cashier
	4. Processing of the request for Appraisal and Assessment based on Subdivision and/or Consolidation		15 – 20 minutes, per property	The officer who received the documentary requirements is the same officers to process the request
	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			Department Head or Authorized Representative
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	The receiving officers are the same frontliners who will release the request
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	23-28 minutes per property 3 – 7 working days, if not vacant Tax	



		Mapping can also be done after releasing	
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Restrictions:

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 multiple transactions more than twenty (20) real property units.
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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 the requests of the claimant of untitled land for the first time

Office or Division:	Office of the City Assessor – Tax Mapping Division or Assessors Information System
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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable from the website or from the office
2. Duly accomplished Notarized Sworn Statement of True Value of Real Property	Notary Public Property Owner Form is downloadable from the website or from the office
3. Certification 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	Notary Public or file copy submitted to the Registry of Deeds Geodetic Engineer
5. Two (2) Sworn Affidavit that the declarant is the present possessor and occupant of the land	Two (2) disinterested persons owning properties within the adjacent lot, if the latter is vacant, 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 possessor and occupant of the land within the period mandated by law	Property Owner Notary Public
8. Lot Data Computation	DENR
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
10. Official Receipt for a. Processing Fee = PHP100.00 per property and b. Payment of Penalty Fee = PHP2,000.00 per property i. Late declaration if request is made 60 days from registration with the Registry of Deeds Per discovery of undeclared real property	Property owner to the Office of the City Treasurer Order of Payment with the Office of the City Assessor



by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)	
<i>Additional Requirements, if transacted by an authorized representative:</i>	
11. Photocopy of government issued ID of representative (and present original)	Authorized Representative
12. 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
<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> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office. Government issued ID of the Corporate Secretary <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</p>	Property Owner or Notary Public, if contracts or affidavits from lot owner



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 the completeness of submitted documentary requirements		3 minutes	Receiving Officers 1, 2, 3 & 4
	If email request, for email Reply		3 – 7 working days	Tax Mapping, Assessor Information System, Administrative – Records Divisions
	2. Research and verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll, and other documented information			
	3. Processing of the request for Appraisal and Assessment or Denial of Request			
	3.1. Ocular Inspection, if necessary			
	3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	3.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.3. Review and approval of the NoA and TD			Department Head or Authorized



	or Reply Letter, in case of denial			Representative
	3.4. Preparation of Order of Payment	Processing Fee = P100.00		Receiving Officers 1, 2, 3 & 4
2. Return to the office six (6) working days after submission of request for processing of payment or on the fifteenth (15 th) working days, if there are further concerns, or from notice by the office If email, submission of documentary requirements to the frontliners	4. Issuance of Order of Payment	Penalty = P2,000.00, if any	2 minutes	
	5. Receiving of payment and issuance of Official receipt		% Office of the <i>City Treasurer</i>	Cashier
3. Receiving of the NoA and owner's copy of TD or Receiving Reply Letter	6. Releasing of the NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL		PHP 100 per property ; Penalty of PHP 2,000 per property, if any	5 – 7 working days 7 – 15 working days, if with Tax Mapping	
Restrictions: 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 multiple transactions more than three (3) real property units, and with declaration of building and other improvement 2. The peak seasons for processing Business Permits and Licenses and paying				



Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization	
3.	If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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.

4. DECLARATION OF TITLED LAND FOR THE FIRST TIME

To accommodate the requests of the claimant or property owner of titled land for the first time, in which case processing the mandate pursuant to undeclared property of untitled land, original certificate of title and other previous titles for verification and continuity, including the documentation that were used for processing.

Office or Division:	Office of the City Assessor – Tax Mapping Division or Assessors Information System	
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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office
2. Duly accomplished Notarized Sworn Statement of True Value of Real Property		Notary Public Property Owner Form is downloadable from the website or from the office
3. Certified True Copy of Title ___ Free Patent ___ Original Certificate of Title (OCT) ___ Transfer Certificate of Title (TCT) of the current title and		Registry of Deeds (RoD) Valenzuela and/or Caloocan and Bulacan, depending on the date of registration



___ Previous titles required for verification and continuity	
4. Certified True Copy of Approved Survey Plan <i>Note: 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</i>	Notary Public or file copy submitted to the Registry of Deeds Geodetic Engineer
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
6. Official Receipt for a. Processing Fee = PHP100.00 per property and b. Payment of Penalty Fee = PHP2,000.00 per property i. Late declaration if request is made 60 days from registration with the Registry of Deeds ii. 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
<i>If no declaration of untitled land in the Assessment Roll</i>	
Process first the declaration for untitled land	Property Owner
<i>If with previous title</i>	
Certified True Copy of History of each previous title (from OCT or Free Patent to current title), including documentary requirements used to process transfer of title <i>Note: 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</i>	RoD of Valenzuela, Caloocan and Bulacan, or file copies submitted to the Registry of Deeds Certification and /or Payment of necessary taxes from BIR and Office of the City Treasurer
Lot Data Computation	Department of Environment and Natural Resources (DENR)
<i>Additional Requirements, if transacted by an authorized representative:</i>	
7. Photocopy of government issued ID of representative (and present original)	Authorized Representative
8. Notarized Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the	Property Owner



person authorizing must be the same in the ID of person authorizing)				
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 upon release of the Notice of Assessment and Tax Declaration.		Property owner or administrator or authorize representative		
Only property owners 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. SecretaryCertificateauthorizing the person to transact to the office. b. Government issued ID of the Corporate Secretary 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 <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		Property Owner or Notary Public, if contracts or affidavits from lot owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR	1. Receiving and checking the completeness of submitted		3 minutes	Receiving Officers 1, 2, 3 & 4



<p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements.</p> <p>A communication will be received for processing of payment</p>	documentary requirements			
	If email request, for email Reply			
	2. Research and verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll, and other documented information		3 – 7 working days	Tax Mapping, Assessor Information System, Administrative – Records Divisions
	3. Processing of the request for Appraisal and Assessment or Denial of Request			
	3.1. Ocular Inspection, if necessary		3 – 7 working days	Appraisal or Tax Mapping Division
	3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)		3 – 7 working days	
	3.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.3. Review and approval of the NoA and TD or Reply Letter, in case of denial			Department Head or Authorized Representative
	3.4. Preparation of Order of Payment	Processing Fee = P100.00		Receiving Officers 1, 2, 3 & 4
2. Return to the office six (6) working days after submission of request for processing of payment or on the fifteenth (15 th) working days, if there are	4. Issuance of Order of Payment	Penalty = P2,000.00, if any	2 minutes	
	5. Receiving of		% Office of	Cashier



further concerns, or from notice by the office If email, submission of documentary requirements to the frontliners	payment and issuance of Official receipt		the <i>City Treasurer</i>	
3. Receiving of the NoA and owner's copy of TD or Receiving Reply Letter	6. Releasing of the NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	5 – 10 working days 5 – 14 working days, if with Tax Mapping	

Restrictions:

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 multiple transactions more than three (3) real property units, and with declaration of building and other improvement
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time



depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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 the requests of the property owner or developer of condominium unit for the first time, the declaration of the main building where the units or improvements are located is required. Property owners need to present titles for verification and continuity.

Office or Division:	Office of the City Assessor – Appraisal and Assessment or Tax Mapping and Assessors Information System		
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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Duly accomplished Notarized Sworn Statement of True Value of Real Property, for undeclared real property		Notary Public Property Owner Form is downloadable from the website or from the office	
3. Certified true copy of title ___ Condominium Certificate of Title (CCT) ___ Original or Transfer Certificate of Title (O/TCT) where the registration of condominium was made and ___ Previous titles required for verification and continuity		Registry of Deeds (RoD) Valenzuela and/or Caloocan and Bulacan, depending on the date of registration	
4. Certified true copy of documents to determine where the building and units are located		Registry of Deeds (RoD) Valenzuela and/or Caloocan and Bulacan, depending on the date of registration	
5. Declaration of building where the units are located		Property Owner	
6. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.		Property owner	
7. Official Receipt for		Property owner to the Office of the City	



<p>a. Processing Fee = PHP100.00 per property and</p> <p>b. Payment of Penalty Fee = PHP2,000.00 per property</p> <ul style="list-style-type: none"> i. Late declaration if request is made 60 days from registration with the Registry of Deeds ii. Per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first) 	<p>Treasurer</p> <p>Order of Payment with the Office of the City Assessor</p>
<i>If no declaration building where the improvement or units are located</i>	
Declaration of Building where the improvement or units are located	<p>Property Owner</p> <p>In the absence of declaration, proceed to processing of Declaration for Appraisal and Assessment of Real Property</p>
<i>If with previous CCT</i>	
<p>Certified True Copy of History of each previous title/s for verification and continuity, including the documentary requirements for processing of transfer</p> <p><i>Note:</i> 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</p>	<p>RoD of Valenzuela, Caloocan and Bulacan, or file copies submitted to the Registry of Deeds</p> <p>Certification and /or Payment of necessary taxes from BIR and Office of the City Treasurer</p>
Lot Data Computation	Department of Environment and Natural Resources (DENR)
<i>Additional Requirements, if transacted by an authorized representative:</i>	
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	Property owner or administrator or authorize representative



<p>Certified True Copy of the document/s and the Receiving Officer will return the original certified upon release of the Notice of Assessment and Tax Declaration.</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> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office. Government issued ID of the Corporate Secretary <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>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>OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will</p>	<p>1. Receiving and checking the completeness of submitted documentary requirements</p>		3 minutes	Receiving Officers 1, 2, 3 & 4
	<p>If email request, for email Reply</p> <p>2. Research and verification</p>		3 – 5 working	Tax Mapping, Assessor



be received for processing of payment	if the property is undeclared in the Assessment Roll, Tax Map Control Roll, and other documented information		days	Information System, Administrative – Records Divisions
	3. Processing of the request for Appraisal and Assessment or Denial of Request			
	3.1. Ocular Inspection, if necessary			Appraisal or Tax Mapping Division
	3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	3.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.3. Review and approval of the NoA and TD or Reply Letter, in case of denial			Department Head or Authorized Representative
	3.4. Preparation of Order of Payment	Processing Fee = P100.00		Receiving Officers 1, 2, 3 & 4
2. Return to the office six (6) working days after submission of request for processing of payment or on the fifteenth (15 th) working days, if there are further concerns, or from notice by the office	4. Issuance of Order of Payment	Penalty = P2,000.00, if any	2 minutes	
	5. Receiving of payment and issuance of Official receipt		% Office of the City Treasurer	Cashier



If email, submission of documentary requirements to the frontliners				
3. Receiving of the NoA and owner's copy of TD or Receiving Reply Letter	6. Releasing of the NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	5 – 7 working days	

Restrictions:

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 multiple transactions more than three (3) real property units, and with declaration of building and other improvement
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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.



6. APPRAISAL AND ASSESSMENT OF REAL PROPERTY (DECLARATION 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 in the Assessment Roll (land, machinery, building, improvement, and other structure), whether taxable or exempt, providing therein the name of the owner and/or administrator, if known, or against an unknown owner, as the case may be, and the assessment thereof for purposes of real property taxation

Office or Division:	Office of the City Assessor – Appraisal and Assessment or Tax Mapping 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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address	Property Owner Form is downloadable from the website or from the office
2. Duly accomplished Notarized Sworn Statement of True Value of Real Property	Notary Public Property Owner Form is downloadable from the website or from the office
3. Photocopy of Building / Construction Permit and Occupancy Permit	
4. Proof of ownership, if lot owner is not the owner of the machinery, building, improvement and other structures being declared <i>Note:</i> Only property owner can transact with the office. However, if the owner of the declarations is not the lot owner where it is located, the owner of the land can transact	Property Owner
5. For building, structure and other improvement: Floor Plan or Approved Building Plan showing the Perspective and Floor Plan, clear measurement in square meter (sq.m.) For machinery: Proof of purchase and installation	Property Owner Office of the Building Official (OBO)



6. FOR RESIDENTIAL ONLY, In case of absence of requirement No. 3, Certification from Barangay stating the period or year when the building, improvement, or structure was built. If there is issue in getting Barangay Certificate, kindly proceed to the office and this will be taken note in the Request Form	Barangay Hall, where the property is located
7. Current colored photos – frontage and façade showing the full view of the property	Property Owner
8. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
9. Official Receipt for a. Processing Fee = PHP100.00 per property and b. Payment of Penalty Fee = PHP2,000.00 per property i. Late declaration if request is made 60 days from registration with the Registry of Deeds ii. 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
<i>Additional Requirements, if transacted by an authorized representative:</i>	
10. Photocopy of government issued ID of representative (and present original)	Authorized Representative
11. 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
Only property owners can transact with the office	Property Owner or Notary Public, if contracts or affidavits from lot

<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 transact to the office.</p> <p>b. Government issued ID of the Corporate Secretary</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>		owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERS ON RESPONSIBLE
<p>1. Submit documentary requirements</p> <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>	<p>1. Receiving and checking the completeness of submitted documentary requirements If email request, for email Reply</p>		<p>10 minutes per property</p>	<p>Receiving Officers 1 & 2</p>
	<p>2. Processing of request for appraisal and assessment</p>		<p>Within the day until the next working day</p>	
	<p>2.1. Log of the request made</p>			



	2.2. Endorsement to an appraiser			
	2.3. Review of submitted documentary requirements and preparation of ocular inspection, if necessary		Within 5 working days	Apprai sal or Tax Mappi ng Divisio n
	2.4. Ocular inspection, if necessary			
	2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			Encod er 1 & 2
	2.7. Review and approval of the NoA and TD or Reply Letter, in case of denial			Depar tment Head or Author ized Repre sentati ve
	2.8. Preparation of Order of Payment	Processin g Fee = P100.00		Recei ving Officer s 1 &



2. Return to the office six (6) working days after submission of request for processing of payment, or from notice by the office If email, submission of documentary requirements to the frontliners	3. Issuance of Order of Payment	Penalty = P2,000.00 , if any	2 minutes	2
	4. Receiving of payment and issuance of Official receipt		% Office of the City Treasurer	Cashier
3. Receiving of the NoA and owner's copy of TD or Receiving Reply Letter	5. Releasing of the NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	5 – 10 working days	
<i>If unsatisfied with the assessment</i>				
Notice to the Office of the City Assessor by submitting a Letter Request or Fill up Request Form	Receiving of Request			Receiving Officer 1 & 2
<i>If there is an inaction by the Office of the City Assessor or with reply of denial of reassessment within sixty (60) days from Notice of Assessment</i>				
Payment under protest	Receiving of Payment under Protest	Real Property Tax Due with Payment Under Protest	% Office of the City Treasurer	% Office of the City Treasurer



Payment of Fees for LBAA	Order of Payment Receiving of Fees	% Office of the City Treasurer	% City Legal Office and Office of the City Treasurer	Order of Payment – City Legal Office Payment – Cashier, Office of the City Treasurer
Filing of Verified Petition	Receiving of Fees Receiving of Petition		% City Legal Office	% City Legal Office

Restrictions:

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 – Table assessment, and accommodation thereof due to urgency of the request. Provided, all documentary requirements from Office of the Building Official (OBO) are complete
 - b. Complex – Involves resulting two to three (2-3) real property unit transactions. If complete documentary requirements were endorsed by the OBO or property owner submitted the records thereof and there is no conflict from the records of the office
 - c. Highly Technical – Involves multiple transactions more than three (3) real property units
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners



- should wait for email before going to the office
5. The process of appeal to the Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office
 6. 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.

