



The Valenzuela City

CITIZEN'S
CHARTER
2023



**Tuloy ang PROGRESO,
Valenzuela!**



SOCIAL SERVICES OFFICES
CITY AGRICULTURE OFFICE
EXTERNAL SERVICES



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 requisite for securing pre-marriage orientation and counseling certificate.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government-issued ID		Client		
Tree saplings/ ornamentals/ vegetable seeds		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring tree saplings/ ornamentals/ vegetable seeds and present valid ID	Check viability of submitted tree saplings/ ornamentals/ vegetable seedlings	none	5 mins	Agricultural Technologists
None	Prepare Plant-A-Love Certificate	none	5-10 mins	Agricultural Technologists
	Issuance Certificate of Completion	none	3 mins	OIC- City Agriculture Office
2. Claim Certificate of Completion	Release Certificate of Completion	none	3 mins	Agricultural Technologists
TOTAL		None	1 Day	

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

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

Office or Division:	City Agriculture Office
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Valenzuela City Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration		Assessor's Office		
Transfer Certificate of Title		Assessor's Office		
Picture of Land		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring tree saplings/ornamentals/vegetable seeds and present valid ID	Check viability of submitted tree saplings/ornamentals/vegetable seedlings	none	5 mins	Agricultural Technologists
None	Site Inspection with documentation	none	30 mins	Agricultural Technologists
None	Submit recommendation	none	10-15mins	Agricultural Technologists
None	Issuance of Certification	none	5 minutes	OIC- City Agriculture Office
2. Claim Certificate	Release Certification	none	3 minutes	Agricultural Technologists
TOTAL		None	53 minutes	

3. Seedling Dispersal and Urban Gardening Lecture/Seminar

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

Office or Division:	City Agriculture Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Valenzuela City Couples		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request		Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Request for: a.) Acquisition of vegetable seedlings b.) Lecture on Urban Gardening	Receive Letter of Request	none	5 mins	1. Submission of Letter of Request for: a.) Acquisition of vegetable seedlings b.) Lecture on Urban Gardening
None	Set schedule at the convenient time of both parties	none	5 mins	None
2. Pick-up the requested vegetable seedlings	Release of the requested vegetable seedlings	none	20-30 mins	2. Pick-up the requested vegetable seedlings
3. Set the venue for the lecture	Conduct lecture and Demonstration	none	2-3 hours	3. Set the venue for the lecture
TOTAL		None		



SOCIAL SERVICES OFFICES
CULTURAL AFFAIRS AND TOURISM DEVELOPMENT OFFICE (CATDO)
EXTERNAL SERVICES



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

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

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

2. Request for Valenzuela City Band Performance

Valenzuela City Band Performances are requested through CATDO for events.

Office or Division:	Cultural and Tourism Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Mayor's Office, CATDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-up request form	1. Mayor's Office checks the schedule of the City Band and forwarded to the Chief of Staff for approval	None	1 hour	Mayor's Office staff
	1.1. Once approved, the request is forwarded to CATDO for implementation			
	1.2. CATDO coordinates with the requesting party			
TOTAL		None	1 hours	

3. Request of Group Visit at the Valenzuela City Museum

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

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



SOCIAL SERVICES OFFICES
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		
Existing Cooperative:				
1. Photocopy of Certificate of Compliance		Cooperative Development Authority Manila Extension Office		
2. Photocopy of Reportorial Reports		Cooperative Development Authority Manila Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Business Permit and Licensing Office (BPLO) registration form along with other requirements	1. Check the completeness of form and requirements	None	15 minutes	Frontline Personnel of the Cooperative Development Office
	1.1. Provide client an application form of endorsement for business permit			Supervising Cooperative Development Specialist
2. Accomplish and submit application form for Tax Exemption	2. Certify the application form of endorsement of business permit	None	5 minutes	Supervising Cooperative Development Specialist
	2.1. Issuance application form of endorsement for business permit		2 minutes	Frontline Personnel of the Cooperative Development Office
TOTAL		None		



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:	Complex			
Type of Transaction:	G2C			
Who may avail:	Newly Registered Cooperatives in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newly Registered Cooperatives:		Cooperatives documents from Cooperative Development Authority		
Photocopy of Certificate of Registration		Cooperative Development Authority Central Office		
Photocopy of Articles of Cooperation		Cooperative Development Authority Central Office		
Photocopy of Articles of By Laws		Cooperative Development Authority Central Office		
Photocopy of Certificate of Compliance		Cooperative Development Authority - Manila Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Business Permit and Licensing Office (BPLO) registration form along with other requirements	1. Check the completeness of form and requirements	None	5 minutes	Frontline Personnel of the Cooperative Development Office
	1.1. Provide client an application form of endorsement for business permit			
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



	2.1. Endorse client to Cooperative Development Office		2 minutes	Frontline Personnel of the Cooperative Development Office
	2.2. Endorse client to Assessment Window to determine payment to Business Permit License Office		10 minutes	Frontline Personnel of the Cooperative Development Office
TOTAL		None	26 minutes	



SOCIAL SERVICES OFFICES
POPULATION MANAGEMENT
EXTERNAL SERVICES



1. Pre-Marriage Orientation and Counseling

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

Office or Division:	Population Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All couples applying for a Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks schedule of PMOC	1. Provides Order of payment	None	1 minute	CPMO staff
2. Pays ₱50.00 to cashier at the Finance Building	2. Issues Official Receipt (O.R.)	PHP 50	5 minutes	Cashier, Finance Building
3. Present O.R. to CPMO staff	3. Asks couple to fill up PMOC schedule form or couple profile and the Marriage Expectations Inventory (MEI)	None	15 minutes	CPMO staff
4. Gets scheduled date of PMOC	4. Provides PMOC schedule after ascertaining that couple is available and has completed/ signed their profile and has submitted their individual MEIs	None	1 minute	CPMO staff



5. Attend PMOC	5. Conduct PMOC PMOC is conducted twice a week, Tuesday and Thursday mornings	None	1 hour and 30 minutes	Accredited CPMO Pre- Marriage Counsellors
6. Receive Certificate of Compliance (prerequisite to Marriage License)	6. Issue Certificate of Compliance	None	1 minute	Accredited CPMO Pre Marriage Counsellors
TOTAL		None	1 hour and 53 minutes	

Note:

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



SOCIAL SERVICES OFFICES
SOCIAL WELFARE AND DEVELOPMENT OFFICE
EXTERNAL SERVICES



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

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

Office or Division:	City Social Welfare and Development Office- CIU Unit
Classification:	Complex, Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bonafide citizens of Valenzuela who is need of medical assistance
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Original and 1 photocopy of the Barangay Certificate or Barangay Indigency indicating the Calendar Year with 6 months validity (preferably with picture of the patient/ client)	3S Centers, Barangay Hall
2.Original and 2 photocopies of any valid government issued identification card of patient and client bearing residence address in Valenzuela City.	Government offices
3. Two (2) photocopies of medical certificate or clinical abstract, discharge summary, certificate of confinement or death summary with date of issuance (within 6 months) with complete name, license number and signature of attending doctor or physician	Hospitals, clinics that provide medical records such as medical certificates or clinical abstract. Note that all medical records should be provided by the same doctor.
4. Two (2) photocopies of the latest medical prescription (if for medicines)/laboratory request or laboratory protocol (if requesting for laboratory)/ Temporary/Final latest statement of account (if for hospital bill) / treatment protocol for (chemotherapy or dialysis patient) (Note: name and address of the patient should match the Barangay certificate/ ID presented; same hospital billing could not be presented twice)	Hospital, clinic, company, or supplier that provides all the given requirements as well as the quotation of the prescription or procedure.
5. If the patient is 17 years old and below, two (2) photocopies of the birth certificate is needed and/or recent school ID (within school year enrolled)	PSA and school where the patient is studying



6. Other pertinent documents that can support the claim as deemed necessary		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	Client shall endorse the requirements/ documents to the assigned worker	None	3 minutes	
	2.1. Assigned worker conducts intake interview and encode necessary information		15-30 minutes	
3. Acknowledge Claim Slip or Home Visit Schedule Slip (if necessary)	3. Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation (if necessary) (In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence)	None	Within 3-5 days	Assigned worker for home visit
	3.1. Assigned worker collects all the application does all summary reports of application for the approval of department head			



	3.2 Social Worker/ CSWD Head approves/ disapproved the assistance with corresponding amount	None		Social Worker/ CSWD Head
4. Return on the scheduled date of release, get a queuing ticket at DotBot Station and present valid government issued ID to worker	4. Release voucher for medical assistance. Advises client to proceed to City Cashier's Office	None	15 minutes	Assigned worker for releasing
5. Client proceed to Cashier office	5. Cashier released the assistance	None	5-10 minutes	Cashier
TOTAL		None	5 days, 1 hour	

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

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

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

Office or Division:	City Social Welfare and Development Office- CIU Unit		
Classification:	Complex, Highly Technical		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	All bonafide citizens of Valenzuela who is need of transportation assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original and 1 photocopy of the Barangay Certificate or Barangay		3s Centers, Barangay Hall	



Indigency (preferably with picture of the client)				
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices		
3. Police Blotter (for victims of pick pocket) / Barangay Blotter (for vagrant, street dwellers)		Nearest police station		
4. Other pertinent documents which may require to support the claims		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker	None	3 minutes	
	2.1. Assigned worker conducts intake interview	None	minutes	
3. Client receives slip for home visit if necessary	Assigned worker conducts home visitation. (In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence)	None	Within 3 days	Assigned worker
4. Client acknowledge the assistance provided	Worker processed the transportation assistance	None	With 3-5 days (depending on the amount of assistance)	Assigned worker
TOTAL		None	8 days and 36 minutes	

Note: Beneficiaries of the Balik-Probinsiya Program shall be permanently disqualified to



avail any benefits provided by the City.

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

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

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



8. Other pertinent documents as required by the Social Worker for further assessment		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Assigned worker conducts intake interview	None	15- 30 minutes	Assigned worker
3. Client received voucher of assistance	3. Worker issues voucher for assistance	None	3 minutes	Assigned worker
4. Client will wait for the encashment of the voucher	4. Worker issues schedule of releasing	None	3-5 days	Assigned worker
5. Claim the cash assistance to the cashier	5. Cashier released the assistance	None	5- 10 minutes	Cashier
TOTAL		None	5 days and 46 minutes	

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

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

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

Office or Division:	City Social Welfare and Development Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All bonafide citizens of Valenzuela who needs a certificate of indigence that is below the poverty threshold.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Original and 1 photocopy of the Barangay Indigency (preferably with picture of the client)	3s Center, Barangay Hall			
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay	Government offices			
3. Medical Certificate or Clinical Abstract – Original (for laboratory)	Government Clinic or Hospital where the patient sought consultation or check-up			
4. Original and 1 photocopy of the Certificate of No Property from Municipal Assessor's Office (legal Assistance)	Municipal Assessor's office (For Certificate of Indigency Only)			
5. Original and 1 photocopy of the Certificate of No Business from the Municipal Treasury Office (for legal assistance)	Treasurer's Office (For Certificate of Indigency Only)			
6. Photocopy of the Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR) (for legal assistance)	BIR (For Certificate of Indigency Only)			
7. Copy of school records and school ID, letter referral from the school (if for scholarship)	School			
8. Other pertinent documents as required by the worker to support the claims				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/ client to the assigned worker and conducts intake interview and assessment	None	5-30 minutes	Crisis worker/ Social Worker
3. Client receives slip for home visit if necessary	Assigned worker conducts home visitation.	None	Within 3- 5 days	Assigned worker



	(In cases of no valid ID, home visitation is			
	done by the assigned worker and get 2 persons to justify the client's existence)			
4. Client receives the certificate	Assigned worker issue the certificate of indigency	None	5 minutes	Assigned worker
TOTAL		None	5 days and 38 minutes	

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

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

Office or Division:	City Social Welfare and Development Office	
Classification:	Complex, Highly Technical	
Type of Transaction:	G2C- Government to Citizens	
Who may avail:	All bonafide citizens of Valenzuela who is need of social case study report to defray cost of expenses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and 1 photocopy of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)		3s Center, Barangay Hall
2. Original and 1 photocopy of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices
3. Photocopy of medical Certificate or Medical Abstract/ medical prescription/ hospital bill/ medical procedure quotations (for medical needs)		Clinic or Hospital where the patient sought consultation or check-up



4.Copy of school records and school ID (if for scholarship)		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2.Endorses requirements/ client to the assigned worker and conducts intake interview and assessment	None	5-30 minutes	Crisis worker/ Social Worker
3.Client receives slip for home visit if necessary	Assigned worker conducts home visitation. (In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence)	None	Within 3- 5 days	Assigned worker
4.Client receives the social case study report	Assigned worker issued social case study report duly signed by a registered social worker	None	5 minutes	Social worker
TOTAL		None	5 days and 38 minutes	

6. Assistance to Individuals in Crisis Situation (AICS) – Food Assistance

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



streets, abandoned and neglected clients catered by the In-City shelters).

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All bonafide citizens of Valenzuela who is need of food assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and 1 photocopy of any valid government issued identification card of client bearing residence address of particular Barangay	Government Offices
2. Barangay Blotter (if for strande, street dweller/ homeless) indicating the current situation of the individual and families in need or vulnerable situations.	3S Centers, Barangay Hall
3. Any document proving the applicant is stranded/ trip ticket	Client
4. Any document proving the beneficiary is in need/ in crisis	Client
For patients admitted in a hospital, medical certificate or clinical abstract proving their admission in the medical care	Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called.	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
Register at the assigned desk at Valenzuela CSWD Office				
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	5-30 minutes	Crisis worker/ Social Worker
3. Client receives assistance	3. Worker processed and	None	10 minutes	Assigned worker



	provide the assistance to the client based on assessment			
TOTAL		None	43 minutes	

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

This refers to the assistance that is not available at the CSWD Office or can be an additional resource to augment the assistance from other government offices or institutions. This involves, but is not limited to, referrals to appropriate agencies for medical assistance, cataract operation, burial assistance, other cash assistance, legal assistance, psychosocial interventions, and admission to residential facilities among others.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2C- Government to Citizens, G2G- Government to Government			
Who may avail:	All bonafide citizens of Valenzuela who is in need of assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)		3s Center, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
3. Barangay blotter, Medical Certificate (for strandeers needing shelter)		Police station, nearest hospital or barangay health centers		
4. medical certificate or clinical abstract, medical prescription, laboratory procedures (for medical purpose)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker



at Valenzuela CSWD Office				
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	5-30 minutes	Crisis worker/ Social Worker
3. Client receives assistance	3. Worker processed and provide the assistance to the client based on assessment	None	10 minutes	Assigned worker
TOTAL		None	43 minutes	

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

An assistance in the form of an outright cash provided to individuals and families in extremely difficult circumstances in which the need does not fall on the above mentioned assistance, such as but not limited to, a child victim of abuse, Persons Living with HIV, rescued families, individuals or families in crisis, victims of a disaster/ calamity, survivor-victims of VAWC, repatriated, trafficked persons, RPWUD (Recovering Persons who used Drugs), Persons with Disability needing therapy and other medical interventions as may be justified by the social worker or through a case consultation/ conference.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Bonafide clients residing in Valenzuela City who fall under the following category but not limited to: Child victim of abuse, CICL PLHIV Rescued Families Families in Crisis Victims of Fire Survivor- victims of VAWC Repatriated Persons with disability RPWUD (Recovering Persons who used Drugs)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency (preferably with picture of the client)		3s Center, Barangay Hall		
2. Depending on the circumstance of the client: - Police Report or Bureau of Fire Protection (BFP) Report/ Certification of fire victims - Passport, Travel Documents, any proof of repatriation - a certification from the social worker for rescued clients - Police blotter for victims of abuse - recent medical certificate or clinical abstract - Barangay blotter report (for cases of reached out clients, strandeers, etc)		Government offices (Bureau of Fire, OWWA, Police stations, CSWDO) HRO of the Company		
- Referral Letter/ Endorsement (e.g from the RTC/MTC/ NGO or other concerned agencies) - Valid Company ID and a letter from its respective Human Resource Office (HRO) or a Certificate of Employment issued by the HRO with current employment status in the last 6 months - Other documents that may be needed by the social worker		Client		
3. Social Case Study Report		CSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing ticket at DotBot Station and wait for the assigned number to be called. Register at the assigned desk at Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/ client to the assigned worker and conducts	None	15-60 minutes depending on the circumstance	Crisis worker/ Social Worker



	intake interview and assessment			
3.Client receives slip for home visit if necessary	Assigned worker conducts home visitation. In cases of no valid ID, home visitation is done by the assigned worker and get 2 persons to justify the client's existence	None	Within 3- 5 days	Assigned worker
4.Client receives assistance	3.Worker processed and provide the assistance to the client based on assessment	None	10 minutes	Assigned worker
TOTAL		None	5 days, 1 hour and 13 minutes	

9. Emergency Shelter Assistance

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

Office or Division:	City Social Welfare and Development Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Bonafide citizens of Valenzuela who are: 1. Victims of natural or human induced disasters



	<p>2. Demolished / evicted from waterways/ NLEX/ NAPOCOR Tower Lines, Private-Owned and Government-Owned structures or land.</p> <p>3. Poor or indigent individuals or families needing assistance for shelter.</p> <p>Members of informal sector, marginalized, vulnerable and disadvantaged individuals, demolished victims, street dwellers, victims of evictions, and relocatees</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 Photocopies of Endorsement from Housing Resettlement Office/ Engineering/ Office of Building Officials (if available)		Housing Resettlement Office		
2 .Original and 2 photocopies of the Barangay Certificate or Barangay Indigency		3s Center, Barangay Hall		
3. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of a particular Barangay		Government offices		
4. 3 photocopies of court order/ Notice of Violation		RTC/MTC		
5. Original and 2 photocopies of Barangay Certification as proof of house damage of victims of disaster		Barangay Hall		
Original and 2 photocopies of BFP Certificate as proof of house damage for Fire Incidents		Bureau of Fire Protection (Valenzuela Central Fire Station)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits all documents: original barangay Indigency and provide two (2) photocopies of all the requirements	1. Verify client's data from record 1.1. Register and check validity and completeness of requirement	None	5 minutes	Social worker
2. Prepare for interview	2. Focal person conducts further interview with counseling and prepares Social Case Study Report	None	1 hour	Social Worker



3. Acknowledge Claim Slip or Home Visit Schedule Slip (if necessary)	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	Social Worker
4. Receives Voucher for Financial Assistance as per given schedule upon presentation of valid ID	4. Release of Voucher for Emergency Shelter	None	10 minutes	Social worker
TOTAL		None	1 day, 1 hour and 15 minutes	

Note:

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

10. Educational Assistance

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

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

Office or Division:	City Social Welfare and Development Office				
Classification:	Complex, Highly Technical				
Type of Transaction:	G2C (Government to Citizens)				
Who may avail:	In- school youth or Out of School Youth who study in private/ public school, child of a solo parent, street children.				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Educational Assistance</td><td>3s Center, Barangay Hall</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Educational Assistance	3s Center, Barangay Hall
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Educational Assistance	3s Center, Barangay Hall				



2. Original and 2 photocopies of Parents or Guardian's Valid government Issued ID and 2 photocopies of student's school ID valid within the present school year		Government Offices		
3. 2 photocopies of Registration Card or Certificate of Enrolment or report card (if available) within the present school year		School attended		
4. 2 photocopies of Statement of Account from the School		School attended		
5. 2 Photocopies of Birth certificate of client.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	10-20 minutes (depending on the circumstance)	Crisis worker/ Social Worker
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	Within 3- 5 days	Assigned worker
4. Client will wait for the release of assistance	4. Worker will process the assistance	None	Within 5-10 days	Assigned worker
5. Client receives assistance	5. Worker released the assistance	None	Within 5 -10 minutes	Assigned worker
TOTAL		None	15 days, 33 minutes	

Note:

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

11. Government Internship Program (GIP)



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

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Out-of-School Youth/ In School Youth Ages 15- 24 yrs. Old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) pc. 2x2 latest picture with white background		Client		
2. 2 Photocopies of Birth Certificate		Philippine Statistics Authority (PSA) or Local Civil Registry		
3. 2 Photocopies of Class Card/Registration Form/Form 137 / School Diploma		School last attended		
4. 2 Photocopies of Valid Government Issued ID of Parent/ Guardian		Government Office		
5. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Application for GIP		3s Center, Barangay Hall		
6. Duly Accomplished Kasunduan Form and Application form of GIP		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/ client to the assigned worker and conducts intake interview and assessment	None	10-20 minutes (depending on the circumstance)	Crisis worker/ Social Worker
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	Within 3- 5 days	Assigned worker
Client will wait for the	4. Assigned	None	Within 7- 15 days	Assigned worker



scheduled orientation if approved	worker prepares for the orientation			
5. Client attends the orientation	5. Prepare for the orientation	None	1 hour	CSWDO personnel
6. Client wait for the deployment	6. Assigned worker deployed the client	None	10 minutes	CSWDO personnel
TOTAL		None	20 days, 34 minutes	

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

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

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C/ G2G – Government to Citizen, Government to Government			
Who may avail:	Parents/substitute parents, solo parents, families-in-conflict, families with relationship problems, unemployed family heads, needy adults and socially depressed barangays 18 – 60 years of age Physically and mentally fit With existing business Has the skill to run a small-scale business (based on an assessment)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Livelihood Assistance		3s Center, Barangay Hall		
2. Original and 2 photocopies of any valid government-issued identification card of the client bearing the residence address of a particular Barangay		Government offices		
3. Original picture of business		Client		
4. Duly accomplished “Mungkahing Proyekto”		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD	1. Register and check validity and	None	3 minutes	Assigned registration worker



Office	completeness of requirements			
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	10-20 minutes (depending on the circumstance)	Livelihood Unit worker/ Social Worker
3. The client receives a slip for home visits if necessary	3. Assigned worker conducts home visitation	None	Within 3- 5 days	Assigned worker
4. Client attends BBMT (Basic Business Management Training) and prepares Mungkahing Proyekto	4. Assigned worker prepares for the BBMT	None	Within 7 – 10 days	Assigned worker
5. Client will wait for the release of assistance	5. Assigned worker will process the assistance	None	Within 3 days	Assigned worker
6. Client will receive the assistance	6. Assigned worker will release the assistance	None	Within 30 minutes	Assigned worker
TOTAL		None	18 days and 53 minutes	

13. Sagip Kalinga Program

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

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



Office or Division:	City Social Welfare and Development Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Vagrants/ street adults, vagrants with mental disability, mendicants (regardless of ethnicity), street children and street families, found - elderly, children and person with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 Photocopies of Medical Certificate		Barangay Health Center or VCEH or VMC		
2. 2 photocopies of Barangay or Police Blotter Report		Barangay or Police Station		
3. Original Referral letter from the referring office		Referring Party		
4. Social Case Study Report from the referring office (if from other local social welfare and social welfare agencies)		Referring Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Referring party make phone call, radio call or personal request	Worker receives the call or request and assess the nature of request	None	5- 10 minutes	Frontline or Sagip Kalinga Personnel
	If verified and available for reach out, worker coordinate with the Barangay Peace and Order to conduct initial response	None	15 minutes	Barangay Personnel or Tanod
	Coordinate with VC Command and Coordinating Center (VCC3) to conduct area visibility of the client	None	5 minutes	Sagip Kalinga Personnel
	Sagip team will proceed to area and reach out the client	None	15 minutes - 1 hour (depending on the location/ area of the client)	Sagip Kalinga Personnel
	Sagip Team	None	1 hour	Sagip Kalinga



	proceed to the nearest hospital or clinic for medical check-up of the client and secure blotter at the respective Barangay			Personnel
TOTAL		None	2 hours and 30 minutes	
If no team is readily available for reach out:				
None	Assigned worker coordinate with the Barangay Officials/ nearest TMO or Pedestrian Officer	None	15 minutes	Frontline Personnel
None	Assigned worker to provide feedback to requesting party once coordinated	None	10 minutes	
Client Fill-up the Feedback Form	Assigned worker to require client to fill-up Feedback Form	None	minutes	

14. Marriage Counseling

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

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Couples contemplating to marry after a month 18 to 25 years old
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. 2 photocopies of Birth Certificate of the Couple		Client		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
3. Duly accomplished Marriage Counseling Application Form		CSWDO		
4. PHP 50.00 for clearance fee		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the couple	None	30- 60 minutes (depending on the circumstance)	Crisis worker/ Social Worker
3. Client secure order of payment and Marriage Expectation Inventory Questionnaire	3. Provided MEIQ and Order of Payment	None	10 minutes	Social Worker
4. Client pay marriage certificate fee and secure Official Receipt	4. Cashier received payment and issue Official Receipt	PHP 50 per couple	10 minutes	City Treasurer's Office, Ground Floor, Finance Building
5. Couple attends Marriage Counseling at the specified venue	5. Assigned social worker scheduled for the conduct of Marriage Counseling (Every Tuesday and Thursday)	None	5 hours	Accredited Pre-Marriage Counselor & Social worker
6. Client receives the marriage certificate after the seminar	6. Assigned worker released the certificate to the couple	None	5 minutes	Accredited Pre-Marriage Counselor & Social worker



TOTAL	Php 50	6 hours and 28 minutes	
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15. Application for Solo Parent ID

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

Office or Division:	City Social Welfare and Development Office
Classification:	Complex, Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	<p>A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender provided that the mother keeps and raises the child;</p> <p>Parent left solo or alone with the responsibility of parenthood due to death of spouse, abandonment, disappearance, or absence that lasts for at least 1 year;</p> <p>Parent left solo or alone with the responsibility of parenthood while the spouse is detained or is serving sentence for a criminal conviction for at least one (1) year;</p> <p>Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner;</p> <p>Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children;</p> <p>Parent left solo or alone with the responsibility of parenthood due to Declaration of nullity or annulment of marriage as decreed by a court or by a church as long as he/she is entrusted with the custody of the children;</p> <p>Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year.</p> <p>Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;</p> <p>Any other person who solely provides parental care and support to a child or children;</p> <p>Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or</p>