7. OBJECTION ON THE ASSESSMENT FOR THE DISCOVERIES MADE BY THE OFFICE OF THE CITY ASSESSOR

This is in consideration of the assessments made by the office, based on the authority to declare Real Property, wherein it utilizes the automation process for Discovery and Tax Mapping by utilizing GIS data, other documented information and the endorsement for appraisal by other concerned offices, particularly when there are cases of failure of real property owner to comply with 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. The office will either cancel and/or issue new assessment to reflect the actual assessment or make a reply if assessment made was done accordingly based on the ocular inspection of the subject property.

Office or Division:	Office of the City Assessor – Appraisal and Assessment or Tax Mapping 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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Duly accomplished Notarized Sworn Statement of True Value of Real Property		Notary Public Property Owner Form is downloadable from the website or from the office	
3. Photocopy of Building / Construction Permit and Occupancy Permit			
4. Proof of ownership, if lot owner is not the owner of the machinery, building, improvement and other structures being declared		Property Owner	



<i>Note:</i> Only property owner can transact with the office. However, if the owner of the declarations is not the lot owner where it is located, the owner of the land can transact	
5. For building, structure and other improvement: Floor Plan or Approved Building Plan showing the Perspective and Floor Plan, clear measurement in square meter (sq.m.) For machinery: Proof of purchase and installation	Property Owner Office of the Building Official (OBO)
6. FOR RESIDENTIAL ONLY, In case of absence of requirement No. 3, Certification from Barangay stating the period or year when the building, improvement, or structure was built. If there is issue in getting Barangay Certificate, kindly proceed to the office and this will be taken note in the Request Form	Barangay Hall, where the property is located
7. Current colored photos – frontage and façade showing the full view of the property	Property Owner
8. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
9. Official Receipt for a. Processing Fee = PHP100.00 per property and b. Payment of Penalty Fee = PHP2,000.00 per property i. Late declaration if request is made 60 days from registration with the Registry of Deeds ii. 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
<i>Additional Requirements, if transacted by an authorized representative:</i>	
10. Photocopy of government issued ID of representative (and present original)	Authorized Representative
11. 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		
<p>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 upon release of the Notice of Assessment and Tax Declaration.</p>		Property owner or administrator or authorize representative		
<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> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office. Government issued ID of the Corporate Secretary <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>		Property Owner or Notary Public, if contracts or affidavits from lot owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Table Assessment, Operation using the GIS data area or other documented information in the office or			Receiving Officers, for receiving if with endorsement



	from other concerned offices			nt
	2. Processing of the Appraisal and Assessment			Tax Mapping or Appraisal Division
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	3. Receiving and checking the completeness of submitted documentary requirements If email request, for email Reply		10 minutes per property	Receiving Office rs 1 & 2
	4. Processing of request for appraisal and assessment		Within the day until the next working day	
	4.1. Log of the request made			
	4.2. Endorsement to an appraiser			
	4.3. Review of submitted documentary requirements and preparation of ocular inspection, if necessary		Within 5 working days	Appraisal or Tax Mapping Division
	4.4. Ocular inspection, if necessary			
	4.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	4.6. Prepare Notice of			Encoder 1



	Assessment (NoA) and Tax Declaration (TD)			& 2
	4.7. Review and approval of the NoA and TD or Reply Letter, in case of denial			Department Head or Authorized Representative
	4.8. Preparation of Order of Payment			Receiving Officers 1 & 2
2. Return to the office six (6) working days after submission of request for processing of payment, or from notice by the office	5. Issuance of Order of Payment	Penalty = P2,000.00, if any	2 minutes	
If email, submission of documentary requirements to the frontliners	6. Receiving of payment and issuance of Official receipt		% Office of the City Treasurer	Cashier
3. Receiving of the updated NoA and owner's copy of TD or Receiving Reply Letter	7. Releasing of the updated NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any	5 – 10 working days	
<i>If unsatisfied with the assessment</i>				



Notice to the Office of the City Assessor by submitting a Letter Request or Fill up Request Form	Receiving of Request			Receiving Office r 1 & 2
<i>If there is an inaction by the Office of the City Assessor or with reply of denial of reassessment within sixty (60) days from Notice of Assessment</i>				
Payment under protest	Receiving of Payment under Protes	Real Property Tax Due with Payment Under Protest	% Office of the City Treasurer	% Office of the City Treasurer
Payment of Fees for LBAA	Order of Payment Receiving of Fees	% Office of the City Treasurer	% City Legal Office and Office of the City Treasurer	Order of Payment – City Legal Office Payment – Cashier, Office of the City Treasurer
Filing of Verified Petition	Receiving of Fees Receiving of Petition		% City Legal Office	% City Legal Office
<p>Restrictions:</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> Simple – Table assessment, and accommodation thereof due to urgency of the request. Provided, all documentary requirements from Office of the Building Official (OBO) are complete Complex – Involves resulting two to three (2-3) real property unit transactions. If complete documentary requirements were endorsed by the OBO or property owner submitted the records thereof and there is no conflict from the records of the office Highly Technical – Involves multiple transactions more than three (3) real 				



property units
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
5. The process of appeal to the Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office
6. 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.

8. REQUEST FOR EXEMPTION FROM REAL PROPERTY TAXATION

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

Office or Division:	Office of the City Assessor – Appraisal and Assessment or Tax Mapping Division		
Classification:	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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Current colored photos – frontage and façade showing the full view of the property		Property Owner	
3. Documentary Evidence to Support Claim of Exemption ___ Deed of Conveyance in favor the Government Writ of Possession		Requestor or Property Owner	



<p>___ Other, please specify in the Application Form</p>	
<p>4. Proof of Ownership, Authority and Beneficial Use If lot owner is not the owner of the machinery, building, improvement and other structures being declared</p> <p><i>Note: Only property owner can transact with the office. However, if the owner of the declarations is not the lot owner where it is located, the owner of the land can transact</i></p>	<p>Property Owner Notary Public Contracts</p>
<p>5. Requirements pursuant to Sec 206, Local Government Code, R.A. 7160</p> <p>___ Corporate Charters ___ Articles of Incorporation ___ By-Laws ___ Contract ___ Affidavits ___ Certifications ___ Mortgage of Deeds ___ other similar documents</p>	<p>Requestor Property Owner Government Agency regulating the operation</p>
<p>6. Other documentary evidence to support claim for exemption, which is a government issued and/or duly notarized documentation, as the case may be</p>	<p>Requestor Property Owner Government Agency regulating the operation</p>
<p>7. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.</p>	<p>Property owner</p>
<p><i>Additional Requirements, if transacted by an authorized representative:</i></p>	
<p>8. Photocopy of government issued ID of representative (and present original)</p>	<p>Authorized Representative</p>
<p>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)</p>	<p>Property Owner</p>
<p>Reminders:</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>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 upon release of the Notice of Assessment and Tax Declaration.</p>	<p>Property owner or administrator or authorize representative</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 transact to the office. Government issued ID of the Corporate Secretary</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>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>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>	1. Receiving and checking the completeness of submitted documentary requirements		10 minutes per property	Receiving Officers 1 & 2
	If email request, for email Reply			
	2. Processing of request for exemption		Within 15 to 19 working day from receipt	Department Head and Administrative Division – Records
	2.1. Log of the request made			
	2.2. Scanning or photocopy of request and attachment/s			
	2.3. Review of request and for endorsement for ocular inspection			



	2.4. Review of submitted documentary requirements and preparation of ocular inspection, if necessary			Appraisal or Tax Mapping Division
	2.5. Ocular inspection, if necessary			
	3. Endorsement to City Legal of the request for exemption and findings, if necessary			Department Head and Administrative Division – Records
	4. Review of findings of City Legal and Processing of Assessment			Department Head
	4.1. Prepare Field Appraisal and Assessment Sheet (FAAS), if necessary			Appraisal or Tax Mapping Division
	4.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			Encoder 1 & 2
	4.3. Review and approval of the NoA and TD or Reply Letter, in case of denial			Department Head or Authorized Representative
2. Return to the office nineteen (19) working days after submission of request receiving of Notice and / or copy of TD	5. Releasing of the updated NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records



If email, submission of documentary requirements to the frontliners				
or				
Receiving Reply Letter				
TOTAL			20 working days	
<i>If unsatisfied with the assessment</i>				
Notice to the Office of the City Assessor by submitting a Letter Request or Fill up Request Form	Receiving of Request			Receiving Officer 1 & 2
<i>If there is an inaction by the Office of the City Assessor or with reply of denial of reassessment within sixty (60) days from Notice of Assessment</i>				
Payment under protest	Receiving of Payment under Protes	Real Property Tax Due with Payment Under Protest	% Office of the City Treasurer	% Office of the City Treasurer
Payment of Fees for LBAA	Order of Payment Receiving of Fees	% Office of the City Treasurer	% City Legal Office and Office of the City Treasurer	Order of Payment – City Legal Office Payment – Cashier, Office of the City Treasurer
Filing of Verified Petition	Receiving of Fees Receiving of Petition		% City Legal Office	% City Legal Office
Restrictions: <ol style="list-style-type: none"> 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 processing time. 3. 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. 4. The peak seasons for processing Business Permits and Licenses and paying Real 				



Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization

5. If a request needs to be elevated to another office or department, a reply 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
6. The process of appeal to the Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office
7. 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.

9. CANCELLATION OF DECLARATION (TOTAL DEMOLITION AND/OR CESSATION OR RETIREMENT OF MACHINERY OPERATION)

To accommodate with the compliance and update duty of the person with real property or updates 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), whether taxable or exempt, and the assessed value of the property for purpose of real property taxation to be used in updating the Assessment Roll.

Office or Division:	Office of the City Assessor – Appraisal and Assessment or Tax Mapping 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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Proof of Cancellation ___ Demolition Permit ___ Certification from BFP, indicating therein the date of the incident, among others, if razed or destroyed by fire ___ Retirement of Business, in case of machinery		Property Owner Office of the Building Official (OBO) Bureau of Fire Protection, Valenzuela City Office of the City Treasurer	
3. Real Property Tax (RPT) must be		Office of the City Treasurer	



currently paid at the time of request. No delinquency.	
4. Current colored photos – frontage and façade showing the full view of the property	Property Owner
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.	Property owner
<i>Additional Requirements, if transacted by an authorized representative:</i>	
6. Photocopy of government issued ID of representative (and present original)	Authorized Representative
7. 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
<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> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office. Government issued ID of the Corporate Secretary <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 	Property Owner or Notary Public, if contracts or affidavits from lot owner

<p>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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p>OR</p> <p>Email your request at assessors.valcity@gmail.com and attach the documentary requirements.</p> <p>A communication will be received for processing of payment</p>	1. Receiving and checking the completeness of submitted documentary requirements		10 minutes per property	Receiving Officers 1 & 2
	If email request, for email Reply			
	2. Processing of request for appraisal and assessment		Within the day until the next working day	Appraisal or Tax Mapping Division
	2.1. Log of the request made			
	2.2. Endorsement to an appraiser			
	2.3. Review of submitted documentary requirements and preparation of ocular inspection, if necessary		Within 5 working days	
	2.4. Ocular inspection, if			



	necessary			
	2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6. Prepare Notice and/or Tax Declaration (TD)			Encoder 1 & 2
	2.7. Review and approval of the NoA and TD Or Reply Letter, in case of denial			Department Head or Authorized Representative
2. Return to the office six (6) working days after submission of request receiving of Notice and / or copy of TD If email, submission of documentary requirements to the frontliners or Receiving Reply Letter	3. Releasing of the NoA and owner's copy of TD		2 minutes per property	Releasing Officer from Administrative Division – Records
TOTAL			6 – 7 working days	
Restrictions: 1. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization 2. If a request needs to be elevated to another office or department, a reply 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
3. For email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
 4. If there will be an appeal, the process to the Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office
 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.

10. CORRECTION OF ENTRIES

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 such as change of name and those 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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office	
2. Documented Information to support claim of correction Certified True Copy ___ Title (OCT, TCT or CCT) ___ Previous titles required for verification and continuity ___ If property is untitled, Approved Survey Plan and Lot Data Computation, if detailed technical description is essential <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		Property Owner Registry of Deeds (RoD) Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA) Geodetic Engineer	
3. Photocopy of government issued ID of owner or corporate secretary, in case of		Property owner	



corporation.	
4. Official Receipt for a. Processing Fee = PHP100.00 per property and/or b. Research Fee = PHP 100.00 per property	Property owner to the Office of the City Treasurer Order of Payment with the Office of the City Assessor
<i>Additional Requirements, if transacted by an authorized representative:</i>	
5. Photocopy of government issued ID of representative (and present original)	Authorized Representative
6. 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
Only property owners 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. SecretaryCertificate authorizing the person to transact to the office. b. Government issued ID of the Corporate Secretary 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	Property Owner or Notary Public, if contracts or affidavits from lot owner



<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>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <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>	<p>1. Receiving and checking the completeness of submitted documentary requirements</p> <p>If email request, for email Reply</p>		5 minutes	Receiving Officers 1 & 2
<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	% Office of the City Treasurer	Cashier
	3. Receiving of payment and issuance of Official Receipt	Research Fee = P100.00, if any		
	4. Processing of the request for Appraisal and Assessment based on Transfer		5 – 10 minutes, per property	The officer who received the documentary requirements is the same officers to process the request
	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			Department Head or Authorized Representative
3. Receiving of the updated NoA and owner's copy of TD	5. Releasing of the updated NoA and owner's copy of TD		2 minutes per property	The receiving officers are the same frontliners who will release the request
TOTAL		P100.00 , processing fee P100.00 , research fee	7 – 12 minutes per entry and per TD corrected or updated, or within the day depending on the number of entry made	

Restrictions:

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 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 eleven to twenty (11-20) real property unit transactions.
 - c. Highly Technical – involves multiple transactions more than twenty (20) real property units.
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization



3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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.

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. Duly Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address		Property Owner Form is downloadable from the website or from the office
2. Certified True Copy of Title reflecting the registration of annotation/s If property is untitled, a certified true copy of documented information duly received and registered with the Registry of Deeds		Property Owner Registry of Deeds (RoD)
3. Document used in the 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		Certified true copy submitted to the RoD
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.		Property owner
5. Official Receipt for a. Processing Fee = PHP100.00 per		Property owner to the Office of the City Treasurer



property and/or Research Fee = PHP 100.00 per property	Order of Payment with the Office of the City Assessor
<i>Additional Requirements, if transacted by an authorized representative:</i>	
6. Photocopy of government issued ID of representative (and present original)	Authorized Representative
7. 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 upon release of the Notice of Assessment and Tax Declaration.	Property owner or administrator or authorize representative
Only property owners 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 person to transact to the office. b. Government issued ID of the Corporate Secretary 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 <i>Note:</i> Even if the owner of the building, machinery, improvement or other	Property Owner or Notary Public, if contracts or affidavits from lot owner



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 the completeness of submitted documentary requirements If email request, for email Reply		5 minutes	Receiving Officers 1 & 2
2. Payment If email Submission of documentary requirements, present requirements to the frontliner	2. Preparing and issuance of the Order of Payment	Processing Fee = P100.00		
	3. Receiving of payment and issuance of Official Receipt	Research Fee = P100.00, if any	% Office of the City Treasurer	Cashier
	4. Processing of the request for Appraisal and Assessment based on Transfer		30 minutes to 1 hour	The officer who received the documentary requirements is the same officers to process the request
	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			Department Head or Authorized Representative
3. Receiving of the updated NoA and owner's copy of TD	5. Releasing of the updated NoA and owner's copy of TD		2 minutes	The receiving officers are the same frontliners who will release the request
TOTAL		P100.00, processing fee P100.00, research fee	37 minutes to 1 hour	

Restrictions:

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 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 eleven to twenty (11-20) real property unit transactions.
 - c. Highly Technical – involves multiple transactions more than twenty (20) real property units.
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time



- depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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.