	<p>prolonged absence of the parents Unmarried mother/father who has preferred to keep and rear his/her child/children instead of having others care for them or to give them to a welfare institutions; Any other person who solely provides parental care support to a child or children provided he/she is duly licensed as Foster Parent by DSWD or duly appointed legal guardian by the Court.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency with the purpose of Livelihood Assistance		3s Center, Barangay Hall		
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
3. 1 original 2 photocopies of affidavit of separation/ if separated with notarized		Legal Office		
4. 2 photocopies of Certificate of Detention from Jail Warden (if spouse is detained) –		BJMP		
5. 2 photocopies of Death Certificate of Spouse (if widow/widower) with registry number		PSA		
6. 2 photocopies of Birth Certificate of Minor Children/PWD adult certified by Medical Doctor		PSA		
7. Two (2) pcs of 1 x 1 ID picture		Client		
8. Medical Certificate of Spouse (for those physically and mentally incapacitated) – Two (2) photocopies		Any licensed hospital or clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment	None	30- 60 minutes (depending on the circumstance)	Crisis worker/ Social Worker



	to the couple			
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation	None	Within 3- 5 days	Assigned worker
4. Client receives Solo Parent ID or Certification	4. Issuance of Solo Parent ID	None	2 minutes	Social worker
TOTAL		None	5 days, 1 hour and 5 minutes	

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

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

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

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Must be citizen of Valenzuela City Victims of manmade and natural disasters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 1 photocopy of Barangay certification as victim of disaster		Barangay hall		
2. BFP report		Bureau of fire		
3. Disaster Assistance Family Card		CSWDO		
4. Masterlist of Victims/Survivors of Disaster		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client presents the Disaster Assistance	Assigned worker verified the client	None	Within the day	Assigned Social Worker/ Assigned



Family Card	and released assistance			worker for Disaster Preparedness
TOTAL		None	1 day	

17. Assistive Devices for Persons with Disability

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

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



2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the client	None	30- 60 minutes (depending on the circumstance)	Crisis worker/ Social Worker
3. Client receives slip for home visit if necessary	3. Assigned worker conducts home visitation and social case study of the client	None	Within 3- 5 days	Assigned worker, homecare volunteer
4. Client receives the assistive devices	4. Assigned worker/ home care volunteer prepares for releasing of the assistive device	None	Within 10 minutes	Assigned worker
TOTAL		None	5 days, 1 hour and 13 minutes	

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

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

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple, Complex	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	Person with disability live in Valenzuela and Bedridden senior citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and 2 photocopies of the Barangay Certificate or Barangay Indigency		3s Centers, Barangay Hall
2. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		COMELEC, GSIS, LTO and PDAO, OSCA offices and CSWDO
3. Social Case Summary Report/ Duly signed intake sheet		CSWDO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the information desk of Valenzuela CSWD Office	1. Register and check validity and completeness of requirements	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2. Endorses requirements/client to the assigned worker and conducts intake interview and assessment to the client	None	30- 60 minutes (depending on the circumstance)	Crisis worker/ Social Worker
3. Client claims the request for assistance	3. Assigned worker prepares the assistance	None	5 minutes	
TOTAL		None	68 Minutes	

19. Early Childhood Care and Development – Day Care

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

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



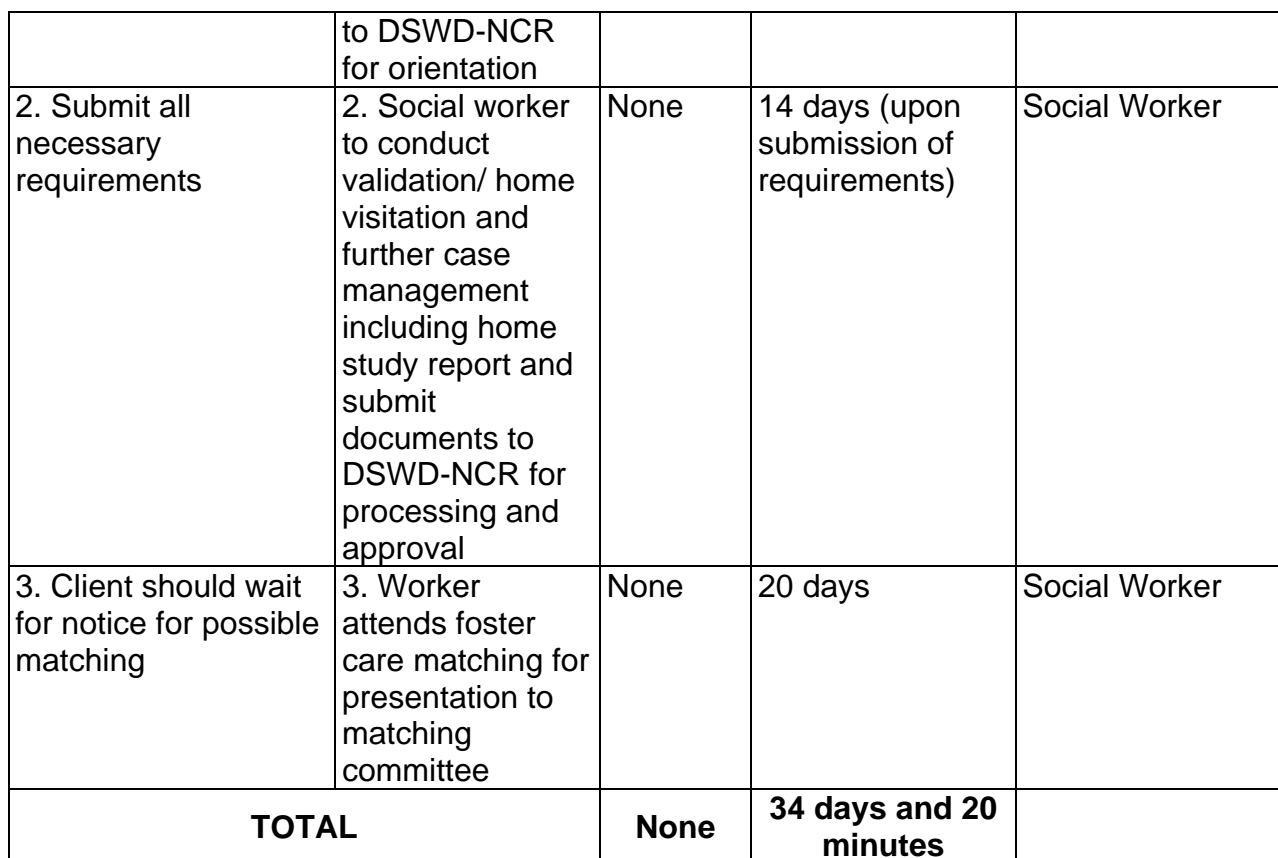
box) the enrolment form and a photocopy of the child's birth certificate.	personal profile thru phone.			
TOTAL		None	10 minutes	

20. Foster Care Program Application

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

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

Office or Division:	City Social Welfare and Development Office- Children Welfare Program			
Classification:	Highly technical			
Type of Transaction:	G2C G2G			
Who may avail:	Prospective Foster Care Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance		Police Clearance Office		
2. Birth Certificate (PSA copy)		Philippine Statistics Authority Office		
3. Marriage Certificate (if married)		PSA, Local Civil Registry		
4. Medical Certificate		Private/ Public Clinic or hospital certified by licensed physician		
5. Three (3) Character Reference (work, friends, neighbors)		Client		
6. Income Tax Return (BIR) Latest		BIR		
7. Psychological Evaluation (as need arises)				
8. Brgy Certificate (length of residency and good moral character)		Barangay		
9. Valid residence visa or proof of residency (for foreign nationals)		DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client needs to attend the orientation on foster care program	1. Social worker provides endorsement/ referral of client	None	20 minutes	Social Worker



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

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4. Medical Certificate		Private/ Public Clinic or hospital certified by licensed physician		
5. Three (3) Character References		Client		
6. Birth certificate of applicant SECPA Form (authenticated copy)		PSA		
7. Latest Income Tax Return (BIR)		BIR		
8. Psychological Evaluation (as need arises)				
For Abandoned, Neglect and Dependent Child				
1. Notarized Petition		CSWDO, Lawyer		
2. Social Case Study Report		CSWDO		
3. Written certification from radio/ TV station that case was aired in 3 different dates				
4. One newspaper publication				
5. Police report/Barangay certificate or blotter/ certified copy of training report issued by PNRC		Concerned Barangay Hall, PNRC		
6. Birth certificate/ certificate of foundling, certified true copy from LCR or PSA		PSA, CRO		
7. Certified copy of notice of petition		FO NCR		
8. Original copy of certificate of posting		FO NCR		
9. Original photograph of the child		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Produce or provide all the requirements needed and submit to the CSWDO	1. The social worker shall review and examine the requirements;	None	7 days	Social Worker
2. Wait for the schedule or unannounced home visit of the Social Worker	2. The social worker will conduct interview and home visit to the applicants; prepares child study report and/or Home Study Report; submit to DSWD-NCR the child study report and/or home study report with the supporting	None	20 days	Social Worker



	documents (requirements submitted by the applicant)			
3. Wait for the issuance of the CDCLAA	3. The certification will be issued once the petition or application is in sufficient in form and in substance, if not, the DSWDNCR will send a letter regarding on their observation or recommendation for compliance.	None	20 days	Social Worker
4. Schedule of matching conference	4. The social worker will update the Child Study Report and Home study report purposely for matching conference. The CSR and HSR will be submitted to the DSWD-NCR for review. Once the documents submitted are in form and in substance, the case will be scheduled for presentation for matching. 4.1. Then, the social worker will present the child's case and	None	20 days	Social Worker



	the Prospective Adoptive Parents (PAPs) to the committee of adoption matching. The result of the matching conference will be announced after the matching.			
TOTAL		None	67 days	

22. Adoption Program for Filipino and Foreign Nationals

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

Office or Division:	City Social Welfare and Development Office- Children Welfare Program		
Classification:	Highly Technical		
Type of Transaction:	G2C, G2G		
Who may avail:	All Valenzuela City residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Filipino Applicants & Foreign Nationals:			
-Home Study Report		CSWDO	
-Authenticated Birth Certificate		PSA	
-Marriage Certificate in SECPA form, if married or authenticated divorce papers with copy of court decision and		PSA, Local Civil Registry	
-Certificate of Finality (for cases of foreign PAPs) by their consulate, -Annulment Decree with Certificate of Finality, Declaration of Nullity, or Legal Separation Documents (for Filipino applicants)		Consulate	
-Written Consent to the Adoption by the legitimate and adopted sons/daughters, if living with applicant, who are at least 10 years old			



-Physical and Medical Evaluation by a duly licensed physician (certification to indicate that applicant has no medical condition that prevent him in acting or assuming parental responsibilities)	Duly licensed physician
-Psychological Evaluation Report (when appropriate). The validity of the report will depend on the assessment of the Psychologist.	Psychologist
-NBI and Police Clearance	NBI and Local PNP
-Latest income tax or any other documents showing financial capability e.g. certificate of Employment, Bank Certificate or Statement of Assets and Liabilities	BIR
-Three (3) character references (e.g. the local Church/minister, the employer and a nonrelative member of the immediate community who have known the applicant for at least three (3) years.	
-3x5 inch sized photos of the applicants and his/her immediate family taken within the last three (3) months	
-Affidavit of Temporary Custody	Court
-Certificate of Attendance in pre-adoption forum/seminar.	
Additional Requirements for Foreign Nationals:	
-Certification that the applicant have legal capacity to adopt in his/her country has a policy, or is a signatory of an international agreement, which allows a child adopted in the Philippines by its national to enter his/her country and permanently reside therein as his/her legitimate child which may be issued by his/her country's diplomatic or consular office or central authority on inter-country adoption or any government agency which has jurisdiction over the child and family matters.	Consulate
-Certificate of residence in the Philippines	Bureau of Immigration or Department of Foreign Affairs
-Two (2) Character References from nonrelatives who knew the applicant in the country of which he/she is a citizen or was a resident prior to residing in the	



Philippines, except for those who have resided in the Philippines for more than 15 years.				
-Police Clearance from all places of residence in the past two (2) years immediately prior to residing in the Philippines		Local Police Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Produce or provide all the requirements needed and submit to the CSWDO	1. The social worker shall review and examine the requirements	None	20 days	Applicant Social Worker
2. Wait for the schedule or unannounced home visit of the Social Worker	2. The social worker will conduct an interview and home visit to the applicants; prepared child study report and/or Home Study Report; submit to DSWD-NCR the child study report and/or home study report with the supporting documents (requirements submitted by the applicant)	None	20 days	Applicant Social Worker
3. Wait for the issuance of the CDCLAA	3. The certification will be issued once the petition/ application is sufficient in form and in substance, if not, the DSWD-NCR will send a letter regarding their observation/ recommendation	None	20 days	Applicant Social Worker



	for compliance.			
4. Schedule of matching conference	4. The social worker will update the Child Study Report and Home study report purposely for matching conference. The CSR and HSR will be submitted to the DSWD-NCR for review. Once the documents submitted are in form and in substance, the case will schedule for presentation for matching. Then, the social worker will present the child's case and the Prospective Adoptive Parents (PAPs) to the committee of adoption matching. The result of the matching conference will be announced after matching	None	20 days	Applicant Social Worker
TOTAL		None	80 days	

23. Community Service Program (REHABILITATIVE COUNSELLING)

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



Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G- Government to Government			
Who may avail:	Valenzuela Citizens accused endorsed by the court			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and 2 photocopies of any valid government issued identification card of client bearing residence address of particular Barangay		Government offices		
2. Photocopy of community service plan from the originating Barangay		Barangay		
3. Photocopy of Court order given by the honorable court		Metropolitan Trial Court/ Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CSWDO on the dates agreed or mandated by the court.	1.Intake Interview of the client	None	3 minutes	Assigned registration worker
2. Submit required documents for qualification	2.Endorses requirements/ client to the assigned worker	None	3 minutes	Assigned Social Worker
3. Client attends session on Rehabilitative Counselling	2. Conduct of rehabilitative 10 hours counselling sessions which includes; Self-Concept and Awareness Anger Management Personality Management and building Healthy Relationship Stress Management And any topic that the client may need and/or additional topic	None	5 days (2 hours per session)	Assigned Social Worker



	that the court may suggest.			
4.Client must report to supervising Parole	Assigned worker conducts activity as directed by the court	None	3-5 days	Assigned Social Worker
5.Client receives certification of completion of the rehabilitative counselling	Assigned worker prepares and issue certificate of completion and report to the court	None	10 days	Assigned worker
TOTAL		None	20 days and 6 minutes	

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

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

Office or Division:	City Social Welfare and Development Office- Community Welfare			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies, Non- Government Agencies, Civil Society organizations, referred offices by City Mayors that have willing to partner for the implementation of the program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter address to City Head of City Social Welfare and Development Office		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter (Personally, or via e-mail) containing the details of request and the	1. Admin staff accepts the letter for approval and review. If sent through e-mail or online request form, DCU	None	5 minutes	Assigned admin worker



requestee's contact information.	personnel should acknowledge that the e-mail has been received.			
2.Wait for the approval and/or feedback on the request.	CSWDO Head shall review the request. If clarification is needed, personnel in charge shall contact the requestee for additional information and clarification on the request. If the request is already approved the worker assigned shall contact and communicate what program or partnership will be conducted	None	Within 24 to 48 hours (from the time the email or request letter has been received)	Assign Social worker
TOTAL		None	24 to 48 hours and 5 minutes (Except weekends and holidays)	

25. Community Service- Endorsement

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

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen / G2G Government to Government
Who may avail:	clients violated covid related local ordinance
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. Commitment Letter		Task force disciplina		
2. Official Violation Receipt		Being issued to the offender		
3. Government Issued IDs		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements to Community Service Area	1. Asses and check validity and completeness of requirements	None	5 minutes	Assigned worker
2. Seek Endorsement letter to Barangay (for Valenzuela residents) General Services Office (for non-Valenzuela residents)	Prepares and issue endorsement letter.	None	5 minutes	Assigned Worker
TOTAL		None	10 minutes	

26. Community Service- Termination

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



TOTAL	None	10 minutes	
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27. Reporting System and Prevention Program for Elder Abuse Cases (ReSPPEC)

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

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior Citizens ages 60 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OSCA Valenzuela Senior ID		Office of the Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client/ concern citizen reports the abuse at Protective Committee for Senior Citizens (PCSC)	1. Respective Barangay	None	2 hours	PCSC
2. Refer client to the Social Worker assigned	2. Social worker does the interview and elderly abuse tool then creates an assessment or home visitation (if needed)	None	2 hours	Social Worker
3.Refer to other stakeholders such as legal officers, police etc.	3. Social worker assists the client in filing a case against perpetrator (if needed)	None	1 day	Social Worker and PCSC Staff
TOTAL		None	1 day and 4 hours	



28. Bahay Kalinga ng Valenzuela – For Admission

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

Office or Division:	City Social Welfare and Development Office- BK Valenzuela (client for admission)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All clients assessed by the social worker of CSWDO Valenzuela and CPC Social workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter		Referring Parties (CPC, CSWDO-Main, Sagip)		
2. Initial Case Study Report		Referring Parties (CPC, CSWDO-Main, Sagip)		
3. Medical Certificate		City Health Hospitals, CP Medical Unit, NCMH		
4. Barangay Blotter		Residency, Area where client found/incident occurred		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submitted all required documents for referral	1. Checking of all submitted documents for referral. 1.1. Admit client with complete documents and subject for initial physical examination screening	None	10 minutes	Social worker/ Nurse on duty
TOTAL		None	10 minutes	

29. Bahay Kalinga ng Valenzuela – For Discharge

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

Office or Division:	City Social Welfare and Development Office- BK Valenzuela (client for discharge)
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	All clients assessed by the center's multi-disciplinary team that are ready for discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For minor · Parental Capability Assessment Report · Parents Effectiveness · Seminar Certificate of Completion · Court Order, if applicable		Referring Parties (CPC, CSWDO-Main), Respective LGU's of custodian's residency Respective court where client's case was filed		
2. For Sagip/ Client children or PWD minors) · Referral/ Endorsement Letter to respective agency or institution · Social Case Study Report · Medical Certificate and Laboratory Results		Referring Parties (CSWDO-Main, Sagip), Bahay Kalinga Social Worker in charge City Health Hospital, Bahay Kalinga Clinic		
3. Certificate of Acceptance		Bahay Kalinga Valenzuela		
4. Discharge Slip		Bahay Kalinga Valenzuela		
5. Gate Pass		Bahay Kalinga Valenzuela		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for referral	1. Checking of all submitted documents for referral. 1.1. Discharge client with complete documents	None	5 minutes	Social worker in charge
TOTAL		None	5 minutes	

30. **Bahay Pag-Asa ng Valenzuela – For Admission**

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

Office or Division:	Bahay Pag-Asa ng Valenzuela (CSWDO)
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Children in conflict with the law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Letter / Endorsement Form		Child Protection Center / CSWDO		
2. Medical Certificate / Medico-Legal		Attending Physician		
3. Referral / Blotter Report		WCPD / Barangay		
4. Proof of Minority		PSA/Dentist/School/Church		
5. Case Summary / SCSR focused on Initial Assessment of Discernment		Child Protection Center / CSWDO		
6. Waiver		Parent/Guardian		
7. Commitment Order		Court (RTC)		
8. Drug Test Result (Optional)		PNP Crime Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Center Social Worker about the Admission	1. Conduct a pre-admission conference.	None	10 minutes	Referring Party (CPC/CSWDO) and Bahay Pagasa Multi-disciplinary Team
2. Submit the Duty Requirements / Documents	2. Completeness of Admitting Documents is Checked and Verified	None	2 minutes	Referring Party (CPC/CSWDO) and Admitting Officer
3.. Accomplish Admission Slip	3. Gathering of Basic Information about the CICL	None	5 minutes	Admitting Officer / Nurse on Duty
4. Weighing, Height Measurement and Temperature Check and Interview on Medical History	4. Determine Vital Signs and External Physical Condition of the CICL	None	10 minutes	Admitting Officer / Nurse on Duty
5. Body Search / Inspection and Inventory of Personal Belongings	5. Account Personal Belongings of CICL	None	5 minutes	Admitting Officer / Nurse on Duty
6. Take Whole Body Picture	6. Photo Captured	None	2 minutes	Admitting Officer / Nurse on Duty
7. Turn-over of CICL and documents to Social Worker	7. Conduct of Intake Interview	None	10 minutes	Admitting Officer/ Social Worker on Duty



8. Turn-Over CICL to Houseparent	8. Welcome CICL and provide immediate needs of the child	None	6 minutes	Social Worker and Houseparent on Duty
9. Conduct of Orientation on the Center's Program and Services, House Rules and Regulations and CICL's Responsibility while in the Center	9. Issuance of Resident's Guide	None	10 minutes	Trustees / Leaders with Supervision of House Parent
TOTAL		None	60 minutes	

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

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

Office or Division:	Bahay Pag-Asa ng Valenzuela (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Children in conflict with the law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parental Capability Assessment Report		LSWDO		
2. Affidavit of Undertaking		Legal Office		
3. Release Order		Court (RTC)		
4. Clearance / Certification of No Pending Court Case		Court (MTC / RTC)		
5. Discharge Paper		Center Social Worker		
6. Identification Card		Receiving Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Court Cases: Submit Parental	1. Secure and Review PCAR /	None	5 minutes	Receiving Parent/Guardian /



Capability Assessment Report and/or Affidavit of Undertaking	Affidavit of Undertaking			Center Social Worker
1.1. With Court Cases: Present Copy of Release Order and Court Clearances	1.1. Secure and Review of Presented Documents	None	5 minutes	Receiving Parent/Guardian / Center Social Worker
2. Accomplish Discharge Papers / Secure ID of Receiving Parent/ Guardian	2. Discharge Papers duly signed by Parties	None	5 minutes	Receiving Parent/Guardian / Center Social Worker
3. Inspection of Packed Belongings of CICL	3. Account the Personal Belongings of CICL	None	5 minutes	Houseparent on Duty
4. Reflection and Farewell	4. Acknowledgment of Good Deeds and Closing Ceremony	None	15 minutes	Residents, CICL, Staffs and Parents
5. Issuance of Gate Pass	5. Authorized CICL to Leave the Center	None	2 minutes	Center Social Worker
TOTAL		None	37 minutes	

32. **Bahay Kanlungan ng Valenzuela – For Admission**

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

Office or Division:	Bahay Kanlungan ng Valenzuela (CSWDO)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All clients assessed by the Social Workers of CSWDO Valenzuela		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



1. Referral Letter / Endorsement Form	CSWDO			
2. Medical Certificate / Medico-Legal	VCEH/Valenzuela Medical Center			
3. Barangay Blotter Report	Barangay where the client was rescued			
4. Social Case Study Report (SCSR)	CSWDO			
5. Psychiatric Evaluation/Consultation for mentally challenged clients	National Center for Mental Health (NCMH) or DOH-accredited Psychologist or Psychiatrist			
6. RT-PCR request	CESU Valenzuela			
7. 1 st Dose of Vaccine (Delete)	VCVAX			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Center Social Worker about the admission	1. Admitting officer is notified	None	5 minutes	Referring Party (CSWDO)
2. Pre-admission case conference	2. Case was discussed through telephone/video call coordination	None	20 minutes	Referring Party / Center Social Worker
3. Submit the duly requirements/ documents	3. Requirements are checked	None	10 minutes	Referring Party (CSWDO)
4. Initial inputs to Admission Slip	4. Record new admission case	None	10 minutes	Admitting Officer / Nurse on Duty
5. Quarantine of client to BK Isolation area until RT - PCR swab result was released	5. Escorting of client to BK isolation and vital signs monitoring	None	2-3 days	Referring Party (CSWDO) Admitting Officer/ Nurse on Duty
6. Accomplish Admission Slip	6. Gathering of Basic Information about the client	None	10 minutes	Admitting Officer / Nurse on Duty
7. Completion of Admission Slip and Physical Assessment Form	7. Gathering of basic information, vital sign and external physical condition	None	10 minutes	Admitting Officer / Nurse on Duty
8. Body search / inspection and inventory of personal belongings	8. Account personal belongings of the client	None	5 minutes	Admitting Officer / Nurse on Duty
9. Take whole body picture	9. Photo captured	None	2 minutes	Admitting Officer / Nurse on Duty
10. Turn-over client to Houseparent		None	3 minutes	Admitting Officer / Nurse on Duty
11. Room assignment		None	Houseparent on	



and issuance of basic needs			Duty	
TOTAL		None	2-3 days and 1 hour	

33. **Bahay Kanlungan ng Valenzuela – For Discharge or Reintegration**

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

Office or Division:	Bahay Kanlungan ng Valenzuela (CSWDO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients subject for discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral/ endorsement letter to respective agency or institution		Bahay Kanlungan Social Worker in charge		
2. Discharge plan and Aftercare monitoring request				
3. Social Case Study Report		Center’s Psychometrician		
4. Psychological Report		Center’s Nutritionist		
5. Diet order		Bahay Kanlungan Clinic		
6. Medical certificate, prescription and laboratory results		VAL CESU		
7. RT-PCR result		VCVAX		
8. Vaccination Passport				
9. Certificate of Acceptance		Bahay Kanlungan ng Valenzuela		
10. Discharge Slip		Bahay Kanlungan ng Valenzuela		
11. Gate Pass		Bahay Kanlungan ng Valenzuela		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Returned to Family Discharge Plan, Aftercare report request to LGU, endorse medical certificate and laboratory results,	1.Secure pertinent documents	None	5 minutes	Receiving Guardian Center Social Worker



diet order, RT PCR negative result and vaccination passport				
2. Turn over to LGU: Discharge Plan, Aftercare report request to LGU, endorse medical certificate and laboratory results, diet order, RT PCR negative result and vaccination passport	2. Secure and Review of Presented Documents	None	5 minutes	Receiving Party Center Social Worker
3. Transfer of client to other institution: Discharge Plan, Aftercare report request to LGU, endorse medical certificate and laboratory results, diet order, RT PCR negative result and vaccination passport	3. Secure and Review of Presented Documents	None	5 minutes	Receiving Party Center Social Worker
4. Accomplish Duly signed Discharge Plan and Certificate of Acceptance, secure photocopy of ID receiving party	4. Discharge Papers duly signed by Parties	None	5 minutes	Receiving Parent/ Guardian / Center Social Worker
5. Inspection of packed belongings of the client	5. Account the Personal Belongings of the client	None	5 minutes	Houseparent on Duty
6. Issuance of Gate Pass	6. Authorized the client to leave the Center	None	5 minutes	Center Social Worker
TOTAL		None	30 minutes	

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

This service ensures that the children needing special protection will be reintegrated to a



responsible and protective parent/guardian/relatives who would care, protect and advance their rights.