12. REQUEST FOR CERTIFIED AND/OR CERTIFICATION OF RECORDS

To accommodate requests for issuance of certified and / or certification request, for filing or processing with other agency, of the following records:

1. Tax Declaration
2. Tax Map
3. No Improvement
4. Property and / or No Property Holdings
5. Adjacent Lots
6. Market and/or Assessed Value

For Certificate of No Improvement issued this shall be valid for **twelve (12) months** from date of issuance

Office or Division:	Office of the City Assessor - Administrative and Records 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. Accomplished Application Form <i>Note:</i> Provide a contact number and/or email address For purpose of Market &/or Assessed Value, the purpose for the request must be clearly stated in the request form		Property Owner Form is downloadable from the website or from the office	
2. Proof of ownership Photocopy of title Deed of Conveyance Other references of property identification In case of Estate Processing or death of declarant, submit the Death Certificate and proof of affiliation with the property declarant, claimant or owner		Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner	



<p>Only property owners can transact with the office</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office Government issued ID of Corporate Secretary <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 by declarant 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>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. Readable and clear copy of Title</p> <p>(The title must provide the technical description of the property, and not merely names as boundary. 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).</p> <p>If property is untitled, Approved Plan, Technical Description and / or Lot Data Computation</p>	



<p><i>Note:</i> For easy identification with GIS data or Tax Map and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available</p>	
<p>6. Certified True Copy of Approved Survey (Subdivision &/or Consolidation) Plan, for request of Certificate of Adjacent Lot and only the portion of the parcel of land requires Certificate of No Improvement</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>DENR or LRA</p> <p>Geodetic Engineer</p>
<p>7. In case of Certificate of Market and/or Assessed Value, the reason for the request must be specifically identified in the request form</p>	<p>Property Owner</p>
<p>8. Payment of</p> <p>a. Certification Fee</p> <ul style="list-style-type: none"> = PHP 50.00 per Certificate of Market Value = PHP 50.00 per Certificate of Assessed Value = PHP 50.00 per property and for each Tax Declaration = PHP 100.00 per property and for each Tax Declaration in case of Tax Map; and <p>b. 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>For online transaction, order of payment is automatically generated.</p>
<p><i>Additional Requirements, if transacted by an authorized representative:</i></p>	
<p>9. Photocopy of government issued ID of representative (and present original)</p>	<p>Authorized Representative</p>
<p>10. 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)</p>	<p>Property Owner</p>
<p><i>Reminders:</i></p>	



<p>1. To prevent any issue in transacting the property:</p> <ul style="list-style-type: none"> a. Real Property Tax (RPT) must be currently paid, no delinquency/ies b. All Building, machinery and other improvement in the land must be declared 	<p>Property owner or Tax Clearance from the Office of the City Treasurer With Tax Declaration from the Office of the City Assessor</p>
<p>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 upon release of the Notice of Assessment and Tax Declaration.</p>	<p>Property owner or administrator or authorize representative</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> <ul style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID of the Corporate Secretary <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 or Notary Public, if contracts or affidavits from lot owner</p>
<p><i>For Social and Medical Services Related Requests</i></p>	
<p>Referral Slip from Hospital</p>	<p>Social Service Department of the Hospital</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking the completeness of submitted documentary requirements		3minutes per property	<i>Administrative and Records Division</i> <i>Receiving Officers 1 & 2 for Certified and Certification</i>
2. Return to the Office of the City Assessor to process payment of fees Six (6) working days after submission of request, if request requires Tax Mapping and/or inspection Nineteen (19) working days, if request requires trace back and verification and research of previous records	2. Preparing the Order of Payment	Certification Fee = PHP 50.00 per Certificate of Market Value = PHP 50.00 per Certificate of Assessed Value = PHP 50.00 per property and for each Tax Declaration = PHP 100.00 per property and for each Tax Declaration in case of Tax Map;	2 minutes	<i>Assessors Information System (AIS) and Tax Mapper</i> <i>Receiving Officers 1 & 2, in case of Tax Map, No Improvement or Adjacent Lot only</i>
	3. Issue Order of Payment			
	4. Receiving payment and issuance of Official Receipt	Research Fee	% Office of the City Treasurer	<i>Cashier</i> <i>Office of the City Treasurer</i>



		= P100.00 for every trace back of Tax Declarati on, if any, per property		
	5. Preparation of certified &/or certification		3 – 5 minutes per property	<i>Administrative and Records Division</i>
	5.1. Printing			<i>Receiving Officers 1 & 2 for Certified and Certification Assessors Information System (AIS) and Tax Mapper Receiving Officers 1 & 2, in case of Tax Map, No Improvement or Adjacent Lot only</i>
	5.2. Review and signing of certified and / or certification processed			Authorized representative by the Department Head
	In case of tax mapping or ocular inspection		5 to 6 days	Appraiser or tax Mapper
	In case of trace back, verification and research of previous records		10 to 19 days	Records &/or Tax Mapping Division
3. Receiving of Certified True Copy	6. Releasing of the Certified True Copy of Tax		2 minutes	The receiving officers shall also oversee releasing



	Declaration			
	TOTAL	<p>Certification Fee = PHP 50.00 per Certificate of Market Value = PHP 50.00 per Certificate of Assessed Value = PHP 50.00 per property and for each Tax Declaration = PHP 100.00 per property and for each Tax Declaration in case of Tax Map;</p> <p>Research Fee = P100.00 for every trace back of Tax Declaration, if any, per property</p>	<p>10 - 12 minutes per property</p> <p>If with tax mapping or ocular inspection, 7 days</p> <p>If with trace back, verification and research of previous records, 20 days</p>	



Restrictions:

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. Likewise, those that involves ocular inspection.
 - c. Highly Technical – involves multiple transactions more than twenty (20) real property units. Including those with ocular inspection and with trace back, verification and research of previous records.
2. The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization
3. If a request needs to be elevated to another office or department, a reply 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 email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office
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

13. 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.

Office or Division:	Office of the City Assessor - Administrative and Records 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		
Soft copy of the same requirements from onsite processing,				
The amount of fees is the same from onsite process				
Additional charge for delivery of document/s requested will be collected. The amount will depend on the delivery location and delivery option				
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 the3 Payment Option or Channel chosen. The additional fees are collected by the Payment Partners only.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROC ESSIN G TIME	PERSON RESPONSIBLE
1. Register and / or login at the official website at www.valenzueala.gov.ph and click Valenzuela City 3S+ Online.				
To process request, click Office of the City Assessor				
2. Fill in the required data fields and upload the documentary requirements for processing of the request	1. Receiving and checking of the completeness of submitted documentary requirements		Within the day to next working day Maximum of 7 days	Administrative Division – Certified Request
	2. Review and verification of records. 2.1. Update of documented			Administrative Division – Certified Request Appraisal or Tax Mapping Division



	information and/or 2.2. ocular inspection, if necessary		and same with onsite process	
	3. Approval of request		3 – 5 minutes	Administrative Division – Certified Request
	4. Processing of request for release 4.1. Printing		5 – 10 minutes for certified	Administrative Division – Certified Request
	4.2. Approval		2 minutes	Authorized Representative
3. Receiving of approval and processing of payment	5. The system will direct the requestor for payment processing	Same fees with onsite Delivery Fee Convenience Fee		System generated
	6. Receiving of Payment and verification with Authorized Depository Bank		% Office of the City Treasurer except for Convenience Fees	% Office of the City Treasurer
	7. Issuance of Official Receipt	Same fees with onsite Delivery Fee		
	8. Request of Official Receipt		10 minutes	Administrative Division – Certified Request
	9. Transmittal of records for delivery to Online Dispatch Unit			
3. Receiving of request	10. Releasing of the request			ICTO – Dispatch Unit
	TOTAL	Same fees with onsite Delivery Fee	Same with onsite process	




		Convenience Fee		
<p><i>Restrictions:</i></p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> Simple – For certified and certification: 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. For appraisal: Table assessment, and accommodation thereof due to urgency of the request. Provided, all documentary requirements from Office of the Building Official (OBO) are complete Complex – For certified and certification: Involves resulting six to twenty (6-20) real property unit transactions. Likewise, those that involves ocular inspection For appraisal: Involves resulting two to three (2-3) real property unit transactions. If complete documentary requirements were endorsed by the OBO or property owner submitted the records thereof and there is no conflict from the records of the office Highly Technical – For certified and certification: Involves multiple transactions more than twenty (20) real property units. Including those with ocular inspection and with trace back, verification and research of previous records. For appraisal: Involves multiple transactions more than three (3) real property units The peak seasons for processing Business Permits and Licenses and paying Real Property Tax are in January, March, June, September, and December. During these times, the office typically experiences a surge in inquiries and transactions, which may cause delays. This also includes the last week of each month when transactions are rushed to meet the documentary stamp tax (DST) deadline, which is the fifth of the following month from the date of notarization If a request needs to be elevated to another office or department, a reply 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 For email submission of request, the same shall be processed within 2 – 3 days per property, and the same maximum period shall be the processing time depending on the resulting real property unit transaction. The owners should wait for email before going to the office The process of appeal to the Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office 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. 				



14. CUSTOMER FEEDBACK MECHANISM FOR THE OFFICE

To serve the customer or client better, this process shall take less than a minute of your time to complete the survey

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
You may use your mobile, tablet or desktop devices to process survey				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Simply scan the QR Code, press or type the link  https://forms.office.com/r/jPYv35vGvW or get a Customer Satisfaction Survey from the office frontliners	1. Receiving of Customer Feedback	NONE	1 to 3 minutes	Administrative Division and Public Assistance and Complaints Desk (PACD)
	2. Data processing of HRMO		Within the day to end of the month	HRMO
TOTAL		NONE		

15. CUSTOMER COMPLAINT ON THE PROCESS OF THE OFFICE

To facilitate the complaint of the client or customer on the processing of the request

Office or Division:	Office of the City Assessor
Classification:	Simple to Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Clients and Customers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter with mobile number or Email indicating mobile number		Clients and Customers		
2. Any documentation to prove complaint, if any		Client and Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback Where to file: a. You may proceed to the office, b. email at assessors.valcity@gmail.com or c. mail to the office at Office of the City Assessor, City Hall, Mc Arthur Highway, Brgy Karuhatan, ValSenzuela City	1. Receiving of complaint and feedback	NONE	5 mins to 1 working day	Administrative Division and Public Assistance and Complain Desk (PACD)
	2. Endorsement to the Department Head		2 to 19 working days	
	3. Inquiry to concerned processor or frontliner			Department Head and/or Authorized Representative
	3.1. For reply, if necessary			Concerned personnel or Processed Owner
	3.2. Call complainant for clarification and verification, if necessary			Administrative Division personnel
	4. Reply Letter			Department Head and/or Authorized Representative
2. Receiving of reply	5. Releasing of Reply			Administrative Division personnel
TOTAL		NONE	Not Exceeding 20 working days	

16. CUSTOMER COMPLAINT ON THE PERSONNEL, FRONTLINER AND Public Assistance and Complain Desk (PACD) OF THE OFFICE

To facilitate the complaint received against the personnel of the office



Office or Division:	Human Resource and Management Office (HRMO)			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government			
Who may avail:	Complainant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter with mobile number, or Email indicating mobile number		Complainant		
2. Any documentation to prove complaint, if any		Client and Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback Where to file: a. You may proceed to the office, b. email vccart.hrmo@valenzuela.gov.ph or c. mail to the office at Human Resource and Management Office (HRMO) Government of Valenzuela, Mc Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receiving of the complaint	NONE	5 minutes to 1 working day	HRMO personnel – Administrative and Records Division
	2. Record in logbook		5 minutes	
	3. Endorsement to concerned personnel and office		1 day	
	4. Personnel to reply on the complaint		3 to 15 working days	Concerned Personnel
2. Receiving of reply	5. Reply to complaint		1 to 3 working days	HRMO personnel – Administrative and Records Division
TOTAL		NONE	Not Exceeding 20 working days	
Note: Should the complainant decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.				



APPLICABLE ORDINANCE		Valenzuela City Ordinance No. 373, Series of 2017 https://drive.google.com/file/d/1TBVQ0VO243ARQfzjKUeE7qYkIL4-CTUB/view?usp=sharing	
DOCUMENTS		FEES	
1	Certified True Copy of Tax Declaration	50.00	per property
2	Property or No Holdings	50.00	per property
3	Certificate No-Improvement	50.00	per property
4	Tax Map Certificate	100.00	per property
6	Research Fee	100.00	per property
7	The research and/or processing of all documents with and/or issuance of certifications, other documents not stated in the foregoing from all offices of the City Government of Valenzuela shall be charged	100.00	per document, per transaction



FINANCE OFFICES

GEOGRAPHIC INFORMATION SYSTEM - DATA MANAGEMENT OFFICE (GIS-DMO)

EXTERNAL SERVICES



1. REQUEST TO GENERATE GIS MAP, WITH OR WITHOUT DATA

Processing of data that serves various purposes depending on the context in which it is requested. The processed data is for official use only.

Office or Division:	GIS – DMO			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Department, Office, Division and Unit Local Government Unit and other Government Agency, subject to restrictions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form indicating the purpose Message or Notice to Department Head The office prefers email communication request		Department or Office Heads Form is from the office		
2. Present Employee ID If the Department or Office Head from City Government of Valenzuela Executive Branch is the requestor, and notice was given to the Department Head, the ID requirement may be waived		Requestor or Authorized Representative		
<i>In case of untitled parcel or no data from the office</i>				
3. Photocopy of title or approved survey plan with technical description, for a more or less accurate identification		Registry of Deeds DENR and/or LRA		
<i>Reminder:</i>				
Data to be generated and issued is for Official Use only				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit documentary requirements</p> <p>OR</p> <p>Email your request at gisdmo@gmail.com and attach the documentary requirements.</p> <p>Notice to the Department Head of the request</p>	<p>1. Receiving and checking of the completeness of submitted documentary requirements.</p> <p>Acknowledge receipt of communication or notice and coordinate compliance of requirements, if necessary</p>		<p>3 minutes</p>	<p>Receiving Officers 1, 2 & 3</p>
	<p>2. Processing of request, review of concerned personnel and approval of Office Head</p> <p>Update and processing of data, if necessary</p>		<p>15 – 30 minutes</p> <p><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></p>	<p>Anybody from the office can process, or as assigned by Department Head</p>
<p>2. Receiving of the request</p> <p>If email Submission of documentary requirements,</p>	<p>3. Releasing of the request</p>		<p>2 minutes</p> <p>Note: Within the day to next day (office hours).</p>	<p>The receiving officers are the same frontliners who will release the request</p>



present requirements to the frontliner, if necessary				
TOTAL			Within the day or 3 working days	

Restrictions:

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 –
For onsite transaction: If request for map only involves one to ten (1-10) parcels of land and available in the system, or within the day, if there are additional data needed in the request.
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. This shall include updated, processed, and generated in the GIS map, particularly those not available in the system.
 - 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. 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. The processed document shall be for official use only.