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Agencies who have the custody of the child or under its supervision			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with the name of the subject/s for assessment, contact information and/or complete address		Referring Party/Child Caring Agency or Child Placement Agency		
2. Social Case Study Report/Case Summary of the Child		Referring Party/Child Caring Agency or Child Placement Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	10 – 30 minutes	Registered Social Worker assigned
Submit documents for data validation basis by the subject for assessment	Data Gathering, Interview and Validation of Data	None	20 days	Registered Social Worker assigned
	Home Visitation	None	4 hours	Registered Social Worker assigned
	Preparation of Report	None	1day	Registered Social Worker assigned
	Submission of Report	None	15 minutes	Registered Social Worker assigned
TOTAL		None	21 days, 4hours and 45 minutes	

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

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



Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Apprehending officers, Children Help Desk Officers, Office of the City Prosecutors, Trial Courts, PNP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with the following information: 1.1. For CICL: Name, age, date of birth, residence, guardians' name, contact number and address. 1.2. For Complainant/Victim: Name, age, date of birth, address, contact number. 1.3. Alleged offense, date of incident, time of incident, place of incident and its penalty of imprisonment 1.4. Name of Apprehending officers, position/designation, office, office address and contact number		Referring Party		
2. Blotter Report and/or Investigation Report		Barangay/PNP assigned units		
3. Resolution/Court Order		OCP or Court if they are the referring party		
4. Birth Certificate or any documentary proof to ascertain the child's age		Parents		
5. Presence of the CICL and guardian		BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	10 minutes	Front Desk Officer
If child is brought to the Center	Conduct Pre-COVID assessment	None	15 minutes	Nurse or Front Desk Officer
	Issue Certificate of Acceptance if child is for custody	None	10 minutes	Intake Social Worker



	Facilitate Discernment Tools and Initial Interview	None	4 hours	Intake Social Worker
	Preparation and Issuance of Initial Result of Discernment	None	1 hour	Intake Social Worker
TOTAL		None	5 hours and 35 minutes	

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

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

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Apprehending officers, Children Help Desk Officers, Office of the City Prosecutors, Trial Courts, PNP		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request letter with the following information: 1.1. For CICL: Name, age, date of birth, residence, guardians' name, contact number and address. 1.2. For Complainant/Victim: Name, age, date of birth, address, contact number. 1.3. Alleged offense, date of incident, time of incident, place of incident and its penalty of imprisonment 1.4. Name of Apprehending officers, position/designation, office, office address and contact number		Referring Party	
2. Blotter Report and/or Investigation Report		Barangay/PNP assigned units	



3.Resolution/Court Order		OCP or Court if they are the referring party		
4. Birth Certificate or any documentary proof to ascertain the child's age		Parents		
5. Presence of the CICL and guardian		BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements by the referring party	Acknowledge Receipt of the Request	None	10 minutes	Front Desk Officer
If child is brought to the Center	Conduct Pre-COVID assessment	None	15 minutes	Nurse or Front Desk Officer
	Issue Certificate of Acceptance if child is for custody	None	10 minutes	Intake Social Worker
	Facilitate Discernment Tools, Full interview, data gathering and data validation	None	2-5 days	Intake Social Worker
	Preparation of Social Case Study Report focused on Initial Assessment of Discernment	None	2 days	Intake Social Worker
TOTAL		None	7 days and 35 minutes	

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

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

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



Type of Transaction:	G2C			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of the Child		Parents, guardian, referring party, BCPC		
2. Blotter Report		Barangay or PNP (may be given later)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The child or referring party or guardian may bring the child victim of abuse or child at risk to CPC or the child alone may seek assistance to CPC.	Immediately Attend to the Child for COVID 19 Assessment and Registration	None	15 minutes	Nurse and Front Desk Officer
	Conduct Psychological First Aid and Intake Interview	None	30 minutes	Duty Social Worker
2. Sign Consent for the Examination	Conduct Joint Interview about the abuse or traumatic incident	None	1-2 hours per incident	Police investigator, social worker and/or doctor/psychometrician
	Mental Health Examination	None	2 hours	Doctor and/or psychometrician
	MDT Case Conference to determine child's safety	None	30 minutes	Center head/social worker, doctor, police investigator, psychometrician
3. Sign Safety Contract for the Child	Psychological First Aid and Closure of the Initial Assessment	None	30 minutes	social worker, doctor, police investigator, psychometrician
TOTAL		None	5 hours and 45 minutes	

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



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

Office or Division:	City Social Welfare and Development Office – Valenzuela City Child Protection Center			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Children Needing Special Protection and their Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presence of the Child and Guardian/Family		Parents, guardian, referring party, BCPC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check-in to Child Protection Center	COVID 19 Assessment and Registration	None	15 minutes	Nurse and Front Desk Officer
Participate in the Session	Conduct Session	None	2 hours	Session facilitator – among the MDT members
Keep the schedule for the Next Session	Session Closure/ Schedule of the Next Session	None	15 minutes	Social Worker and/or session facilitator
TOTAL		None	2 hours and 30 minutes	

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

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

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



Type of Transaction:	G2G, G2C			
Who may avail:	Children Needing Special Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed After Care Program		Rehabilitation facility, shelter, child and guardian/family		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Comply with his/her signed After Care Program	Monitor thru home visit, tele-coordination, online follow-up, coordination to other agencies.	None	2 hours	Assigned Social Worker
Submit necessary documents that would prove compliance	Preparation of Report	None	1 hour	Assigned Social Worker
TOTAL		None	3 hours	



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



1. Ambulance Conduction or Transfer of Patients

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

Office or Division:	VCEH – Ambulance Service Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Emergency Room and/or Ward Patients needing higher level of medical care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Abstract		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 sign consent for transfer	Provide medical advice based on clinical assessment Notify Ambulance Service personnel of impending patient transfer	None	2 hours	Medical Doctor ER / Ward Nurse
3.Settlement of Hospital Bills	3. Issuance of Official Receipt	As stated on the hospital bill	2 hours	Cashier staff
4.Present Official Receipt, Clearance Slip and Medical Abstract	4. Transfer of patient to designated hospital by medical service personnel	None	2 hours	Ambulance Personnel Medical Service Personnel



TOTAL	As stated on the hospital bill	7 hours	
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2. Issuance of Official Receipt (OR) and Statement of Account (SOA)

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

Office or Division:	VCEH – Billing & Cashier Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All clients who have undergone medical service or consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Emergency Room / OPD / Laboratory		
Billing Statement		Ward		
Malasakit Center Approval Form		Malasakit Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment based from services provided	Provide Order of Payment (Out-Patient / Malasakit Center Clients) Provide Statement of Account (In-Patient)	As stated on the Statement of Account	20 minutes	ER Personnel Laboratory Personnel Radiology Personnel OPD Personnel
2. Pay the corresponding fees	2. Issuance of Official Receipt		20 minutes	Cashier Personnel
TOTAL		As stated on the Statement of Account	40 minutes	



3. Availment of PhilHealth Benefits for Admitted Patients

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

Office or Division:	VCEH			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All eligible PhilHealth members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth ID		PhilHealth LHIO Office		
Accomplished Member Data Record (MDR)		PhilHealth LHIO Office		
Clearance Form		Nursing Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PhilHealth ID or any Government Issued ID.	1. Check client's name at PhilHealth portal ID.	None	20 minutes	PhilHealth Staff
2. Fill-up PhilHealth forms (Claim Signature Form/PMRF)	2. Provide client with official PhilHealth forms and check for validity and completeness of entries.	None	20 minutes	PhilHealth Staff
3. Fill- up of Member's Information Sheet (MIS)	3. Check completeness and correctness of MIS and discuss claim benefits availment.	None	10 minutes	PhilHealth Staff
TOTAL		None	50 minutes	

4. Issuance of Medical Certificate

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



Office or Division:	VCEH - Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any patient or client who has job/work applications or health related purposes which need medical certification.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government issued ID		LGU/NBI/BIR/LTO/Comelec/PRC		
Authorization Letter		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form for Medical Certificate	1. Check for completeness and correctness of the entries	None	10 minutes	Medical Records Clerk
2. Present documentary requirement (Valid ID/s or Authorization Letter)	2. Check validity of the documents presented	None	5 minutes	Medical Records Clerk
3. Pay the corresponding fees	3. Issuance of Official Receipt	Php 50-Valenzuela resident Php 100 Non-Valenzuela resident	15 minutes	Billing and Cashier Clerk
4. Present Official Receipt	4. Issuance of Medical Certificate	None	20 minutes	Medical Doctor Medical Records Clerk
TOTAL		Php 50-Valenzuela resident Php 100 Non-Valenzuela resident	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			
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. Check and validate the information and details provided	None	15 days	Medical Record Staff
2.Pay the corresponding fees		Php 50	5 minutes	Medical Record Staff
3.Review and check the entries of information	2. Issuance of Claim Slip	None	10 minutes	Medical Record Staff
4.Sign on the Birth Certificate Releasing Logbook	3. Issuance of the Birth Certificate to requesting party	None	5 minutes	Medical Record Staff
TOTAL		Php 50	15 days and 20 minutes	

6. Issuance of Death Certificate

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID		LGU		
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	Medical Records Clerk
2. Review and validate written details on the Death Certificate Form	2. Encode the entries on the official Death Certificate Form	None	2 hours	Medical Records Clerk
3. Sign on the Death Certificate Registry Logbook	3. Issue Death Certificate	None	15 minutes	Medical Records Clerk
	3.1. Issuance of the Birth Certificate to requesting party	None	5 minutes	Medical Record Staff
TOTAL		None	3 hours and 20 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/ note (if applicable)		Health Center or Private Physicians	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD - Information Desk and secure a waiting number 1.1 Fill up data information slip	1. Issue a waiting number 1.1 Check completeness and correctness of entries	None	5 minutes	Information Clerk
2. Proceed to Registration Desk once number is called	2. Call out client number and proceed to encode client details	None	30 minutes	Registration Desk Clerk
3. Settlement of corresponding fees	3. Issue Official Receipt	Php 50 Valenzuela residents Php 100 Non-Valenzuela Resident	15 minutes	Billing and Cashier Clerk
4. Proceed to specific Clinic Service Desk Once number is called		None	30 minutes	Clinic Nurse
5. Proceed to Consultation Room once queuing number is flashed/seen on the queuing board	4. Provide clinical consultation and assessment	None	40 minutes	Physician
6. If with ancillary procedure request proceed to specific section	5. Issue order of Payment and conduct procedure on patient	As stated on the price list given	2 hours	
7. Return to OPD Section with results for clinical re-assessment	6. Conduct clinical re-assessment based on results	None	30 minutes	Physician
TOTAL		Php 50 Valenzuela residents Php 100 Non-Valenzuela Resident	4 hours and 30 minutes	



	Non-Valenzuela Residents Additional fees for ancillary procedures		
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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		LGU, BIR, LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Triage Desk	1. Classify Condition as: - Most urgent - Urgent - Less urgent	None	15 minutes	Triage Desk Officer/ ER Nurse
2. Provide Patient details	2. Encode patient details, print medical chart and get vital signs	None	10 minutes	Registration Desk Personnel/ ER Nurse
3. Undergo Clinical assessment by Physician and medical staff	3. Provide necessary medical consult and procedures	None	Most urgent: 5 minutes Urgent: 5 - 15 minutes Less urgent: 1 - 2 hours	ER Physician ER Nurse



4. Undergo necessary ancillary procedures	4. Provide the needed ancillary procedure	None	Most urgent: 5 minutes Urgent: 5 - 30 minutes Less urgent: 1- 2 hours	ER Physician ER Nurse
5. Wait for ancillary procedures results	5. Process and encode procedure results	None	1 hour	Laboratory Personnel Radiological Section Personnel
6. Under re-assessment by physicians and medical staff based on clinical results	6. Provide clinical re-assessment based on clinical results	None	Most urgent: 5minutes Urgent: 5 - 30 minutes Less urgent: 1- 2 hours	ER Physician ER Nurse
7. Settlement of appropriate fees	7. Issue Official Receipt	As stated on the hospital bill	30 minutes	Billing and cashier
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	6 hours and 5 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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any Government Issued ID	LGU



Hospital Card		VCEH		
Medical Request of procedures		Medical Practitioner/ Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiological Services Registration Window and present requirements	1.1. Checks and validate completeness and correctness of documents	None	10 minutes	Registration Clerk/ Radiologic Technician
	1.2. Insure Order of payment			
2. Settlement of corresponding fees	2. Issuance of official receipt	As stated on the bill	5 minutes	Billing and Cashier Clerk
3. Present Official Receipt	3. Perform the X-ray procedures and instructs patients the schedule of release of result	None	30 minutes Release of results Mondays - Thursdays: 24 - 48 hrs Fridays - Sundays: 48 -96 hrs Release of Official Result is after 2 working days except holidays	Radiologist Radiologic Technician
TOTAL		As stated on the bill	45 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		
Individual treatment record		City Employee's Clinic		
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 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 prescription	None	15 minutes	Attending Physician
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	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	1. Check for the completeness	None	10 minutes	City Public Cemetery



Management Unit	<p>and veracity of information If deceased died at home: a. Take down medical history of deceased as stated by the informant Review entries</p> <p>Note: if cause of death is medico legal (i.e. stabbing, vehicular accident, etc.) additional requirement is needed such as: a. Police report (If no autopsy was conducted) -Waiver for no autopsy -In the absence of the above Permit to Bury from the Prosecutor's office</p>			Management Unit personnel
2.Back to City Public Cemetery Unit	2.Review and signature by Reviewing office	None	5 minutes	City HealthOffice
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 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	None	3 minutes 3 minutes	City Public Cemetery Management Unit
	1.2. Review and sign Death Certificate	None	2 minutes	ACHO, MD on duty
2. Ask for the signed order of payment	2. Issue order of payment		5 minutes	City Public Cemetery Management Unit
3. Proceed to cashier to pay the required fees	3. Receive payment and issue official receipt	Php 250 (if private cemetery and non-resident of City (refer to below fees)	5 minutes	Casher
4. Proceed to Local Civil Registrar for registration of Death Certificate	4. Register and file Death Certificate	None	5 minutes	Local Civil Registrar
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 HealthOffice
TOTAL		Refer to fees	33 minutes	

Other fees:

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

5. 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
2. Pay the required fees Note: For clients not referred by health centers	2. Process billing and payment	See below fees	5 minutes	Cashier
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	Medical Technologist
	3.2.Process specimen	None	2 hours	Medical Technologist
4. Claim laboratory results	4.Release laboratory results	None	2 minutes	Medical Technologist
TOTAL		See below fees	2 hours and 19 minutes	

Fees:

- CBC – P60.00
- Urinalysis- PHP 30
- Fecalysis- PHP 30
- Blood Chemistry- PHP 750
- HepB screening- PHP 150
- RPR-P50.00
- Gramstaining PHP 50
- Sputum Exam PHP 50

6. 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	3 minutes	
2. Register an account/ Log in your account		None	10 minutes	
3. Watch online seminar and answer online questionnaires		None	20 minutes	HEPO
4. Pay online or print Order of Payment		None	10 minutes	
5. System will show the nearest schedule available or client can pick a convenient date for schedule of laboratory test		None		
6. Go to City Health Annex Bldg. on the date of appointment	Check if the client is registered on the present day	None	3 minutes	SanitationSection Personnel
Only if not yet paid				
7. Receive the signed Order of Payment	Issue Order of Payment	None		
8. Pay the required fees	Process billing and payment and issue official receipt	See below fees	10 minutes	Cashier
9. Submit official receipt to the receiving section	Check original receipt for the processing of health permit	None	3 minutes	SanitationSection Personnel
10. Submission of requirements	Checking and receiving of all requirements	None	3 minutes	SanitationSection Personnel
11. Submit urine and stool sample to the laboratory	Accept and process specimen	None	20 minutes per specimen	SanitationSection Personnel
12. Claim result	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				
Avail medical Consultation	Consult for diagnosis and treatment Advice when to come back	None	10 minutes	Physician on duty
TOTAL		Urinalysis Php 30 Fecalysiss Php 30 Health card Php 50 CBC – PHP 60 if needed Chest x-ray result	2 hours and 25 minutes for all specimen (normal results)	

7. 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:	Highly Technical
Type of Transaction:	G2B
Who may avail:	All business establishments within Valenzuela City with a secured business permit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mayors Permit (Current Year)	BPLO
Health Certificate (Updated)	City Health Annex Office
Chest X-Ray of employees (1 Year Validity)	Hospital, Clinic and Laboratories
FDA: License to Operate Product Registration (Industrial	Food and Drug Administration



Establishment/Manufacturing/ if needed				
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 BusinessPermit Issue Temporary Sanitary Permit	As stated in the BPLO fees	15 minutes	BPLO personnel Sanitation Unit personnel
2. BPLO sends List of Establishment who renewed their Business Permit	2.Schedule for Inspection	None	None	SI Area Supervisor
If with complete documentary requirements during inspection If without complete documentary requirements during inspection	2.1.Inspection of business establishments 2.2.Issue Sanitary Permit 2.3.Issue Sanitary Order No. 1 with 14 days period of compliance.	None	30-45 Minutes (small to medium scale establishment) 60-90 Minutes (large scale establishment) Follow up inspection after	SI Area Supervisor / Sanitary inspectors



			14 days for non-compliant establishments	
3. Submission of complete documentary requirements after issuance of SO1 Non-compliant business establishment after issuance of SO1	3. Issue Sanitary permit Follow up inspection after 14 days for non-compliant establishments 3.2. Re-inspection and issuance Sanitary Order No.2 with 7 days period of compliance.	None	2 hours	Clerk / Encoder Sanitary Inspectors
3.3. Submission of complete documentary requirements after issuance of SO2	3.3. Accept requirements if complete for the issuance of Sanitary Permit	None	2 hours	Clerk / Encoder
3.4. For Non-compliant business establishments after issuance of SO2	3.4. Endorse to BPLO for appropriate action		1 day	Sanitaryinspector
3.5. Refusal for inspection				
TOTAL		None	1 day, 5 hours and 25 minutes	

8. 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 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)	None	15 minutes	Physician on duty
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	



9. Maternal Care Services

Provide comprehensive maternal care program for pregnant and lactating women.

Office or Division:	All health facilities in Valenzuela			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pregnant women and lactating women who are residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual treatment record		Health facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 slipfor 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 ferroussulfate with folic acid to all pregnant clients Issue prescription	None	3 minutes	Midwife



TOTAL	None	36 minutes	
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10. 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			
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 onduty
2. Undergo routine assessment for pregnant women	2. Record the age of the patient and past medical history	None	3 minutes	Midwife onduty
	2.1. Access gravidity, last menstrual period and age of gestation	None	10 minutes	Midwife onduty
	2.2. Take vital signs, blood pressure, respiratory rate, pulse rate, and weight	None	10 minutes	Midwife onduty
3. Undergo Physical examination	3. Perform abdominal palpation on the	None	5 minutes	Midwife onduty



	client and inform the client of findings			
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	

11. 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	

12. 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 client with application form	None	3 minutes	Laboratory Clerk/Medical Technologist
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
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
	Examine collected specimen Evaluate laboratory results	None	30 minutes	Medical Technologist Physician in Charge
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
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
TOTAL		Initial payment (female sex worker) Php 110 Smear Php 60 RPR- Php 60	1 hour and 18 minutes (normal results)	

13. 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	

14. 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 BuildingAnimal 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 Clinic	1. Check the referral from a physician to administer rabies shot History taking	None	10 minutes	Nurse/Midwife Employee's Clinic (City Health MedicalClinic), AnimalBite 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	

15. 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	Dentist
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	
TOTAL		None	1 hour and 28 minutes	

16. 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	1. Record	None	2 minutes	Dental Aide



and register	pertinent data			
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	Dentist
4. Request for order of payment	4. Issue order of payment	Dental Certificate Php 50 Tooth extraction (anterior teeth Php 75 Tooth extraction (posterior teeth) Php 100	2 minutes	Dental Aide
5. Pay the required fee	5. Receive payment and issue official Receipt	None	5 minutes	Cashier
6. Listen to diagnosis, evaluation and instructions	6. Diagnose evaluate	None	5 minutes	Dentist
7. Undergo appropriate dental procedure	7. Perform appropriate dental procedure	None	15 minutes	Dentist
8. Claim Dental Certificate	8. Sign and issue dental certificate	None	2 minutes	
TOTAL		Dental Certificate Php 50 Tooth extraction (anterior teeth PHP 75 Tooth extraction (posterior teeth) Php 100	37 minutes	



SOCIAL SERVICES OFFICES
HOUSING AND RESETTLEMENT OFFICE (HRO)
EXTERNAL SERVICES



1. Issuance of Electrical and Water Certification

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

Office or Division:	Housing and Resettlement Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Members of Informal Settlers Association (ISA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Members certification from ISA signed by the Association President	
Barangay Clearance	Barangay Hall
Updated ISA members from Securities and Exchange Commission (SEC) or the Housing and Land Use Regulatory Board Registration (HLURB)	SEC / HLURB
For SEC Registered:	
Updated SEC Registration	
History of the Association	
Updated list of Officers and Minutes of Elections	
List of members	
Financial report	
List of accomplished, on-going and proposed projects	
Sketch of location of the association	
For HLURB Registered:	
Updated HLURB Registration	
History of the Association	
Updated list of Officers and Minutes of Elections	
List of members	
Financial report	
List of accomplished, on-going and proposed projects	
Memorandum of Agreement (MOA)	
Copy of Title	
Approved subdivision plan/proposed subdivision plan	
Profile of mobilizer (originator)	



Sketch of location of the association				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Conduct Preliminary Interview	None	1 day	Staff from Informal Settlers Division (ISD)
	1.1. Check name of client from the master list			
2. Claim signed order of payment	2. Issue order of payment	None	1 day	
3. Pay the required fees	3. Accept payment	Php 20	1 day	Cashier
	3.1. Issue official receipt	None		
4. Present official receipt	4. Record the details	None	3 working days	Staff from ISD
	4.1. Prepare the water or electrical certification			
	4.2. Forward to the office head for signature/ approval			
	4.3. Sign and approve the water or electrical certification			Office Head
	4.4. Endorse to the Releasing Officer			
5. Receive the signed water or electrical certification	5. Issue the approved water or electrical certification	None	3 working days	Staff from ISD
6. Sign the logbook	6. Record and have the client sign in the logbook	None	15 minutes	
TOTAL		Php 20	9 days and 15 minutes	



2. Request of Data or Documents for Research Purposes

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

Office or Division:	Housing and Resettlement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Students, Researchers, or any stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request and Purpose of Research		None		
Flashdrive or CD as storage; and or				
Email address for electronic sending				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the letter of request	1. Endorse the client to the responsible staff	None	10 minutes	Frontline Personnel
2. Provide the data storage (Flashdrive or CD) or provide the email address	2. Provide the data/documents needed	None	3 working days	Staff from Responsible Division
TOTAL		None	3 days and 10 minutes	

3. Request of Data or Documents for Projects Accomplishment Report

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

Office or Division:	Housing and Resettlement Office		
Classification:	Complex		
Type of Transaction:	G2G		
Who may avail:	Government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request and Purpose of Research		None	
Flashdrive or CD as storage; and or			



Email address for electronic sending				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the letter of request	1.Endorse the client to the responsible staff	None	10 minutes	Frontline Personnel
2. Provide the email address	2.Provide the data/documents needed	None	7 working days	Staff from Responsible Division
TOTAL		None	7 days and 10 minutes	

4. Certification for People's Organization Accreditation

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

Office or Division:	Housing and Resettlement Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Homeowners Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Registration from HLURB or SEC		SEC/ HLURB		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the updated registration from HLURB or SEC	1.Endorse the client to the responsible staff	None	10 minutes	Frontline Personnel
2. Fill out and submit the accomplished application form and other requirements	2. Provide the Organizational Profile and General Information form	None	3 working days	Staff from Informal Settlers Division (ISD)
	2.1. Check if all items have been duly accomplished			
	2.2. Prepare the Certification			



	2.3. Forward to the office head for signature/ approval			
	2.4. Sign and approve the Certification			Office Head
	2.5. Endorse to the responsible staff			
3. Claim the Certification	3. Provide the certification	None	3 working days	Staff from ISD
TOTAL		None	6 days and 10 minutes	



SOCIAL SERVICES OFFICES

LOCAL ECONOMIC AND DEVELOPMENT INVESTMENT AND PROMOTION OFFICE (LEDIPO)

EXTERNAL SERVICES



1. Business Matching

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

Office or Division:	Local Economic and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request original signed by the client.		Trade Hall, 2nd floor, Valenzuela Trade Center, City Hall Annex, McArthur Highway, Malinta, Valenzuela City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Assistance Request Form (ARF)	1. Check the completeness of the form	None	1 minute	Frontline Personnel of LEDIPO
	1.1. Conduct preliminary interview		5 minutes	
2. Proceed to the LEIPO Head Officer for final interview	2. Conduct final interview with client	None	10 minutes	LEDIPO Head Officer
	2.1. Determine the data needed by the client			
3. Sign the receiving copy of the data requested	3. Writing down the name, date, and data requested by the client		4 minutes	Frontline Personnel of LEDIPO
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 and Investment Promotions Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requestee		
Project proposal (optional)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the Assistance Request Form (ARF)	1.Check the completeness of the form	None	20 minute	Frontline Personnel of LEDIPO
	1.1. Conduct preliminary interview			
	1.2.Assessment of letter of request and livelihood proposal			
2. Proceed to the LEDIPO Head Officer for final interview	2.Find available trainings offered by the NGAs	None		LEDIPO
3. Wait for contact of approval	3.Forward the proposal to the NGAs for approval			
TOTAL		None	20 minutes	

3. Approval and Conduct Requested Trainings

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

Office or Division:	Local Economic and Investment Promotions Office
Classification:	Simple
Type of	G2C



Transaction:				
Who may avail:	Entrepreneurs, businessmen, livelihood groups, barangays, and constituents of Valenzuela City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No request needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the LEDIPO for the trainings	1. call the requestee and set schedule for conduct of training	None	5 minutes	LEDIPO
TOTAL		None	5 minutes	