2. COMPUTER VERIFICATION

To accommodate the requests of verification of the location of the property.

Office or Division:	GIS – DMO
Classification:	Simple
Type of	G2G - Government to Government



Transaction:				
Who may avail:	City Government of Valenzuela Department, Office, Division and Unit Local Government Unit and other Government Agency, subject to restrictions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form indicating the purpose Message or Notice to Department Head The office prefers email communication request		Department or Office Heads Form is from the office		
2. Present Employee ID If the Department or Office Head from City Government of Valenzuela Executive Branch is the requestor, and notice was given to the Department Head, the ID requirement may be waived		Requestor or Authorized Representative		
<i>In case of untitled parcel or no data from the office</i>				
3. Photocopy of title or approved survey plan with technical description, for a more or less accurate identification		Registry of Deeds DENR and/or LRA		
<i>Reminder:</i>				
Data to be generated and issued is for Official Use only				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR	1. Receiving and checking of the completeness of submitted documentary requirements.		3 minutes	Receiving Officers 1, 2 & 3



Email your request at gisdmo@gmail.com and attach the documentary requirements. Notice to the Department Head of the request	Acknowledge receipt of communication or notice and coordinate compliance of requirements, if necessary			
	2. Processing of request, review of concerned personnel and approval of Office Head Update and processing of data, if necessary		10 minutes <i>Additional 2 days if necessary</i> if request is made by email or if there are data needed to be included and/or in the request	Anybody from the office can process, or as assigned by Department Head
2. Viewing of data on the computer	3. Presentation of data requested		2 minutes Note: Within the day to next day (office hours).	The receiving officers are the same frontliners who will release the request
TOTAL			15 minutes per parcel of land, if data is readily available in the office	
Restrictions: 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.

2. 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 –

For onsite transaction: If request for map only involves one to ten (1-10) parcels of land and available in the system, or within the day, if there are additional data needed in the request.

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. This shall include updated, processed, and generated in the GIS map, particularly those not available in the system.

- 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. 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. The processed document shall be for official use only.

3. DATA UPDATING IN THE GIS-DMO SYSTEM

To accommodate submission of documented information for processing of update and report generation to the GIS-DMO system

Office or Division:	GIS – DMO
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	City Government of Valenzuela Department, Office, Division



	and Unit Local Government Unit and other Government Agency, subject to restrictions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submission for processing of data or Duly Accomplished Request Form indicating the purpose, if there are data to be generated Message or Notice to Department Head The office prefers email communication request		Department or Office Heads Form is from the office		
2. Present Employee ID If the Department or Office Head from City Government of Valenzuela Executive Branch is the requestor, and notice was given to the Department Head, the ID requirement may be waived		Requestor or Authorized Representative		
<i>In case of untitled parcel or no data from the office</i>				
3. Photocopy of title or approved survey plan with technical description, for a more or less accurate identification		Registry of Deeds DENR and/or LRA		
<i>Reminder:</i>				
Data to be generated and issued is for Official Use only				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of request for update in the system &/or generating of report	1. Receiving and checking of the completeness of the data received and		3 minutes	Receiving Officers 1, 2 & 3



<p>OR</p> <p>Email your request at gisdmo@gmail.com and attach the documentary requirements.</p> <p>Notice to the Department Head of the request</p>	<p>submitted documentary requirements.</p> <p>Acknowledge receipt of communication or notice and coordinate compliance of requirements, if necessary</p>			
	<p>2. Processing of request, review of concerned personnel and approval of Office Head</p> <p>Update and processing of data, if necessary</p>		<p>10 minutes</p> <p><i>Additional 2 days if necessary if request is made by email or if there are data needed to be included and/or in the request</i></p>	<p>Anybody from the office can process, or as assigned by Department Head</p>
<p>2. Receiving the request, if any</p> <p>If email Submission of documentary requirements, present requirements to the frontliner, if necessary</p>	<p>3. Releasing of the request, if any</p>		<p>2 minutes</p> <p>Note: Within the day to next day (office hours).</p>	<p>The receiving officers are the same frontliners who will release the request</p>
TOTAL			15 minutes per	




		parcel of land, if data is readily available in the office	
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Restrictions:

1. The concerned offices that made the submission or request should notify the office if there appears to be any inconsistency in the generated data. Otherwise, the office shall presume that the processed data has been done accordingly.
2. 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 –
For onsite transaction: If request for map only involves one to ten (1-10) parcels of land and available in the system, or within the day, if there are additional data needed in the request.
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. This shall include updated, processed, and generated in the GIS map, particularly those not available in the system.
 - 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. 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. The processed document shall be for official use only.

4. CUSTOMER FEEDBACK ON THE PROCESS OF THE OFFICE

To serve the customer or client better, this process shall take less than a minute of your time to complete the survey

Office or Division:	GIS - DMO			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
You may use your mobile, tablet or desktop devices to process survey				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Simply scan the QR Code, press or type the link  https://forms.office.com/r/NQiy1CYDAC or get a Customer Satisfaction Survey from the office frontliners	1. Receiving of Customer Feedback	NONE	1 to 3 minutes	Administrative Division and Public Assistance and Complain Desk (PACD)
	2. Data processing of HRMO		Within the day to end of the month	HRMO
TOTAL		NONE		

5. COMPLAINT ON THE PROCESS OF THE OFFICE

To facilitate the feedback and complaint of the client or customer on the processing of the request

Office or Division:	GIS – DMO
Classification:	Simple to Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	City Government of Valenzuela Department, Office, Division and Unit



		Local Government Unit and other Government Agency, subject to restrictions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter with mobile number, or Email indicating mobile number		Clients and Customers			
2. Any documentation to prove complaint, if any		Client and Customer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Filing of Complaint and Feedback Where to file: a. You may proceed to the office, b. email at gisdmo@gmail.com or c. mail to the Geographic Information System – Data Management Office, City Government of Valenzuela, Mc Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receiving of complaint and feedback	NONE	5 minutes to 1 working day	Administrative Division and Public Assistance and Complaints Desk (PACD)	
	2. Endoresment to the Department Head		2 to 19 working days	Department Head and/or Authorized Representative	
	3. Inquiry to concerned processor or frontliner				
	3.1. For reply, if necessary				Concerned personnel or Processed Owner
	3.2. Call complainant for clarification and verification, if necessary				Administrative Division personnel
	4. Reply Letter				Department Head and/or Authorized



				Representative
2. Receiving of reply	5. Releasing of Reply			Administrative Division personnel
TOTAL		NONE	Not Exceeding 20 working days	

6. CUSTOMER COMPLAINT ON THE PERSONNEL, FRONTLINER AND PUBLIC ASSISTANCE AND COMPLAINS DESK (PACD) OF THE OFFICE

To facilitate the complaint received against the personnel of the office

Office or Division:	GIS – DMO			
Classification:	Simple to Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Department, Office, Division and Unit Local Government Unit and other Government Agency, subject to restrictions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter with mobile number, or Email indicating mobile number		Clients and Customers		
2. Any documentation to prove complaint, if any		Client and Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback Where to file: a. You may proceed to the office, b. email vccart.hrmo@valenzuela.gov.ph or c. mail to the office at Human Resource and Management Office (HRMO) Government of Valenzuela, Mc Arthur Highway, Brgy. Karuhatan,	1. Receiving of the complaint	NONE	5 minutes to 1 working day	HRMO personnel Administrative and Records Division
	2. Record in logbook		5 minutes	
	3. Endorsement to concerned personnel and office		1 day	
	4. Personnel to reply on the		3 to 15 working days	Concerned Personnel



Valenzuela City, Metro Manila, 1441	complaint			
2. Receiving of reply	5. Reply to complaint		1 to 3 working days	HRMO personnel – Administrative and Records Division
TOTAL		NONE	Not Exceeding 20 working days	

Note: Should the complainant decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



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. The Budget Office Staff will receive the Purchase Request.	None	2 minutes	<i>City Budget Office Staff</i>
	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	<i>City Budget Officer</i>
	1.3 If fund is available, the Budget Staff will earmark the availability of funds.	None	1 day	<i>City Budget Office Staff</i>
	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	<i>City Budget Office Staff</i>
	1.5 For purchase requests with no available funds, the Budget Office shall	None	1 day	<i>City Budget Office Staff</i>



	return the PR to Procurement Office After the PR is earmarked and signed, the Budget Staff shall forward the PR to the Procurement Office for further processing		1 day	<i>City Budget Office Staff</i>
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		City Budget Office		
Purchase Order		City 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. The Budget Staff shall receive the documents.	None	2 minutes	City Budget Office Staff
	1.1 The Budget Office Staff will issue an OBR (Obligation	None	2 days	City Budget Office Staff



	Request).			
	1.3 The Obligation Request will be released to Procurement or Requesting Offices.	None	1 day	<i>City Budget Office Staff</i>
2. Submit to the City Budget Office the signed Obligation Requests.	2. The Budget Staff shall receive the document and forward it to the Budget Officer for signature and approval in system.	None	2 days	<i>City Budget Office Staff</i>
	2.1 The Obligation Request will be numbered and released to Procurement/ Accounting Office/ Treasurer's Office	None	1 day	<i>City Budget Office Staff</i>
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	1. The Budget Office Staff will receive the letter request/s and	None	2 minutes	City Budget Office Staff



Office for the availability of funds.	forward to the Budget Officer.			
	1.1 After receiving the letter, forward it to the Budget Officer for review. Distribute to Budget Staff to check the availability of funds.	None	2 days	<i>City Budget Officer</i>
	1.2 If fund is available, the Budget Staff will earmark the availability of funds.	None	1 day	<i>City Budget Office Staff</i>
	1.3 After the fund is earmarked for the letter request, the Budget Staff shall forward the letter to the Budget Head for approval and signature	None	1 day	<i>City Budget Office Staff</i>
	1.4 For letter requests with no available funds, the Budget Office shall return the letter to the requestee	None	1 day	<i>City Budget Office Staff</i>
	1.5 After the letter is	None	1 day	<i>City Budget</i>



	earmarked and signed, the Budget Staff shall forward to the Office of the City Mayor for his approval			Office Staff
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 <ul style="list-style-type: none">Endorsement with Estimated Amount Letter Request		Requestee		
For Terminal Leave Pay Clearance <ul style="list-style-type: none">Form Estimated amount				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Overtime Pay Estimate/ Terminal Leave Pay Clearance form to the City Budget Office for the availability of funds.	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
	1.1 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
		1.2 The City Budget Officer will sign the	None	1 day



	Appropriations Slip. 1.3 The Appropriation Slip together with other documents will be forwarded to the City HRM Officer.	None	1 day	City Budget Office Staff
TOTAL		None	3 days	

5. Obligation 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. 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
	1.1 The Payroll and Vouchers will be signed and approved by the City Budget Officer.	None		City Budget Office Officer
	1.2 The budget Staff will number and forward the Payrolls and Vouchers to Accounting Office.	None		City Budget Office Staff
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)		Requestee		
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. Receive the Proposed Barangay Annual Budget. 1.1 Check the Appropriation Ordinance together with the required documents for documentary and signature requirements. 1.2 Check the compliance with budgetary requirements and general limitations.	None	2 days	City Budget Office Staff



	<p>1.3 Check the consistency of authorized salary grade and the corresponding salary of honoraria for each position with the Plantilla of Personnel.</p> <p>1.4 Check the consistency of the projects in the Appropriation Ordinance with the approved AIP.</p> <p>1.5 Check the account code and account title if they are correct.</p> <p>1.6 Endorsed to Office of Liga ng mga Barangay the Reviewed Barangay Annual Budget.</p>			
TOTAL		None	2 days	

7. 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)	Requestee



BSBP Form No. 6 (Statement of Supplemental Appropriations) AIP Resolution				
SAIP Supplemental Annual Investment Program Supplemental Annual Procurement Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Proposed Barangay Supplemental Budget with attached required documents.	1. Receive the Proposed Barangay Supplemental Budget. 1.1 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. 1.2 Endorsed to the Office of Liga ng mga Barangay the Reviewed Brgy. Supplemental Budget.	None	2 days	City Budget Office Staff
TOTAL		None	2 days	

8. 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		
SK Resolution		Requestee		
Annual/ Supplemental Appropriation Form				
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. Receive the Proposed SK Annual/ Supplemental Budget. 1.1 Check the documents for documentary and signature requirements. 1.2 Check the estimate 10% of the General Fund of the Barangay for the ensuing Fiscal Year. 1.3 Check that the expenditure program does not exceed the estimated income. 1.4 Check all the programs, projects and activities in the Annual/ Supplemental Budget based on ABYIP.	None	2 days	City Budget Office Staff



	<p>1.5 Check that there is no appropriation in the Annual / Supplemental Budget that is contrary to budgetary limitations.</p> <p>1.6 Check the account code and account title if they are correct.</p> <p>1.7 Endorsed the Reviewed Proposed SK Annual/ Supplemental Budget to SK Federation.</p>			
TOTAL		None	2 days	

9. Customer Feedback and Complaint on the Process of the office

Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
You may Email at vccart.hrmo@gm	1.1 Endorse to Department Head.			



ail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.2 Inquiry to concerned processor or frontliner.	None	2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.3 For reply, if necessary.			<i>Concerned personnel or Processed Owner</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Administrative Division personnel</i>
	1.5 Reply Letter			<i>Department Head and/or Authorized Representative</i>
2. Receives the reply.	2. Releasing of Reply.			<i>Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

10. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	



You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.1 Record in logbook.	None	5 minutes	<i>HRMO Personnel / Administrative and Records Division</i>
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



ADMINISTRATIVE OFFICE

DIGITAL COMMUNICATIONS OFFICE

INTERNAL / 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-Ignacio		Individual		
Soft file (in PSD / PNG / JPEG / AVI / MP4 / MOV format) of the layout, image, or 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
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. <i>Note: Requests must be submitted at least 7 working days prior to the actual event, observance, or target posting</i>	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.	None	1 working day	Admin Officer



<p>date.</p> <p><i>For congratulatory posts for Valenzuelano achievers, requests should be done 30 calendar days (or earlier) after the awarding.</i></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 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>2 working days</p>	<p><i>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>Supervising Officer</i></p> <p><i>Social Media Officers</i></p> <p><i>Copywriters</i></p> <p><i>Graphic Artists</i></p>



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 <ul style="list-style-type: none"> 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	Admin Officer Social Media Officers
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.			