SOCIAL SERVICES OFFICES
OFFICE OF SENIOR CITIZENS AFFAIRS (OSCA)
EXTERNAL SERVICES



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

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



representative of the senior citizen				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the required information in the application form and submit the form along with the other requirements	1.1 Provide the application form 1.2 Accept completed application form. 1.3 Check if application form has been duly accomplished and if requirements are complete.	None	5 minutes	Frontline Personnel
2. Prepare for interview for validation of information	2.1 Conduct preliminary interview Note: Home visitation and collateral interview shall be conducted under the following circumstances: a) If the applicant is a transferee from other city; b) If the applicant is 62 years old and above with incomplete requirements; c) If the applicant has submitted questionable requirements or those with suspicion of being tampered; If the applicant	2. Prepare for interview for validation of information	2.1 Conduct preliminary interview Note: Home visitation and collateral interview shall be conducted under the following circumstances: d) If the applicant is a transferee from other city; e) If the applicant is 62 years old and above with incomplete requirements; f) If the applicant has submitted questionable requirements or those with suspicion of being tampered; If the applicant	2. Prepare for interview for validation of information



	has inconsistent/ conflicting accounts upon preliminary interview. Record the name of the applicant in the specified logbook Transcribe the name of the application the senior citizen identification card, medicine and purchase booklets		has inconsistent/ conflicting accounts upon preliminary interview.	
3. Affix signature on the records logbook and claim the OSCA ID with the medicine and purchase booklets	Issue the OSCA ID with medicine and purchase booklets. Give brief orientation on then privileges and benefits of senior citizens.	None	5 minutes	Frontline Personnel
4. Double-check the information specified in the OSCA ID and booklets and notify the frontline personnel of possible corrections	Correct the errors identified by the applicant and issue the revised ID/booklets. Encode new entries to OSCA Database / Valenzuela City Residence Information System for updating of senior citizen Masterlist	None	5 minutes	Frontline Personnel
TOTAL		None	20 minutes	

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

Office or Division:	Office of Senior Citizens Affairs
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior citizen of Valenzuela with lost senior citizen identification card (OSCA ID)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) photocopies of any of the following government-issued documents with Valenzuela City address such as but not limited to voter's ID/certification, SSS/GSIS/UMID ID, driver's license, PRC ID, Postal ID		Government Offices		
1. Copy of the Affidavit of Loss		Legal Office Second Floor Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and submit two (2) photocopies of any government- issued IDs and documents with Valenzuela City address	Check the validity of the requirements submitted Provide the stub (request of affidavit of loss) with the details of the applicant including their previous OSCA ID number Issue the stub to the client.	None	3 minutes	Frontline Personnel
2. File for affidavit of lost OSCA ID	Provide instructions to the applicant the process of filing of the affidavit of lost ID from the Legal Office situated at the 2nd floor, Executive Building Make sure that the applicant understand the process. If the	None	1 hour	Legal Office Personnel



	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 loss issued by the Legal Office	Check the information of the affidavit of loss fill in the information needed Prepare for the replacement of the OSCA ID	None	3 minutes	Frontline Personnel
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	1 hour and 9 minutes	

3. Filing of Senior Citizen Identification Card (OSCA ID) Change of Name, Date of Birth and Change of Address or Mutilation

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						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Original copy of the Birth Certificate</td><td>Philippine Statistics Authority (main or local office)</td></tr> <tr> <td>2. Two (2) photocopies of any government-issued ID/documents with Valenzuela city address (voter's I.D./certification, UMID ID, driver's license, postal ID)</td><td>Government Offices</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Original copy of the Birth Certificate	Philippine Statistics Authority (main or local office)	2. Two (2) photocopies of any government-issued ID/documents with Valenzuela city address (voter's I.D./certification, UMID ID, driver's license, postal ID)	Government Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. Original copy of the Birth Certificate	Philippine Statistics Authority (main or local office)						
2. Two (2) photocopies of any government-issued ID/documents with Valenzuela city address (voter's I.D./certification, UMID ID, driver's license, postal ID)	Government Offices						



3. Current Senior Citizen Identification Card (OSCA ID)		Requestee		
4. Copy of the Affidavit of Discrepancy		Legal Office, 2nd floor, Executive Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and submit two (2) photocopies of any government-issued IDs and documents with Valenzuela City address with correct personal information as supporting documents.	Check the validity of the requirements submitted and conduct brief interview to know the legitimacy of the request Provide the stub (request of Affidavit of Discrepancy) Issue the stub to the applicant.	None	3 minutes	Frontline Personnel
<p>Note:</p> <p>For applicants requesting for change of surname in their OSCA ID due to change of civil status, present copy of marriage certificate or CENOMAR</p>				
2. File for Affidavit of Discrepancy	Provide instructions to the applicant the process of filing of the Affidavit of Discrepancy from the Legal Office situated at the 2nd floor, Executive Building. Make sure that the applicant understand the process. If the applicant has physical or mental disability, instruct the applicant's representative to file on his or her behalf.	None	1 hour	Assigned worker



3. Submit the original copy of Affidavit of Discrepancy	Check the information of the affidavit of discrepancy fill in the other information necessary Prepare for the replacement of the OSCA ID	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	1 hour and 9 minutes	

4. Application for Certification of Membership for Burial Assistance

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



	prepare the certification of membership for burial assistance			
2. Claim and receive certification	2.1 Issue the certification for burial assistance	None	3 minutes	OSCA personnel
TOTAL		None	13 minutes	

5. Certificate of Senior Citizen Membership or Non-Membership for any Legal Purposes

Office or Division:	Office of the Senior Citizens			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Immediate family members or benefactors of deceased senior citizen registered in OSCA-Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 photocopy of Death Certificate of deceased senior Citizen with registry number		Philippine Statistics Authority (main or local office)		
2. Actual senior citizen Identification Card (OSCA ID) of the deceased		Requestee		
3. Original copy and 1 photocopy of valid identification card/document of the claimant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender OSCA ID along with the death certificate with registry number and 1 photo copy of valid ID of claimant	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 burialassistance	None	3 minutes	OSCA personnel



TOTAL	None	13 minutes	
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6. Submission of Masterlist of Registered Senior Citizen per Barangay

Office or Division:	Office of the Senior Citizens Affairs			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Chairman			
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 Prepare the Data Sharing Agreement Issue the Data Sharing Agreement to the client for Signature of Brgy. Chairman	None	1 day	OSCA personnel
2. Return the Data Sharing Agreement with Signature of Barangay Chairman	2. Accept the Data Sharing Agreement and Bring to Legal Office to Sign and Notarize	None	2 days	Assigned Staff
3. Claim and receive the Masterlist together with the Notarized Data Sharing Agreement	3. Print the Registered Senior Citizens Masterlist of requested barangay. Issue the Masterlist together with the Notarized Data Sharing Agreement to the client	None	10 minutes	Assigned Staff



TOTAL	None	3 days and 10 minutes	
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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		Philippine Statistic Authority (PSA)		
2. Senior Citizen ID		Office of the Senior Citizens Affairs		
3. Barangay Certification		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Original and submit 2 photocopies of requirements	1. Check and verify the requirements	None	2 minutes	Assigned Staff
	1.2. Submit the requirements to Payroll office to prepare the Payroll and submit to Accounting Dept.	None	5 minutes	Assigned Staff
	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 SeniorCitizens

Office or Division:	Under DSWD-NCR
Classification:	Highly Technical



Type of Transaction:	G2C			
Who may avail:	All indigent Valenzuela Senior Citizen age sixty (60) years old and above *indigent senior citizen, refers to any elderly who is frail, sickly or with disability, and without pension or permanent source of income, compensation or financial assistance from his/her relatives to support his/her basic needs per R.A. 9994			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) photo copy of Senior Citizen Identification Card (OSCA ID)		Office of the Senior Citizens Affair (OSCA) Ground Floor, Legislative Building		
2. Application Form for Social pension program		Office of the Senior Citizens Affair (OSCA) Ground Floor, Legislative Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) photo copy of senior citizen identification card	Introduce and explain to the client the qualification and procedure of how to avail social pension for indigent senior citizens Accept and validate the requirements submitted Prepare for Interview	None	5 minutes	Interviewer,OSCA personnel
2. Answer the questions and details asked by the interviewer	Conduct intake interview to client using Social Pension Application Form Record the applicant in daily social pension logbook	None	5 minutes	Interviewer,OSCA personnel
3. 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	20 days	OSCA personnel



TOTAL	None	20 days and 10 minutes	
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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 Events Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with contact details		SEC/ HLURB		
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	Property Personnel
2. Claim of equipment	2. Gate pass and borrower's agreement will be issued.		10 minutes	
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	G2C, G2G



Transaction:				
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	Frontline Personnel Park Events Division
2. Pay the rental fee	2. Issue Official Receipt	See below for price list	30 minutes	Cashier, City Treasurer's Office
3. Present the O.R to the Park Events Personnel Office, read, and sign the Rental Agreement	3. Sign the permit	None	15 minutes	Authorized Signatory
4. Receive the Permit	4. Issue the Permit with attached Rental Agreement	None	5 Minutes	Frontline Staff Desk 2
TOTAL		None	55 minutes	

Note:

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

PHP 1,000 for every succeeding hour

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

PHP 2,000 additional charges

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

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



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



1. Issuance of Persons with Disability Identification Cards

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

Office or Division:	Persons with Disability Affairs Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Verified and Confirmed Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate (New and Renewal)		Specialist / Hospital or Doctor of Client's health condition		
Certification on Disability (New and Renewal)		Barangay Health Center		
Barangay Indigency for Persons with Disability Purpose		Barangay Hall		
Government Issued ID, (New and Renewal) Voter's ID or Voter's Certificate, Unified Multi-Purpose Identification Card,		Commission on Election, Land Transportation Office, UMID-SSS or GSIS		
Birth Certificate for Minor Client and client with mental and learning disability with no government issued Identification card (Photocopy) (New and Renewal)		Philippine Statistics Authority / Local Civil Registry		
School Identification Card for Minor Client (New and Renewal)		Client's current school		
Government Issued ID of parent/ guardian of minor client and mental client (New and Renewal)		Commission on Election, Land Transportation Office, UMID-SSS or GSIS		
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	



4. Submit the Required Documents to the Assessor for initial assessment.	4. Start processing the request by verifying all submitted documents.	None	5 minutes	
5. Assessment Proper - the assessor will interview the client or client's immediate family or guardian in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.)	5. Interview the client using the 8 pages assessment tool	None	20 minutes	
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	PDAO personnel
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	PDAO personnel
8. Get a Report Card Survey to check the compliance of the agency.	8. Give report card to the client	None	1 minute	
9. Wait for the scheduled date given to them.	9. The PDAO OIC or the City Doctor assigned to PDAO will verify the documents submitted by the client specially the medical certificate,	None	5 days	PDAO personnel and Head, physician



	Certification on Disability should be tally with the assessment tool.			
	9.1. Encode and PWD ID making.	None	1 day	PDAO personnel
10. 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.	10. Answer the call and give the information to the client	None	5 minutes	PDAO personnel
11. Once the approval was verified, the Persons with Disability Identification Card will claim in the Persons with Disability Affairs Office every Monday and Thursday only.	11. Give the new PWD ID, medicine booklet and purchased booklet to the client or to the authorized representative, sign to the receiving logbook	None	5 minutes	
12. Upon claiming the NEW Persons with Disability Identification Card, the client will surrender the old PWD ID		None		
13. 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		
TOTAL		None	6 days and 41 minutes	



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

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

Office or Division:	Persons with Disability Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Verified and Confirmed Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate (New and Renewal)		Specialist / Hospital or Doctor of Client's health condition		
Certification on Disability (New and Renewal)		Barangay Health Center		
Barangay Indigency for Persons with Disability Purpose		Barangay Hall		
Government Issued ID, (New and Renewal) Voter's ID or Voter's Certificate, Unified Multi-Purpose Identification Card,		Commission on Election, Land Transportation Office, UMID-SSS or GSIS		
Birth Certificate for Minor Client and client with mental and learning disability with no government issued Identification card (Photocopy) (New and Renewal)		Philippine Statistics Authority / Local Civil Registry		
School Identification Card for Minor Client (New and Renewal)		Client's current school		
Government Issued ID of parent/guardian of minor client and mental client (New and Renewal)		Commission on Election, Land Transportation Office, UMID-SSS or GSIS		
Homevisit is required for client who cannot comply with the Government Issued Identification Card.		Persons with Disability Affairs Office Staff will conduct Home visitation to verify the residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Persons with Disability Affairs Office	1. Welcome the Client	None	1 minute	PDAO personnel
2. Get a queue number at the front	2. Give queue number to the	None		



table	client			
3. Once the number was called, sign in the Client Logbook	3. Get the queue number and give the logbook to the client for signing.	None	1 minute	
4. Submit the Required Documents to the Assessor for initial assessment.	4. Start processing the request by verifying all submitted documents.	None	5 minutes	PDAO personnel
5. Assessment Proper - the assessor will interview the client or guardian in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.) client's immediate family or guardian in the event that the client is not available (bedridden or in the hospital) or not capable in answering questions (mental disability, learning disability.)	5. Interview the client using the 8 pages assessment	None	20 minutes	PDAO personnel
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	PDAO personnel
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	PDAO personnel



8. Get a Report Card Survey to check the compliance of the agency.	8. Give report card to the client	None	1 minute	PDAO personnel
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 certificate, Certification on Disability should be tally with the assessment tool.	None	5 days	PDAO personnel and Head, physician
	Home visit	None	12 days	PDAO personnel
	2. Encode and PWD ID making.	None	1 day	PDAO personnel
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.		None	5 minutes	Any PDAO personnel can issue the approved PWD
11. Upon claiming the NEW Persons with Disability Identification Card, the client will surrender the old PWD ID		None		
12. 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		