	2.1 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-Ignacio		Requesting party		
Complete concept and details, script (if available), shooting locations, talents, props, honorarium and meals of talents, etc.				
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 posting 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>Admin Officer</i>



2. Wait for the approval and/or feedback on the request.	<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>OIC</i></p> <p><i>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>	3. DCO personnel shall collaborate with the requesting part in planning and carrying out the video production.	None	11 working days	<p><i>OIC</i></p> <p><i>Supervising Officer</i></p> <p><i>Copywriters</i></p> <p><i>Video Editors</i></p>
4. Send revisions (if any) and approve the video for posting.	4. DCO personnel shall revise the video accordingly.	None	5 working days	<p><i>OIC</i></p> <p><i>Supervising Officer</i></p> <p><i>Copywriters</i></p> <p><i>Video Editors</i></p>
5. Wait for the posting of the finalized video.	5. DCO personnel shall post the video according to the agreed	None	1 working day	<i>Social Media Officers</i>



	upon schedule.			
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-Ignacio		Requesting party		
Complete event / webinar details, program, script (if available), host / facilitator, talents, and invited online audience				
Reserved venue, internet connection, and other technical requirements				
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>Admin Officer</i>
2. Wait for the approval and/or feedback on the request.	2. DCO OIC shall review the request and DCO	None	2 working days	<i>OIC Supervising Officers</i>



	<p>personnel will update the requester if approved.</p> <p>2.1 If disapproved or additional information is needed, DCO personnel shall contact the requester.</p>			
<p>3. If approved and information is complete, wait for DCO personnel to coordinate the details of the livestream or webinar.</p> <p>3.1 Collaborate with the assigned DCO staff for the content of the broadcast.</p> <p>3.2 Internet connection and set-up location must be secured and identified by the requestor at least 1 week before the broadcast.</p> <p>3.3 Requestor must assign a point person who will coordinate the necessary technical and logistical details with the DCO Admin Officer at least 3 days before and on the day of the broadcast.</p>	<p>3. DCO personnel shall collaborate with the requesting party in planning and preparing for the broadcast, including the coordination of internet connection, ocular of the venue. and setup location.</p>	None	16 working days	<p><i>OIC</i></p> <p><i>Supervising Officer</i></p> <p><i>Admin Officer</i></p> <p><i>Copywriters</i></p> <p><i>Video Editors</i></p> <p><i>Web Admin</i></p> <p><i>Graphic Artists</i></p>
<p>4. Join the DCO during the broadcast of the livestream or webinar.</p> <p>Requestor must have deployed the point</p>	<p>4. DCO personnel shall broadcast the livestream or webinar.</p>	None	1 working day	<p><i>OIC</i></p> <p><i>Supervising Officer</i></p> <p><i>Copywriters</i></p>



person for technical and logistical concerns in advance prior to the broadcast.				<i>Video Editors</i>
TOTAL		None	20 working days	

5. Updating of Information and File Uploading on Website

The DCO is also responsible for updating and maintaining the official City Government of Valenzuela website, www.valenzuela.gov.ph. In line with this, all updates on information and official documents for upload on the website must be sent to the DCO.

Office or Division:	Digital Communications Office (DCO)			
Classification:	Simple to Complex			
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-Ignacio		Requesting party		
Complete details of request: <ul style="list-style-type: none">• Screenshot and link to the webpage where the update/upload must be applied• Specific instructions on the update/upload requested• Information/write ups for updating (if any)• Raw files for upload (if any), attached or sent in a Google Drive folder• Requester's contact information				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request to vcwebsite@valenzuela.gov.ph containing the complete details of request, raw files / Google Drive link (if any), and the requester's contact information.	1. DCO acknowledges the request for approval and review.	None	1 working day	Web Admin Supervising Officer



2. Wait for the approval and/or feedback on the request.	<p>2. DCO OIC shall review the request and DCO personnel will update the requester if approved.</p> <p>2.1 If disapproved or additional information is needed, DCO personnel shall contact the requester.</p>	None	1 working day	<p>OIC</p> <p><i>Supervising Officer</i></p> <p><i>Web Admin</i></p>
3. If approved, the requested update/upload will be reflected on the website.	<p>3. DCO will update the information / upload the necessary files accordingly</p> <p>3.1 Requestor will be informed by the DCO after the changes have been made.</p>	None	1 working day	<p><i>Web Admin</i></p> <p><i>Supervising Officer</i></p>
TOTAL		None	3 working days	



6. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



7. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



ADMINISTRATIVE OFFICES

PUBLIC INFORMATION OFFICE (PIO)

INTERNAL / EXTERNAL SERVICES



1. Request of Copies of Photos and Videos

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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	<i>PIO Admin Personnel</i>
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	<i>PIO Head</i>
3. Receives feedback on the request.	3. If approved, PIO personnel checks availability of materials requested	None	30 minutes (if details are complete upon request)	<i>PIO Photographers / Videographers</i>
			1-2 hours (if details are incomplete upon request)	
4. Receives requested materials.	4. PIO personnel releases requested materials – either in soft or hard copy (depending on the request).	None	5 minutes	<i>PIO Admins</i>
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 		Client		
Endorsement or referral letter of the requesting agency (if any)		Client		
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 accept and receives the requirements.	None	5 minutes	<i>Governance Tours and Events Unit Personnel / Head</i>
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)	<i>Governance Tours and Events Unit Head</i>



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	<i>Governance Tours and Events Unit Personnel / Head</i>
4. Receives final confirmation and program.	4. Personnel coordinates with offices and clients on final arrangements	None	1 hour	<i>Governance Tours and Events Unit Personnel / Head</i>
TOTAL		None	20 working days	

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		
ID or any form of identification If representative, authorization letter and ID or any form of identification of both the client and the representative		Client		
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 Wedding • Number assigned • Batch number 	1. PIO personnel print the official wedding photo of the client.	None	15 minutes	<i>PIO Admin Personnel</i>



(if applicable) • Special Wedding (if applicable)				
2. Receives the printed wedding photo.	2. PIO personnel releases photos.	None	5 minutes	<i>PIO Admins</i>
TOTAL		None	20 minutes	

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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	<i>PIO Admin Personnel</i>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<i>PIO Head</i>
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 message)	<i>PIO Writers</i>
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	<i>PIO Admin Personnel</i>
TOTAL		None	2 working days and 15 minutes	



5. Request for Official Tarpaulin Layouts 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		
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 requested size specification. 		Client		
Flash Drive containing the PSD format of the file and a request letter (for LED Advertisements)		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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	<i>PIO Admin Personnel</i>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<i>PIO Head</i>
3. Receives	3. If approved, PIO personnel	None	6 working Days	<i>PIO Writers</i>



feedback on the request.	assigns writer and artist to draft the layout. PIO Admin personnel send details and layout to PIO IT personnel for LED Advertisement posting.		(subject to revisions of the drafted layout)	<i>PIO Artists PIO IT Personnel</i>
4. Receive soft copy of the layout.	4. PIO personnel releases tarpaulin layout (soft copy) to the client.	None	5 minutes	<i>PIO Admin Personnel</i>
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 or email request		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 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or	1. PIO personnel accept and	None	5 minutes	<i>PIO Admin</i>



email request to the PIO personnel.	receives Job Order Form / acknowledges email request.			<i>Personnel</i>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<i>PIO Head</i>
3. Receives feedback on the request.	3. If approved, PIO personnel assigns writer (if needed), photographer, and videographer for the documentation of the event.	None	10 minutes (subject to availability of photographers/ videographers)	<i>PIO Writers</i> <i>PIO Photographers / Videographers</i>
4. Views photo / video coverage through social media posting.	4. PIO personnel endorse materials to the Digital Communications Office for posting on social media platforms of the city.	None	10 minutes	<i>PIO Photographers / Videographers</i>
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, G2C
Who may avail:	Government Offices / Agencies
CHECKLIST OF REQUIREMENTS	
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 	Client



<ul style="list-style-type: none"> Program briefer / Event details 				
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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	PIO Admin Personnel Governance Tours and Events Unit Personnel
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request. 2.1 PIO personnel checks availability of requested materials.	None	15 minutes	PIO Head
3. Receives feedback on the request.	3. PIO personnel prepare materials.	None	15 minutes	PIO Admin Personnel Governance Tours and Events Unit Personnel
4. Receive requested tokens or materials.	4. PIO personnel releases requested tokens or materials.	None	5 minutes	PIO Admin Personnel Governance Tours and Events Unit Personnel
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 		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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	<i>PIO Admin Personnel</i>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<i>PIO Head</i>
3. Receives feedback on the request.	3. If approved, PIO personnel assigns writer and artist to draft the layout.	None	6 working Days (subject to revisions of the drafted layout)	<i>PIO Writers</i> <i>PIO Artists</i>
4. Receive soft copy of the certificate layouts.	4. PIO personnel releases soft copy of the certificates.	None	5 minutes	<i>PIO Admin Personnel</i>
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 related information 		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 accept and receives Job Order Form / acknowledges email request.	None	5 minutes	<i>PIO Admin Personnel</i>
2. Receives the "Client Copy" of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.	None	5 minutes	<i>PIO Head</i>
3. Receives feedback on the request.	3. If approved, PIO personnel assigns writer and videographer to draft the concept		19 working Days (subject to	<i>PIO Writers</i>



	of the AVP / Documentary and proceed to the production of the AVP / Documentary.	None	revisions and approval of the drafted AVP / Documentary)	<i>PIO Videographers</i>
4. Receive soft copy of the AVP / Documentary.	4. PIO personnel releases soft copy of the AVP / Documentary.	None	5 minutes	<i>PIO Admin Personnel</i>
TOTAL		None	20 working days	

10. Customer Feedback and Complaint on Office Processes

To facilitate feedbacks and complaints of clients on PIO processes.

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan,	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>PIO Admin Personnel / PIO Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to PIO Head.		2 to 19 working days	<i>PIO Head or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Process Owner</i>
	1.3 For reply, if necessary.			<i>PIO Admin Personnel / PIO</i>
	1.4 Call complainant for clarification and			



Valenzuela City, Metro Manila, 1441	verification, if necessary.			<i>Public Assistance and Complaints Desk (PACD)</i>
2. Receives the reply.	2. Reply by PIO Head.			
TOTAL		None	Not exceeding 20 working days	

11. Customer Feedback and Complaint on Office Personnel

To facilitate feedbacks and complaints of clients on PIO Personnel.

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>



2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



ADMINISTRATIVE SECTOR

MOTORPOOL OFFICE

INTERNAL SERVICES



1. SPAREPARTS INVENTORY MONITORING

Service covers the request for the actual quantity of spare parts in the inventory of Motorpool.

Office or Division:	Motorpool Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government (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	Administrative Staff
	1.1. Forward the request letter to the Officer-In- Charge		3 minutes	Officer-In-Charge
	1.2. Conduct actual inventory and updating of previous inventory		3 Days	Inventory Staff
TOTAL		NONE	3 DAYS 6 MINUTES	
2. Request through phone call	2. Receive the request through phone call	None	3 minutes	Administrative Staff
	2.1. Forward the request letter to the Officer-In- Charge		3 minutes	Officer-In-Charge
	2.2. Conduct actual inventory and updating of previous inventory		3 Days	Inventory Staff
TOTAL		NONE	3 DAYS 6 MINUTES	



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	HRMO Personnel / Administrative and Records Division
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	Concerned Personnel
2. Receives the reply.	Forward response to the client.		1 to 3 working days	HRMO Personnel / Administrative and Records Division
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



SOCIAL SECTOR

PUBLIC SANITATION AND CLEANLINESS OFFICE- CLEAN AND GREEN DIVISION

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:		Public Sanitation and Cleanliness Office- 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	15 minutes	<i>Receiving Clerk</i>
	2. Forward the request to Officer-In-Charge for approval	None	15 minutes	<i>Receiving Clerk</i>
	3. Conduct area inspection.	None	30 minutes	<i>Area Supervisor</i>
	4. Provision of Service	None	6 days	<i>Team Leaders</i>
TOTAL		NONE	6 DAYS 1 HOUR	

Note: The provision of services might be delayed (a.) 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 and (b.) During fortuitous events, such as typhoons, storms, earthquakes, and other natural phenomena where massive clean-up operations are needed.



2. 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			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	<i>Receiving Clerk</i>
	2. Schedule of Service	None	20 minutes	<i>Receiving Clerk</i>
	3. Provision of Service	None	1 day	<i>Tubig Patrol Supervisor</i>
TOTAL		NONE	1 DAY 40 MINUTES	

Note: Tubig Patrol Unit also serves as an assistance during fire incidents.



3. 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		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. Water rationing activity	None	1 day	<i>Drivers</i>
TOTAL		NONE	1 DAY	

Note: Tubig Patrol Unit also serves as an assistance during fire incidents.

4. 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		
1. Letter of request 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



1. Present the letter of request (Walk-In) / Request through phone call	Verification of necessary permits	None	20 minutes	<i>Receiving Clerk</i>
	Conduct area inspection and proceed to scheduling	None	1 day	<i>Area Supervisors</i>
	Tree Cutting Activity	None	3 – 7 days	<i>Team Leaders / Area Supervisors</i>
TOTAL		NONE	1 DAY 20 MINUTES	

NOTE: The provision of services might be delayed (a.) depending on the nature of trees to be cut; (b.) 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; and (c.) during fortuitous events, such as typhoons, storms, earthquakes, and other natural phenomena where massive clean-up operations are needed.



SOCIAL SECTOR

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	5 minutes	<i>Receiving Clerk</i>
	2. Forward request to assigned officer for schedule	None	10 minutes	<i>Receiving Clerk</i>
	3. Approval of request	None	5 minutes	<i>Head of Office</i>
	4. Conduct site inspection	None	1 day	<i>Area Inspectors</i>
	5. Dispatch group to assigned operation	None	30 minutes	<i>Dispatcher</i>
	6. Conduct work inspection if work is done properly	None	1 day	<i>Supervisor and Area Inspector</i>
TOTAL		NONE	2 DAYS 50 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).
3. Any fortuitous event/s that may occur



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	5 minutes	<i>Engineer-in-Charge</i>
	2. Forward to Officer in Charge for site inspection and evaluation	None	2 days	<i>Head of Office</i>
	3. Release of clearance	None	1 day	<i>Engineer-in-Charge</i>
TOTAL		NONE	3 DAYS 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		5 minutes	<i>Receiving Clerk</i>
	2. Forward request to assigned officer for coordination		30 minutes	<i>Engineer-in-Charge</i>
	3. Approval of request		10 minutes	<i>Head of Office</i>
	4. Conduct site inspection for mobilization of heavy equipment		1 day	<i>Head of Office, Supervisor, and Area Inspector</i>
	5. Request sipload from Motorpool Division for transporting backhoe and barge in the designated area		1 day	<i>Office Administrative Assistant</i>
	6. Mobilization of heavy equipment (backhoe) to the designated area		1 day	<i>Motorpool Office</i>
	7. Perform dredging of creek/river*			<i>Backhoe and Barge Operator</i>
	8. Site inspection after dredging		1 day	<i>Head of Office</i>
TOTAL		NONE	4 DAYS 45 MINUTES	

*Note: 2 weeks (depend on the length and area of creek/river); 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 for Removal 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	5 minutes	<i>Receiving Clerk</i>
	2. Forward request to assigned officer for schedule		10 minutes	<i>Dispatcher</i>
	3. Approval of request		5 minutes	<i>Head of Office</i>
	4. Conduct site inspection		1 day	<i>Supervisor and Area Inspector</i>
	5. Dispatch group to assigned operation		7 days	<i>Dispatcher</i>
	6. Conduct work inspection if work is done properly			<i>Supervisor and Area Inspector</i>
TOTAL		NONE	8 DAYS 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	15 minutes	<i>Engineer-in-Charge</i>
	2. Forward to Officer in Charge for Assessment, Evaluation and Approval		1 day	<i>Division Head</i>
	3. Process and release of Flood Protection Elevation Certificate		30 minutes	<i>Engineer-in-Charge</i>
TOTAL		NONE		

Note: Additional 1-2 day/s releasing situational basis if subjected to site inspection.



SOCIAL SECTOR

PUBLIC SANITATION AND CLEANLINESS OFFICE- WASTE MANAGEMENT DIVISION

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, G2G		
Who may avail:		Residents, Barangay Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Thru phone calls, social media or walk – in 1. In case of delayed collection.	Log the concern in the complaints and request logbook	None	30 minutes	<i>Receiving clerk</i>
	1.2 Forward concern in designated personnel	None	30 minutes	<i>Receiving clerk</i>
	1.3 Conduct inspection and investigate reason of delay	None	1 day	<i>WMD assigned Inspector</i>
	1.4 Collection of waste	None	2 days	<i>WMD Personnel (drivers and paleros)</i>
TOTAL		NONE	3 DAYS 1 HOUR	



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 -Phone calls, social media, or request letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Thru Phone call, social media or request letter Illegally dumped waste on public domains, roads, street concerns and private lots.	1.1 log the concern in the complaints and request logbook	None	30 minutes	<i>Receiving Clerk</i>
	1.2 forward concern in designated personnel and inspect	none	1 day	<i>Receiving clerk Wmd inspector</i>
	1.4 furnish written endorsement to task force disciplina and or clean and green division	none	1 day	
	1.5 domestic waste: schedule for collection	none	1 day	<i>Wmd personnel (drivers and paleros)</i>
	1.6 industrial waste: collection upon recommendation of TFD	none	3 days	<i>Task force disciplina Personnel Wmd personnel (drivers and paleros)</i>



	2.1 log the concern in the complaints and request logbook	none	30 minutes	Wmd admin
	2.2 forward concern in designated personnel	none	30 minutes	Wmd admin
	2.3 conduct inspection and assess waste	none	1 day	Wmd designated inspector
	2.4 schedule for sunday operation	none	7 days	Wmd personnel (drivers and paleros)
TOTAL		NONE	14 DAYS 1 HOUR AND 30 MINUTES	

Note: (a.) In case of domestic waste, schedule for collection; (b.) In case of industrial waste, prepare written report to Task Force Disiplina for apprehension; (c.) in case bulky waste(tree cuttings, trimmings and construction debris) for endorsement to clean and green division

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, residents, schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request letter indicating schedule and venue of IEC.	Receives letter and confirms availability and schedule.	None	30 minutes	<i>Receiving clerk</i>
Attend seminar	Conduct the seminar	none	1 day	IEC Staff
TOTAL		NONE	30 MINUTES	



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	HRMO Personnel / Administrative and Records Division
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	Concerned Personnel
2. Receives the reply.	Forward response to the client.		1 to 3 working days	HRMO Personnel / Administrative and Records Division
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.





CITY EXTERNAL SERVICES OFFICES

PUBLIC ORDER AND SAFETY OFFICE (POSO) TRAFFIC MANAGEMENT DIVISION (POSO- TMD)

EXTERNAL SERVICES



1. Traffic Clearance Application for Maynilad New Water Service Connection

Procedure in applying Traffic Clearance for Maynilad New Water Service Connection.

Office or Division:	Traffic Engineering and Design Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Maynilad Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form w/ Sketch (1 Copy)		1. Maynilad Valenzuela Business Area		
2. Excavation Permit (1 Copy)		2.1. City Engineer's Office (if Local Road) 2.2. Department of Public Works and Highway (if National Road)		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Land Title (1 Copy)		4. Applicant / Registry of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1. Receive, Traffic assessment of location of activity	None	1 day	TEDU Secretariat
2. Follow-up of Traffic Clearance	2. Issuance of Traffic Clearance	None	5 minutes	TEDU Secretariat
TOTAL		None	1 day and 5 minutes	

2. Traffic Clearance Application for Road and Drainage Rehabilitation Project (Barangay-Fund and Local Engineering Projects)

Procedure in applying Traffic Clearance for Road and Drainage Rehabilitation Project



Office or Division:	Traffic Engineering and Design Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		1. Contractor's Office		
2. Construction Plans/Drawings (1 set)		2. City Engineer's Office / DPWH		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Work Schedule (1 Copy)		4. Contractor		
5. Notice-to-Proceed (1 Copy)		4. Contractor / Implementing Office		
6. Traffic Advisories		5. Traffic Engineering & Design Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1. Check and receive the documents.	None	30 mins	POSO Secretariat / TEDU Tech Staff
2. Wait for feedback	2. Submit Endorsement letter (with attached original documents from the client) to City Engineer's Office.	None	1 day	TEDU Tech Staff
3. Wait for feedback	3. Recommendation letter to issue Traffic Clearance will be issued by the City Engineer's Office to the Public Order and Safety Office (POSO).	None	Beyond our control	Frontline Staff / City Engineer's Office Staff



4. Wait for feedback	4. POSO will then transmit said recommendation letter and its attachments to the Traffic Engineering and Design Unit (TEDU).	None	30 mins	POSO Secretariat
5. Attend scheduled meeting for discussion of the project.	5. Traffic Alleviation Assessment meeting and site inspection if needed.	None	1 hour	TEDU Tech Staff
6. Printing and installation of required Traffic Advisories.	6. TEDU will provide lay-out of Traffic Advisories and send it to contractor via email.	None	1 hour	TEDU Tech Staff
7.Wait on date of clearance validity before commencement of project.	7. Issuance of Traffic Clearance (after the contractor has submitted photos of installed advisories as proof)	None	1 hour	TEDU Tech Staff
TOTAL			1 day and 4 hours	

3. Traffic Clearance Application for Road and Drainage Project

(DPWH and MMDA Projects) Procedure in applying Traffic Clearance for Road and Drainage Rehabilitation Project

Office or Division:	Traffic Engineering and Design Unit	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Contractors	
1. Request Letter (1 Copy)		1. Contractor's Office



2. Construction Plans/Drawings (1 set)		2. City Engineer's Office / DPWH		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Work Schedule (1 Copy)		4. Contractor		
5. Notice-to-Proceed (1 Copy)		4. Contractor / Implementing Office		
6. Traffic Advisories		5. Traffic Engineering & Design Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1. Check and receive the documents.	None	30 mins	POSO Secretariat / TEDU Tech Staff
2. Wait for feedback	2. Submit Endorsement letter (with attached original documents from the client) to City Engineer's Office.	None	1 day	TEDU Tech Staff
3. Wait for feedback	3. Recommendation letter to issue Traffic Clearance will be issued by the City Engineer's Office to the Public Order and Safety Office (POSO).	None	Beyond our control	Frontline Staff / City Engineer's Office Staff
4. Wait for feedback	4. POSO will then transmit said recommendation letter and its attachments to the Traffic Engineering and Design Unit (TEDU).	None	30 mins	POSO Secretariat



5. Attend scheduled meeting for discussion of the project.	5. Traffic Alleviation Assessment meeting and site inspection if needed.	None	1 hour	TEDU Tech Staff
6. Printing and installation of required Traffic Advisories.	6. TEDU will provide lay-out of Traffic Advisories and send it to contractor via email.	None	1 hour	TEDU Tech Staff
7.Wait on date of clearance validity before commencement of project.	7. Issuance of Traffic Clearance (after the contractor has submitted photos of installed advisories as proof)	None	1 hour	TEDU Tech Staff
TOTAL			1 day and 4 hours	

4.Traffic Clearance Application for Utility Provider's Service Maintenance and Rehabilitation Projects Procedure in applying Traffic Clearance for Utility Provider's Service Maintenance and Rehabilitation Projects

Office or Division:	Traffic Engineering and Design Unit	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Copy)		1. Contractor's Office
2. Construction Plans/Drawings (1 set)		2. City Engineer's Office
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers
4. Work Schedule (1 Copy)		4. Contractor
5. Excavation and/or Electronics Permit (1 Copy)		5.1. City Engineer's Office (if Local Road) 5.2. Department of Public Works and Highway (if National Road)



6.Photos of concerned area		6. Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Check and receive the documents	None	30 mins	POSO Secretariat / TEDU Tech Staff
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Assess, meeting with POSO Head (if necessary), and inspect the location of project.	None	1 day	TEDU Tech Staff
3.Follow-up of Traffic Clearance	3.Issuance of Traffic Clearance	None	30 mins	TEDU Tech Staff
TOTAL		None	1 days and 60 mins	

5.Traffic Clearance Application for Utility Provider's Service Enhancement

Project Procedure in applying Traffic Clearance for Utility Provider's Service Enhancement Projects

Office or Division:	Traffic Engineering and Design Unit	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter (1 Copy)		1. Contractor's Office
2. Construction Plans/Drawings (1 set)		2. City Engineer's Office
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers
4. Work Schedule (1 Copy)		4. Contractor
5. Excavation and/or Electronics Permit (1 Copy)		5.1. City Engineer's Office (if Local Road) 5.2. Department of Public Works and Highway (if National Road)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1. Check and receive the documents.	None	30 mins	POSO Secretariat / TEDU Tech Staff
2. Wait for feedback	2. Submit Endorsement letter (with attached original documents from the client) to City Engineer's Office.	None	1 day	TEDU Tech Staff
3. Wait for feedback	3. Recommendation letter to issue Traffic Clearance will be issued by the City Engineer's Office to the Public Order and Safety Office (POSO).	None	Beyond our control	Frontline Staff / City Engineer's Office Staff
4. Wait for feedback	4. POSO will then transmit said recommendation letter and its attachments to the Traffic Engineering and Design Unit (TEDU).	None	30 mins	POSO Secretariat
5. Attend scheduled meeting for discussion of the project.	5. Traffic Alleviation Assessment meeting and site inspection if needed.	None	1 hour	TEDU Tech Staff
6. Printing and installation of required Traffic Advisories.	6. TEDU will provide lay-out of Traffic Advisories and send it to	None	1 hour	TEDU Tech Staff



	contractor via email.			
7.Wait on date of clearance validity before commencement of project.	7. Issuance of Traffic Clearance (after the contractor has submitted photos of installed advisories as proof)	None	1 hour	TEDU Tech Staff
TOTAL			1 day and 4 hours	

6. Truck Regulation Exemption Pass (TREP) Application

Procedure in applying Truck Regulation Exemption Pass

Office or Division:	Traffic Engineering and Design Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Trucking Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		1. Requesting Company's Office		
2. OR/CR of Truck (1 Copy)		2. Requesting Company's Office		
3. Front and side-view photos of Trucks (1 Copy)		3. Requesting Company's Office		
4. Updated Business Permit (1 copy)		4. LGU covered of Business Location/ BPLO		
5. DTI / SEC Certification (1 copy)		5. Requesting Company's Office		
6. Proposed route to be exempted (1 copy)		6. Requesting Company's Office		
7. Proof of delivery (i.e. Delivery Receipt, Official Receipt, or Bill of Lading)		7. Requesting Company's Office		
NOTE: Additional Requirement for Truck ban exemption request - Deed of Undertaking such as for "analogous to the foregoing".				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submit complete required documents	1.Check and receive the documents	None	5 minutes	POSO Secretariat / TEDU Tech Staff
2.Wait for feedback	2.Assess and prepare TREP Certification and Sticker (If approved, carefully assess route to be exempted) 2.1. Issuance of Order of Payment	None	2 days	TEDU Tech Staff
3. Pay Processing Fee and get TREP Certification	3. Receive payment and issue an Official Receipt.	PHP 500.00 / truck (valid for 1 year subject for renewal and P500.00 /truck valid 1 month subject for renewal for government projects) based on Ordinance No. 1028, series of 2022	5 minutes	Cashier at TMD Redemption Office



4. Submit Official Receipt	3. Issue TREP Certification and Sticker	PHP500 .00 / truck (valid for 1 year subject for renewal and P500.00 /truck valid 1 month subject for renewal for government projects) based on Ordinance No. 1028, series of 2022	5 minutes	TEDU Tech Staff
TOTAL			2 days and 15 minutes	

7. Traffic Clearance Application for Sidewalk Modification Activity

Procedure in applying Traffic Clearance for Modification of existing sidewalk to serve as driveway.

Office or Division:	Traffic Engineering and Design Unit		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	Property/Building Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (1 Copy)		1. Applicant	
2. Construction Plans/Drawings (1 set)		2. Applicant	



3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Photos of Site (1 Copy)		4. Contractor		
5. Excavation Permit (1 Copy)		5.1. City Engineer’s Office (if Local Road) 5.2. Department of Public Works and Highway (if National Road)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Check and receive the documents	None	1 day	POSO Secretariat / TEDU Secretariat
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Assess, meeting with POSO Head (if necessary), and inspect the location of project.	None	1 day	TEDU Secretariat
3.Wait for feedback	3.Submit endorsement letter(with attached original documents of client) to City Engineer’s Office	None	1 day	TEDU Tech Staff
4.Wait for feedback	4. CEO to submit recommendation letter to issue traffic clearance.	None	Beyond our control	City Engineer's Office Staff/ Contractor
5. Follow-up of Traffic Clearance	5.Issuance of Traffic Clearance	None	1 day	TEDU Tech Staff
TOTAL		None	7 days	

12. Traffic Clearance Application for Internet Service Installation Procedure in applying Traffic Clearance for Internet Service Installation

Office or Division:	Traffic Engineering and Design Unit
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Applicants who will avail internet connection



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Copy)		1. School/Barangay/Concerned Citizens		
2. Sketch and Photos of site installation (1 set)		2. School/Barangay/Concerned Citizens		
3. Barangay Permit/ Approval/ Endorsement(1 Copy)		3. Barangay Hall / 3S Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Check and receive the documents	None	30 mins	POSO Secretariat / TEDU Tech Staff
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Assess, meeting with POSO Head (if necessary), and inspect the location of project.	None	1 day	TEDU Tech Staff
3.Follow-up of Traffic Clearance	3.Issuance of Traffic Clearance	None	30 mins	TEDU Tech Staff
TOTAL		None	1 days and 60 mins	

13. Request of Traffic Signages and Lane Markings Procedure in requesting Traffic Signages and Lane Markings

Office or Division:	Traffic Engineering and Design Unit		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Schools, Barangay, Concerned Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter (1 Copy)		1. School/Barangay/Concerned Citizens	
2. Sketch and Photos of site installation (1 set)		2. School/Barangay/Concerned Citizens	



3. Barangay Permit/ Approval/ Endorsement (1 Copy)		3. Barangay Hall / 3S Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Receive, assess, and inspect the location of concerns	None	1 day	POSO Secretariat / TEDU Tech Staff
2.Follow –up of Action Taken	2.Checking of materials availability and schedule of Installation	None	7 days (if materials are all available)	TEDU Tech Staff
TOTAL		None	8 days	

1. Customer Feedback and Complaint on the Process of the office				
Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gm	1. Receive complaint and feedback.		5 minutes to 1 working day	Administrative Division and Public Assistance and Complaints Desk (PACD)
	1.1 Endorse to Department Head.			



ail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.2 Inquiry to concerned processor or frontliner.	None	2 to 19 working days	Department Head and/or Authorized Representative
	1.3 For reply, if necessary.			Concerned personnel or Processed Owner
	1.4 Call complainant for clarification and verification, if necessary.			Administrative Division personnel
	1.5 Reply Letter			Department Head and/or Authorized Representative
2. Receives the reply.	2. Releasing of Reply.			Administrative Division personnel
TOTAL		None	Not exceeding 20 working days	

2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office				
Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback.	1. Receive complaint and feedback.		5 minutes to 1 working day	



You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.1 Record in logbook.	None	5 minutes	HRMO Personnel / Administrative and Records Division
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	Concerned Personnel
2. Receives the reply.	Forward response to the client.		1 to 3 working days	HRMO Personnel / Administrative and Records Division
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



HIGHER EDUCATION SECTOR

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:	<ol style="list-style-type: none"> 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 <p>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).</p>
CHECKLIST OF REQUIREMENTS	
<p>Certified True Copy of Grade 12 Report Card</p> <p>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 <p>1st and 2nd semester periods with no grade lower than 85 per subject and a G.W.A. of 85% and above</p> <ul style="list-style-type: none"> • Certificate of Residency and Indigency of Both Parents from Barangay Purpose: for the Dr. Pio Valenzuela Scholarship Program <ul style="list-style-type: none"> • If parents are employed: <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ Affidavit of non-filing of ITR ○ Joint if both residing are together and are both legal guardians of their child (Purpose: for the Dr. Pio 	WHERE TO SECURE



Valenzuela Scholarship Program)				
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	<i>Scholarship Coordinator</i>
	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 form, the Scholarship Coordinator shall also inform the applicant of the lacking documents.		3 working days	<i>Scholarship Coordinator</i>



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>			<i>Scholarship Coordinator</i>
4) Take the Qualifying Examination	3. Administer the Qualifying Examination	None	3 hours	<i>Testing Coordinator</i>
4) Be present during background investigation	4. Verify authenticity of submitted documents through background investigation	None	20 mins	<i>Scholarship Coordinator</i> <i>CSWD officer</i>
5) Releasing of successful applicants	5. The qualified applicants will receive an email.	None	For further announcement	<i>Scholarship Coordinator</i>
6) Attend the signing of contract and orientation of scholars	Facilitate the signing of contract and orientation of scholars	None	3 hours	<i>Dr Pio Valenzuela</i> <i>Scholarship Advisory Committee,</i> <i>Grantee and Parents</i>
TOTAL		NONE	3 DAYS, 6 HOURS 30 MINUTES	



1. Issuance of Certificate of Service (COS)

Office or Division:		HR- ADMINISTRATIVE		
Classification:		Simple		
Type of Transaction:		Government to Client		
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	<i>HR Staff</i>
	2. Approval of the Vice President for Administration to process request.	none	5 minutes	<i>Vice President for Administration</i>
2. To Receive the requested COE	3. Upon approval of the request letter, the HR Staff will verify the employee's record. 3.1. Encode / type the COE. 4. For signature of the Vice President for Administration	None	25 minutes	<i>Verifier</i> <i>Administrative Officer</i> <i>Processing Clerk</i>
TOTAL		NONE	33 MINUTES	



1. 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
1. Secure Biometric Report/Daily Time Record	1. Downloading, 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/DTR 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 downloading and	None	1 Day	<i>HR Staff</i>



	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			<i>HR Staff</i>
TOTAL		NONE	1 DAY	



1. 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	<i>OSA Dean</i> <i>Supervising Administrative Officer</i>
2. Proceed to Cashier and pay the required fees	Accept payment and issue an official receipt	PHP 50	6 minutes	<i>Cashier</i>
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	3 minutes	<i>Guidance Office Personnel</i>
4. Claim the GMC	4. Release of GMC	None	5 minutes	<i>Guidance Office Personnel</i>
TOTAL		PHP 50	16 MINUTES	

2. 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	<i>Officer-In-Charge</i> <i>Administrative Assistant II</i>
TOTAL		NONE	7 DAYS	

2. 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		Client		
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	<i>OSA Dean</i> <i>Supervising Administrative Officer</i>



	1.1. Read all the received letters and check all the attachments/ requirements submitted and communicate queries and relevant concerns		1 day	OSA Dean Supervising Administrative Officer
	1.2. Endorse to the Vice President for Academic Affairs for Final Approval			OSA Dean Supervising Administrative Officer
	1.3. Check and provide appropriate decision/approval			Office of the Vice President for Academic Affairs
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	1 day	OSA Dean Supervising Administrative Officer
TOTAL		NONE	2 DAYS 3 MINUTES	

2. PLV College Admission Test

This service is available to all College 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 Voter's 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	<i>Evaluator</i>
2. Secure Examination Permit	2. Issuance of Examination Permit	None	1 minute	<i>Evaluator</i>



3. Take the examination on scheduled date	3. Administer the examination and inform examinee on the release date of result	None	3 hours	<i>University Registrar Examiners and Proctors</i>
TOTAL		NONE	3 HOURS AND 11 MINUTES	

1. 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
Certified True Copy of the Documents				
1. Present original copy of document to be certified	Checks the original document and Issues Order of Payment	None	1 minute	<i>Evaluator</i>
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Php. 50.00 /documents	3 minutes	<i>Cashier</i>
3. Claim the requested document	Prepares and release the requested document	None	3 minutes	<i>Evaluator</i>
Certificate of Graduation				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	1 minute	<i>Evaluator</i>
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Php. 50.00 /document	3 minutes	<i>Cashier</i>
3. Present the Official Receipt	Prepares and Issues the Certificate of Graduation	None	5 minutes	<i>Evaluator</i>
Transfer of Credentials				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	<i>Evaluator</i>
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Transfer Credential Php. 50.00	3 minutes	<i>Cashier</i>
3. Present the Official Receipt	Issues Transfer Credential	None	3 minutes	<i>Evaluator</i>



Certificate of Cumulative GWA/Course Description				
1. Requests for the document	Validates student identification and Issues Order of Payment	None	5 minutes	<i>Evaluator</i>
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Certificate of CGWA - Php. 50.00 Course Descr. Php. 50.00 /page	3 minutes	<i>Cashier</i>
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	<i>Evaluator</i>
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	<i>Evaluator</i>
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	CAV - Php. 200.00 / copy	3 minutes	<i>Evaluator</i>
3. Present the Official Receipt	Prepares the Document	None	10 minutes	<i>Evaluator</i>
4. Claim the requested certification	Releases the document and gives instructions regarding submission of the document to CHED and DFA.	None	5 minutes	<i>Evaluator</i>
Transcript of Record				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	<i>Evaluator</i>



2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	TOR - Php. 150.00 /page	3 minutes	<i>Cashier</i>
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	<i>Evaluator</i>
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	<i>Evaluator</i>



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



HIGHER EDUCATION

VALENZUELA CITY TECHNOLOGICAL COLLEGE (VALTECH)

EXTERNAL SERVICES



1. Request for Transcript of Records

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
1. Request for Transcript of Records (TOR)	1. Evaluates request, issues General Clearance Form. *All signatories will sign the General Clearance.	None	5 working days	<i>Registrar Staff</i>
	2. Validates signatories and issues Order of Payment Form. 2.1 Receives payment, issues, and prints Official Receipt (OR).	Php150 per page	for TORs without Special Order or S.O. from CHED for graduates of S.Y. 2021 and earlier	<i>Accounting Staff</i>
	3. Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub. 3.1 Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases	None	for TORs with CHED S.O. for graduates of S.Y. 2022 and 2023	<i>Registrar Staff</i>



	credentials or documents requested.			
TOTAL		PhP150 per page	5 working days	
Special Order requests from ValTech will be sent to CHED in batches. The processing time will also depend on the number of graduates.				

2. Request for Diploma

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
1. Request for Diploma	1. Evaluates request, issues General Clearance Form. *All signatories will sign the General Clearance.	None	5 working days	<i>Registrar Staff</i>
	2. Validates signatories and issues Order of Payment Form. 2.1 Receives payment, issues, and prints Official Receipt (OR).	PhP250 for second copy		<i>Accounting Staff</i>
	3. Receives OR and attaches it to the duly signed General Clearance Form and issues a			



	Claim Stub. 3.1 Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested.	None		<i>Registrar Staff</i>
TOTAL		Php250	5 working days	

3. Request for Honorable Dismissal

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
1. Request for Honorable Dismissal	1. Evaluates request, issues General Clearance Form.	None	1 working day	Registrar Staff
	*All signatories will sign the General Clearance.			
	2. Validates signatories and issues Order of Payment Form.	PhP50		Accounting Staff
2.1 Receives payment, issues, and prints Official Receipt (OR).				



	3. Receives OR and releases credentials or documents requested.	None		<i>Registrar Staff</i>
TOTAL		Php50	1 working day	

4. Request for Certificate of General Weighted Average (GWA)

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
1. Request for General Weighted Average (GWA)	1. Evaluates request, issues General Clearance Form. *All signatories will sign the General Clearance.	None	5 working days	<i>Registrar Staff</i>
	2. Validates signatories and issues Order of Payment Form. 2.1 Receives payment, issues, and prints Official Receipt (OR).	Php50		<i>Accounting Staff</i>
	3. Receives OR and releases credentials or documents requested.	None		<i>Registrar Staff</i>
TOTAL		Php50	5 working days	



5. Request for Other Certifications

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
1. Request for Other Certifications	1. Evaluates request, issues General Clearance Form. *All signatories will sign the General Clearance.	None	1 working day	Registrar Staff
	2. Validates signatories and issues Order of Payment Form. 2.1 Receives payment, issues, and prints Official Receipt (OR).	PhP50		Accounting Staff
	3. Receives OR and releases credentials or documents requested.	None		Registrar Staff
	TOTAL	PhP50	1 working day	
*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.				



6. 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		
Senior High School Report Card/Form 138-A		Previous School		
Certificate of Good Moral Character				
Philippine Statistics Authority (PSA) Birth Certificate		PSA		
Voter's ID or Voter's Registration Certification from the Commission on Elections (COMELEC)		COMELEC		
Passport-size latest colored ID picture with full name and white background		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application Form.	1. Provides Application Form (physical copy or via an online link posted on the ValTech Facebook page).	None	5 – 10 minutes	Registrar Staff
2. Submit all entry requirements to the school.	2. Issues interview schedule to applicant upon submission of requirements.	None		Registrar Staff
3. Attend admissions interview as Scheduled.	3. Notifies applicant if he/she qualifies for admission through email.	None		Registrar Staff
4. Enroll via the link sent by the school.	N/A	None		Client
5. ID Application	5. Processes the student's application for the ff IDs:			IT Staff,



	a. Admin Office – School ID b. Library ID – Library Office Property Office – Property ID	None	5 – 10 minutes	<i>Librarian, Property Custodian</i>
TOTAL		None	20 minutes	

7. Enrollment Procedures – College Department (Old Students)

Office or Division:		Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Continuing ValTech Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		ValTech Assessment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Forms link to enroll.	1. Provides links to Google Forms for enrollment of every year level; posts links to ValTech Facebook page, Canvas LMS, and class group chats (GCs).	None	5 – 10 minutes	<i>Registrar Staff</i>
2. ID Application	2. Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library ID – Library Office Property Office – Property ID	None	5 – 10 minutes	<i>IT Staff, Librarian, Property Custodian</i>
TOTAL		None	20 minutes	



8. Enrollment Procedure – 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				
Filled out Application Form		Office of the Registrar		
Photocopy of Transcript of Records (TOR) (for 4-year or 2-year course graduates) or High School		Previous School		
Photocopy of PSA Birth Certificate (must be a Filipino citizen)		PSA		
Proof of Residency (2018 Voter's Registration Certificate from the COMELEC		COMELEC		
Two (2) pcs. recent passport-size colored ID pictures with white background and full name		Client		
Chest X-ray and Medical Certificate base on X-ray		DOH Accredited Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Certificate of Registration (COR).	1. Receives and signs the COR. 1.1 Gets the entry documents submitted, stamps student status as "Free" or "Payee".	None	3 – 5 minutes	<i>Registrar Staff</i>
2. Present the filled-out Enrollment Form to the Clinic.	2. Receives Medical Certificate, issues Medical Health Form, signs the COR.	None	2 – 5 minutes	<i>School Nurse / Staff</i>
3. Assessment of Fees.	3. Assesses fees and receives payment for			



	Payees. 3.1 Prints and issues an Official Receipt (OR).	None	3 – 5 minutes	<i>Accounting Staff</i>
4. Master Listing	4. Encoding of Personal Data, Schedule, and Trainor.	None	3 – 5 minutes	<i>Accounting Staff</i>
5. ID Application	5. Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library ID – Library Office Property Office – Property ID	None	5 – 10 minutes	<i>IT Staff, Librarian, Property Custodian</i>
TOTAL		None	30 minutes	

9. Application for Competency Assessment

Office or Division:		ValTech Assessment Center		
Classification:		Simple to Complex		
Type of Transaction:		G2C		
Who may avail:		Technical Vocational Education and Training (TVET) Graduates and Industry Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form for Competency Assessment.	1. Gives Application Form, Self-Assessment Guide, and Order of Payment.	None	5 minutes	<i>Processing Officer</i>



2. Pay the Assessment Fee at the Accounting Office.	2. Receives payment from the candidate.	New Assessment Fees	5 minutes	<i>Accounting Staff</i>
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.				
3. Fill out Application Form for the Competency Assessment.	3. Receives the Application Form and issues Admission Slip.			
	Registers to TESDA Training Management Information System (T2MIS).	None	1 minute	<i>Processing Office</i>
	4. Encodes the candidate's information to the T2MIS.	None	3 minutes	<i>Data Encoder</i>
	5. Prepares letter for Assessment Schedule, Appointment Letter of Competency Assessor, and request for Test Package.	None	5 minutes	<i>Data Encoder</i>
	6. Signs the Assessment Schedule Request, Appointment Letter of Competency Assessor.	None	5 minutes	<i>Assessment Center Manager</i>
	7. Submits a request to Technical Education and Skills Development	None	30 minutes	<i>Liaison Officer</i>



	Authority (TESDA) CAMANAVA.			
4. Waiting Period for Competency Assessment.		None	4 working Days	
	8. Informs the candidates of the Schedule of Competency	None	10 minutes	<i>Processing Officer</i>
5. Report for Competency Assessment.	9. Prepares Attendance Sheet, Assessment Proceedings, and Performance Evaluation Form (for Assessor).	None	10 minutes	<i>Processing Officer</i>
6. Undergo Competency Assessment.	10. Receives Test Package and conducts Competency Assessment.	None	1 working day	<i>Competency Assessor</i>
	11. Prepares Registry of Workers Assessed and Certified (RWAC).	None	30 minutes	<i>Processing Officer</i>
	12. Has RWAC signed by the Processing Officer, Competency Assessor, and Assessment Center Manager.	None	15 minutes	<i>Processing Officer</i> <i>Competency Assessor</i> <i>Assessment Center Manager</i>
	13. Submits the Competency			



	Assessment documents at TESDA CAMANAVA.	None	1 hour	<i>Liaison Officer</i>
7. Receive Competency Assessment Result Summary (CARS).	14. Releases CARS.	None	5 minutes	<i>Assessment Center Manager</i>
TOTAL		None	30 minutes	

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)

10. Application for Payments and Refund

Office or Division:		ValTech Accounting		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, Teachers, Graduates, and Industry Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collection of Payments. 1.1 Get Order of Payment from the offices concerned Certificate of Good Moral-Guidance Officer Lost ID- IT Department. 1.2 Assessment Fees- Assessment Office		See list below	5 minutes	<i>Accounting Staff</i> <i>Registrar Staff</i> <i>Guidance Counselor</i> <i>IT Staff</i> <i>Assessment Office Staff</i>



2. Submit Order of Payment.	1. Collect Order of Payment.	None	5 minutes	Accounting Staff
3. Pay for the requested document and other fees at the Window.	2. Collects Payment.	None	5 minutes	
4. Wait for the Official Receipt (OR).	3. Prints and issues Official Receipts (OR).	None	5 minutes	
5. Proceed to the offices concerned and present OR.		None	10 minutes	
6. Collection of Refunds.	4. Issued Refund Form.	None	10 minutes	
7. Fill out Refund Form.		None		
8. Attach Registration Form.		None		
9. Submit to the Officer-in-Charge.	5. Receives and reviews the Refund Form and the attached Registration form.	None	1 working day	Administration Office Staff
10. Leave a contact number for follow-up.	6. Collecting Officer fills out the Refund Form (lower half portion of the Refund Form).	None		
	7. Submits the form to the Acting College President for approval.	None		
	8. Inform the client/student Refund Form is ready for pick- up.	None		
	9. Advise the client/student to proceed to the City Treasurer's Office for the refund.	None		



11. Final processing of refund at the City Hall.	10. Releases client's/student's refund	None		City Treasurer's Office
TOTAL		None	1 working day	
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				

11. Customer Feedback and Complaint on the Process of the office

Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan,	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and			



Valenzuela City, Metro Manila, 1441	verification, if necessary.			
	1.5 Reply Letter			
2. Receives the reply.	2. Releasing of Reply.			<i>Department Head and/or Authorized Representative Administrative Division personnel</i>
TOTAL		None	Not exceeding 20 working days	

12. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and	1. Receive complaint and feedback.		5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	



Management Office, City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1.3 Personnel to reply on the complaint.	None	3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	



AD HOC AND REGULATORY OFFICES

LIVELIHOOD OFFICE

EXTERNAL SERVICES



1. Livelihood Training

A program designed to equip individuals with practical skills and knowledge to generate income, improve employability, or start a small business.

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		
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	<i>Livelihood Staff</i>
	1.1. Forward the request to the Office Head for signature/approval	None	5 Minutes	<i>Office Head</i>
	1.2. Inform the client for the schedule/ date of livelihood training	None	5 minutes	<i>Livelihood Staff</i>
The client shall wait for the scheduled date while the Office is waiting for the materials to arrive.				
2. Attend the training	2. Prepare the materials needed in livelihood training/workshop.	None	2 days	<i>Office Head and Livelihood Staffs</i>
TOTAL		None	2 DAYS 12 MINUTES	



1. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



2. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



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	
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 of application form	1.Receive the required documents and verify the PNP members Issue Order of Payment.	None	10 minutes	PLEB Personnel
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.Encode the information of the official receipt in the database	None	10 minutes	PLEB Personnel
3. Client will fill out the information in the Logbook.	3.1 release the clearance	None	2 minutes	PLEB Personnel
TOTAL		None	22 minutes	



1. 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	PLEB Personnel
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	PLEB Personnel
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	PLEB Personnel
TOTAL		None	40 minutes	
<p>Note: As provided for under Sec. 16 Rule 17 of NAPOLCOM Memorandum Under Circular No. 2016-002, period to render decision.</p> <p>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.</p> <p>With regard to the PLEB, each case shall be decided within (60) days from the time the case is filed before it</p> <p>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.</p>				



2. 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	PLEB Personnel
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	PLEB Personnel
TOTAL		None	35 minutes	

4. Customer Feedback and Complaint on the Process of the office				
Office or Division:	Human Resources and Management Office			
Classification:	Simple to Complex			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Clients and Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint Letter with mobile number or complaint email indicating mobile number.			Clients and Customers	
Any documentation to prove complaint, if applicable			Clients and Customers	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	

5.Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office	
Office or Division:	Human Resources and Management Office
Classification:	Simple to Complex
Type of Transaction:	G2G, G2B, G2C
Who may avail:	Clients and Customers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complaint Letter with mobile number or complaint email indicating mobile number.	Clients and Customers
Any documentation to prove complaint, if applicable	Clients and Customers



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	
Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.				



AD HOC AND REGULATORY OFFICES

VALENZUELA ANTI-DRUG ABUSE OFFICE (VADAO)

EXTERNAL SERVICES



1. Conduct of Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST)

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G			
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.		Client Barangay Hall / Barangay 3S Center		
If the PWUD is an employee, one (1) endorsement letter from the company and signed by the Human Resource Office (HRO).		Company where the PWUD is currently working		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements.	1. Verification of document submitted	None	5 minutes	<i>Frontline Personnel</i>
2. Client will undergo initial Interview / Assessment - Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST).	2. Initial screening done by Trained (SBIRT) Screener determines the severity of addiction: Low, Moderate Risk and High Risk	None	30 minutes	<i>DOH Trained Personnel for ASSIST</i>



<p>If the client severity of addiction is:</p> <p>a. Low Risk</p> <p>b. Moderate Risk</p> <p>c. High Risk</p>	<p>a. Make an endorsement letter to the BCSC to undergo General Intervention for one (1) month.</p> <p>b. Make an endorsement letter to BCSC to undergo Community-Based Drug and Rehabilitation Program (Outpatient Program) for six (6) months or more.</p> <p>c. Make an endorsement letter to the DOH Accredited Physicians for Drug Dependency Evaluation (DDE).</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Record Officer</i></p>
<p>TOTAL</p>		<p>None</p>	<p>45 minutes</p>	



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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements.	1. Verification of document submitted.	None	5 minutes	<i>Frontline Personnel</i>
2. Client shall wait for the scheduled date.	2. VADAO staff will schedule the patient for DDE.	None	5 minutes	<i>Frontline Personnel</i>
WAITING FOR APPOINTMENT				
3. Client will undergo (DDE)	3. Assessment with a DOH DDE Accredited Physician indicating the severity of addiction	None	1 hour	<i>DOH Accredited Physician</i>
	<p>If the client the severity is:</p> <p>1. Mild and Moderate Dependence</p> <p>a. Make an endorsement letter to the BCSC for Community-</p>		10 minutes	<i>Record Officer</i>



	Based Drug and Rehabilitation Program (Outpatient Program) for six (6) months or more.			
	2. Severe Dependence			
	a. Make an endorsement letter to a DOH accredited In-Patient Drug Rehabilitation facility.			Record Officer
TOTAL		None	1 hour and 20 minutes	

3. Community Based Rehabilitation Program (Outpatient Program)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
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 plea bargainers: <ul style="list-style-type: none"> • Court Order • Endorsement Letter • DDE Result 		<ul style="list-style-type: none"> • Regional Trial Court • Parole and Probation • DOH DDE Accredited Physician 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. For Moderate ASSIST Clients:				<i>Record Officer</i>
<ul style="list-style-type: none"> Endorsement of clients to the BCSC 				
For Plea bargainers:	1. Inform the BCSC regarding the client for CDBRP.	None	30 minutes	<i>Frontline Personnel</i>
<ul style="list-style-type: none"> Receiving the documents from the RTC / Parole & Probation & informing the BCSC 				
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:	G2C, G2G, 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 Hall 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.	Valenzuela Anti-Drug Abuse Office (VADAO)
Notarized Court Petition for Confinement	Dangerous Drug Board (DDB) Representative Regional Trial Court
DDE Result	DOH DDE Accredited Physician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the necessary documents.	1. Verifies the submitted documents	None	15 minutes	<i>Frontline Personnel</i>
2. Client will be assisted to do the medical check-up and laboratories.	2. Schedule and coordination with Valenzuela City Emergency Hospital (VCEH), Valenzuela Medical Center and private laboratories.	None	15 minutes	<i>Frontline Personnel</i>
Waiting for the appointment				
3. Once the medical clearance is obtained, VADAO will submit the requirements to the rehabilitation facility.	3. Submission of requirements to the rehabilitation facility.	None	15 minutes	<i>Frontline Personnel</i>
Waiting for the response of the facility				
4. Once with acceptance letter to the facility, VADAO staff will schedule the transportation.	4. Arrangement of time and date of the PWUD's admission to the Rehabilitation Facility.	None	15 minutes (Balai Banyuhay) 1 day (Other Facility throughout the country)	<i>Frontline and Administrative Personnel</i>
TOTAL		None	1 hour and 15 minutes to 1 day and 1 hour	



5. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



6. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	2. Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.



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.	1. The library personnel shall gather the belongings. 1.1 S/he will provide a bag number to the client.	None	2 minutes	<i>Library Personnel</i>
2. Present an ID to the Library personnel.	2. The library personnel shall validate the ID.	None	1 minute	<i>Library Personnel</i>
3. Register on the library information sheet.	3. The library personnel shall check the information on both the ID and the registration sheet.	None	2 minutes	<i>Library Personnel</i>
4. Library clientele may use the Online Public Access Catalog (OPAC).	4. The library personnel may assist the clientele, as needed.	None	5 minutes	<i>Library Personnel</i>
5. Library clientele gets the book/s on the shelf.	5. The library personnel may assist the clientele, as needed.	None	5 minutes	<i>Library Personnel</i>
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 ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Click the online link for registration, fill up, and submit the form.	1. The library personnel gather all registrant information.	None	2 minutes	<i>Library Personnel</i>
2. Client waits for confirmation.	2. The library personnel calls and texts the client to confirm his/her slot.	None	2 minutes	<i>Library Personnel</i>
3. Client come to ValACE to attend the program.	3. The library personnel check the attendance.	None	1 minute for attendance (depends on the length of the program)	<i>Library Personnel</i>
4. Client answers the evaluation form after attending the program.	4. The library personnel provide and gather the evaluation form. Certificates are provided.	None	2 minutes	<i>Library Personnel</i>
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		Client's ID		
Registration form (for library users without mobile phones)		Computer Area Operator		
Mobile phone connected to the internet for Online Registration Form		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present an ID to the library personnel.	1. The library personnel shall validate the ID and inform the library user about computer availability.	None	1 minute	<i>Library Personnel (Computer Operator)</i>
2. Scan the QR code or type the url link in the mobile phone's browser. If the library user does not have a phone, he/she fills up the registration form.	2. The library personnel shall validate the registration details.	None	1 minute	<i>Library Personnel (Computer Operator)</i>
3. Library client surrenders them ID before using the computer.	3. The library personnel tell the library user what computer will be assigned to him/her.	None	1 minute	<i>Library Personnel (Computer Operator)</i>
4. Library client claims their ID after using the computer.	4. The library personnel checks and gives the ID of the library user.	None	1 minute	<i>Library Personnel (Computer Operator)</i>
TOTAL		None	4 minutes	



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 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.	1. Special Collection Staff shall validate the ID.	None	1 minute	<i>Special Collection Staff</i>
2. Register on the Library Information Sheet.	2. Special Collection Staff validates the user's registration.	None	3 minutes	<i>Special Collection Staff</i>
3. Library clients seek assistance for a subject or a specific book title needed.	3. Special Collection Staff will direct and assist the user to the library online public access catalog.	None	3 minutes	<i>Special Collection Staff</i>
4. Library client asks for assistance to look for the library material from the search result on the Online Public Access Catalog.	4. Special Collection Staff will direct the user to the shelves where the material is located.	None	1 minute	<i>Special Collection Staff</i>
TOTAL		None	6 minutes	

5. Donation of Library Materials in Libraries in Need

This program helps other libraries which seek help to improve their library collection through donation.

Office or Division:	Technical Section			
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 Library		
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.	1. The Office of the City Librarian approves/disapproves the request. 1.1 If approved, the Technical Librarian selects Materials suitable to the needs of the client. 1.2 If disapproved, the Technical Librarian updates the client regarding the status of the request.	None	6 hours and 30 minutes	<i>City Librarian</i> <i>Technical Section Staff</i>
2. The client waits for further communication from the Valenzuela City Library.	2. The Technical Section staff will contact the client for the schedule of pick-up or delivery of library materials. 2.1 Technical Section staff will prepare the materials together with the list of books to be donated.	None	3 minutes 1 hour	<i>Technical Section Librarian</i> <i>Technical Section Staff</i>
3. The client will receive and sign	3. The Technical Librarian will ask the			



the list of books donated.	client to sign the receiving copy for the list of books. A photo of the client will be shot right after.	None	1 hour	<i>Special Collection Staff</i>
4. Library client asks for assistance to look for the library material from the search result on the Online Public Access Catalog.	4. Special Collection Staff will direct the user to the shelves where the material is located.	None	1 minute	<i>Technical Section Librarian and Staff</i>
TOTAL		None	8 hours and 33 minutes	

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:		Simple		
Type of Transaction:		G2C		
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		Ms. April Beranque		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about room's capacity and availability	1. 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	None	Estimated 30 minutes to 1 hour (Response time vary)	<i>Assigned Personnel</i>



	the area.			
2. Submit written request or send to valenzuelacitylibrary@gmail.com	2. The assigned library personnel will check the request and submit it to the OIC City Librarian for approval. Once approved, the library personnel will send the details to the client.	None	30 minutes (Response time vary)	<i>Assigned Personnel</i>
3. Follow up the request.	3. Assigned library personnel will confirm the client's request and send the details to GSO Personnel involved to prepare the area.	None	1 hour (includes the preparation of area)	<i>Assigned Personnel</i>
4. Client leaves the training hall or conference room. The client must practice cleaning as you go and packs up.	4. Assigned personnel will communicate with GSO Personnel to double check for equipment which may have been left, or if there is any damage in the space.	None	15 minutes	<i>Assigned Personnel</i>
TOTAL		None	3 hours	



7. Customer Feedback and Complaint on the Process of the office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>Administrative Division and Public Assistance and Complaints Desk (PACD)</i>
	1.1 Endorse to Department Head.		2 to 19 working days	<i>Department Head and/or Authorized Representative</i>
	1.2 Inquiry to concerned processor or frontliner.			<i>Concerned personnel or Processed Owner</i>
	1.3 For reply, if necessary.			<i>Administrative Division personnel</i>
	1.4 Call complainant for clarification and verification, if necessary.			<i>Department Head and/or Authorized Representative</i>
	1.5 Reply Letter			<i>Administrative Division personnel</i>
2. Receives the reply.	2. Releasing of Reply.			
TOTAL		None	Not exceeding 20 working days	



8. Customer Complaint on the Personnel, Frontliner, and Public Assistance and Complaint Desk (PACD) of the Office

Office or Division:		Human Resources and Management Office		
Classification:		Simple to Complex		
Type of Transaction:		G2G, G2B, G2C		
Who may avail:		Clients and Customers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter with mobile number or complaint email indicating mobile number.		Clients and Customers		
Any documentation to prove complaint, if applicable		Clients and Customers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Complaint and Feedback. You may Email at vccart.hrmo@gmail.com or Mail to the office, addressed to the Human Resources and Management Office , City Government of Valenzuela, Mac Arthur Highway, Brgy. Karuhatan, Valenzuela City, Metro Manila, 1441	1. Receive complaint and feedback.	None	5 minutes to 1 working day	<i>HRMO Personnel / Administrative and Records Division</i>
	1.1 Record in logbook.		5 minutes	
	1.2 Endorsement to concerned office and personnel.		1 working day	
	1.3 Personnel to reply on the complaint.		3 to 15 working days	<i>Concerned Personnel</i>
2. Receives the reply.	Forward response to the client.		1 to 3 working days	<i>HRMO Personnel / Administrative and Records Division</i>
TOTAL		None	Not exceeding 20 working days	

Note: Should the client decided to proceed with ethics complaint, the HRMO will endorse the case to Ethics and Complaints Board.