TOTAL	None	18 days and 36 minutes	
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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. In the absence of the client, their immediate family member with authorization will transact	2. Print the requested document	None		
	2.1. Sign by the Signatories	None	1 day	PDAO personnel and Head, CSWDO Head
3. Return on the next working day for the document to be released.	3. Issue the requested document			Any PDAO personnel can release the document
TOTAL		None	1 day and 15 minutes	



SOCIAL SERVICES OFFICES
PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)
EXTERNAL SERVICES



1. Innovation Of Referral And Placement

Provide employment assistance to jobseekers through counseling and referral.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Job Seekers, Out Of School Youth (Osy), Displaced Workers And Returning Overseas Filipino Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance, Police Clearance, NBI Clearance, Birth Certificate, Diploma, TOR, 2x2 ID Picture, Certificate of Previous Employment, SSS, PHILHEALTH, PAG-IBIG, TIN		In the appropriate Govt. Agencies and Private Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Registration	Proceed to registration area to fill out the online portal. DOLE National Skills Registration Program Form is provided to be filled-out	None	3 minutes	PESO Personnel
Evaluation	Evaluate the NSRP Form if it is correct or properly answered according to the required details		1 minute	PESO Personnel
Job Matching	Job vacancies requested by employers are Job-matched to NSRP Form based on educational background, work experiences		5-10 minutes	PESO Personnel



	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	2 minutes	PESO Personnel
Dispatch	Inform the applicants the date, time, place and the position to apply		1 minute	PESO Personnel
TOTAL		None	17 minutes	

2. Referral and Placements

(Renewal of Accreditation of Employers/ Private Establishments)

Office or Division:	PESO
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Classification:	Simple			
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	3 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	3 to 5 days	PESO Personnel
Certification	Certification is to given to the approved company with 1 year validity	None	5 minutes maximum of 1 day	PESO Personnel
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	PESO Personnel
TOTAL		None		



3. Referral and Placement

Accreditation of New Local Manpower Agency/Contractor

Office or Division:	PESO			
Classification:	Simple			
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	3 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	3 to 5 days	PESO Personnel
Certification	Certification is to given to the approved company with 1 year validity	None	5 minutes maximum of 1 day	PESO Personnel
Orientation	Orient the approved	None	10 minutes	PESO Personnel



	company about the mandated PESO Act.			
TOTAL		None		

4. Referral and Placement

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

Office or Division:	PESO			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Local manpower Agency/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit, DOLE LICENSE, No Pending Case Issued by DOLE, Certification and List of Job Vacancies		In the appropriate Govt. Agencies and Private Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal	Require companies to submit the renewable documents	None	3 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	3 to 5 days	PESO Personnel
Certification	Certification is to given to the	None	5 minutes maximum of 1	PESO Personnel



	approved company with 1 year validity		day	
Re-orientation	Re-orient the renewed company of the new policies	None	10 minutes	PESO Personnel
TOTAL		None		

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	3 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	None	3 to 5 days	PESO Personnel



	majority of evaluators and the PESO Manager.			
Certification	Certification is to given to the approved company with 1 year validity	None	5 minutes maximum of 1 day	PESO Personnel
Orientation	Orient the approved company about the mandated PESO Act.	None	10 minutes	PESO Personnel
TOTAL		None		



SOCIAL SERVICES OFFICES
VALENZUELA CITY COMMAND CENTER (VCC3)
EXTERNAL SERVICES



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

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

Office or Division:	Valenzuela City Command Control and Communication Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Chief of Police, Head of Office - Public Information Office, City Heads, Judge and Justice Court, Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
At least one (1) valid Identification		Individual		
Individual written request		Individual		
Blotter or Booking request		Barangay Hall, Police Community Precinct or Valenzuela City Police Station		
Approved letter of request from any of the following: 1. Local Chief Executive 2. Head of Law Enforcement Agency Judge, Justice Court		1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall Regional Trial Court, Public Attorney's Office and other Private Law Firm		
Person-in-Authority or as endorsed officially below: 1. Chief of Police, Valenzuela City Police Station-Crime Investigation / Insurance Claims 2. Head, Public Information Office-Media Release/Broadcast Material City Heads-Management Reviews and Training Tools		1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building Traffic Management Division, City Social Welfare Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and valid Identification	1. Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit	None	10 minutes	Duty Reviewing Officer / Duty Shift Supervisor



	television (CCTV) review process. 1.2. Assist the requestor in filing 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. Validate the availability of footages for retention, preset, proximity/coverage, outages and unserviceability.	None	10 minutes	Duty Reviewing Officer / Duty Shift Supervisor
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. 3.4. Provide claim copy.	None	1 day	Duty Reviewing Officer / Duty Shift Supervisor
TOTAL		None	1 day and 20 minutes	

2. Securing Closed-Circuit Television Footages

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



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

Office or Division:	Valenzuela City Command Control and Communication Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Chief of Police, Head of Office - Public Information Office, City Heads, Judge and Justice Court, Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
At least one (1) valid Identification		Individual		
Individual written request		Individual		
Blotter or Booking request		Barangay Hall, Police Community Precinct or Valenzuela City Police Station		
Approved letter of request from any of the following: 1. Local Chief Executive 2. Head of Law Enforcement Agency Judge, Justice Court		1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall Regional Trial Court, Public Attorney's Office and other Private Law Firm		
Person-in-Authority or as endorsed officially below: 1. Chief of Police, Valenzuela City Police Station-Crime Investigation / Insurance Claims 2. Head, Public Information Office-Media Release/Broadcast Material City Heads-Management Reviews and Training Tools		1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building Traffic Management Division, City Social Welfare Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and valid Identification	Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV) review process. Assist the requestor in filing up the request form.	None	10 minutes	Duty Reviewing Officer / Duty Shift Supervisor



2. Fill up and submit accomplished closed-circuit television (CCTV) footage request for viewing form along with other requirements.	2. Receive and check viewing form for completeness of requirements. Verify and determine the requested incident details according to time, date and location. 2.2. Validate the availability of footages for retention, preset, proximity/coverage, outages and unserviceability.	None	10 minutes	Duty Reviewing Officer / Duty Shift Supervisor
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 runtime as indicated. Provide claim copy.	None	1 day	Duty Reviewing Officer / Duty Shift Supervisor
4. Receive the footage release.	4. Prepare release of closed-circuit television (CCTV) access file for Mayor's approval thru admin records section. Release of working copy in digital versatile disc (DVD) form.	None	2 days	Duty Reviewing Officer
TOTAL		None	3 days and 20 minutes	



SOCIAL SERVICES OFFICES

VALENZUELA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (VCDRRMO)

EXTERNAL SERVICES



1. Emergency Medical Services

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

Office or Division:	VCDRRMO / Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D.		Individual		
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	5 minutes	VCDRRMO personnel
	If verified: 1.1. Dispatch an ambulance If no unit is readily available for dispatch: 1.2. Coordinate with the Barangay officials or Philippine Red Cross-Valenzuela Chapter		10 minutes	
	2. Once coordinated provide feedback to requesting party		10 minutes	VCDRRMO personnel
	3. Upon Arrival at the Scene of Accident: 3.1. Assess the		2 minutes	Team Leader



	scene of incident. 3.2. Assess the patient Provide pre-hospital treatment Accomplish pre-hospital treatment form for signature of the receiving doctor		10 minutes	Treatment Officer
	4. Endorse patient to the receiving doctor		30 minutes	
TOTAL		None	1 hour and 7 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:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		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	VCDRRMO personnel
	Interview the requesting party for further details of the required training Provide training design to the requesting party		3 days	
	If training design is approved: 2. Endorse		14 days	



	training proposal and budgetary requirements to the Office of the Mayor for approval			
TOTAL		None	17 days and 10 minutes	

3. Search and Rescue Assistance

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

Office or Division:	VCDRRMO / Search and Rescue Assistance			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone calls or radio call or Personal request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone or radio call or personal request	1. Receive the phone or radio call or personal request 1.1. Assess if nature of request can be granted	None	5 minutes	VCDRRMO personnel
	If Approved: 1.2. Dispatch a rescue team		10 minutes	
	If Assistance needed is not within the unit's capacity: 1.3. Coordinate with Philippine Coast Guard for drowning			



incidents and/or other appropriate agencies			
2. Upon Arrival at the Scene of Incident: Assess the scene of incident	None	2 minutes	Team Leader
3. Request for additional search and rescue equipment and tools if needed Conduct search/rescue operation Provide pre-hospital treatment 3.4. Accomplish pre-hospital treatment form for signature of the receiving doctor	None	30 minutes	VCDRRMO personnel
4. Endorse patient to the receiving doctor	30 minutes		
TOTAL	None	1 hour and 27 minutes	



SOCIAL SERVICES OFFICES
VETERINARY SERVICES OFFICE
EXTERNAL SERVICES



1. Adoptions of Impounded Animals

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

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

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		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check availability of vaccination and/or microchipping activity	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	PIO
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	5-10 minutes (Monday to Friday)	Veterinarian
	Vaccination	None	3-5 minutes (Monday to Friday)	Veterinarian/ Trained Vaccinator
	Microchipping	None	3-5 minutes (Monday to Friday)	Veterinarian/ Trained inoculators
	Dog Registration	None	5 minutes	Admin. Officer V Admin. Assistant
3. Receive vaccinated and/or microchipped pet	Release vaccinated and/or microchipped pet	None	3 minutes	Admin. Officer V, Admin. Assistant
TOTAL		None		



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		
1x1 I.D picture/2 pcs.		None		
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
	1.1. Prepare Butcher or Meat Handler's Card			
2. Process payment of Butchers and Meat Handler's license	2. Issuance of Order of Payment	Butcher's / Meat Handler's License Fee PHP 200	10 minutes (Monday to Friday)	Admin Aide
3. Claim Identification Card	3. Issue butcher / meat handler's identification card	None	3 minutes (Monday to Friday)	Admin Aide
TOTAL		None	28 minutes	

4. Stray Animal Collections

This A service provided to collect stray animals in 33 barangays of the City (City Ordinance No. 131 Series of 2014) "Anti Rabies Ordinance in the City of Valenzuela"



Sec. VII - No. 1 and (Ordinance No. 820 series of 2020) "An Ordinance Amending Ordinance No. 651 Series of 2020, Otherwise Known as Barangay Animal Regulation and Keeping Ordinance or BARK. Stray animal collection shall be undertaken by the Animal Control Unit of the City Veterinary Services Office and Barangay Animal Control Team. Stray animals shall be collected and impounded in Valenzuela City Pound.

Office or Division:	City Veterinary Services Office/ Barangay Animal Control Team			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
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/BACT	Interview client/ Receive letter or email	none	5 - 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			
2. Receive call / notice for confirmation	1. Advise client for the schedule of collection 2. Stray animal collection	none	5 minutes (Monday to Friday)	Marissa D. Concepcion Admin Aide VI/BACT
TOTAL		None		

5. Redemption of Impounded Animals

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



Office or Division:	City Veterinary Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any government-issued I.D		Client		
Animal Redemption Clearance		CVSO		
I. Secure ANIMAL REDEMPTION CLEARANCE at the City Veterinary Services Office (Action Center, Dalandanan, Valenzuela City; Tel No. 352-2000 local 2111) (15-30 mins)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the website valpets.appcase.net to check if the pet is impounded	none	none	none	none
2. Present valid ID, Secure Animal Redemption Clearance and submit other documentary requirements	Process request and issue Ordinance Violation Receipt (OVR) and Order of Payment	none	10 - 15 minutes (Monday to Friday)	City Veterinary Services Office Personnel
	Seminar (Rabies Awareness & Responsible Pet Ownership Registered the Animal	none	5 minutes	City Veterinary Services Office Personnel
III. Proceed to the Valenzuela City Pound (Rubber Master Road, Lingunan, Valenzuela City Tel No. 291-5306)				
4.Present valid I.D. of owner & Animal Redemption Clearance	Check ID / Animal Redemption Clearance	none	3 -5 minutes (Monday to Friday)	Pound Kennel
	Direct client to the pound office			
5. Present the Animal Redemption Clearance, Dog Registration & Official receipt	5. Present the Animal Redemption Clearance, Dog Registration & Official receipt	none	5 - 10 minutes (Monday to Friday)	Pound Kennel



	5. Present the Animal Redemption Clearance, Dog Registration & Official receipt			
6. Claim Impounded Animal	1. Record data 2. Check and get the animal 3. Microchipping Give Vaccination if necessary Release the animal		10-15 minutes	Pound Kennel
7. Present Official Receipt to the guard before leaving the pound area	Check and record control number	Pound Guard	Guard House	Pound Guard
TOTAL		None		



SOCIAL SERVICES OFFICES
WORKER'S AFFAIRS OFFICE (WAO)
EXTERNAL SERVICES



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

Provides legal counseling to the worker's and employees sectors on labor issues and concerns raised.

Office or Division:	Worker's Affairs Office (WAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Private Employees working and Private Employers operating in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Complaint Form	1. Evaluate the complaint/s and provide advice or legal counseling.	None	10 minutes	Frontline Personnel
	1.1. Note: For simple complaints call the respondent for possible settlement			
	1.2. For complex complaints: Schedule Conciliation-Mediation conference	None	15 minutes	Frontline Personnel
TOTAL		None	25 minutes	

2. Labor – Management Education and Training Seminars

The Worker's Affairs Office (WAO) offers free education and training seminars on various topics that include labor standards, health, safety and welfare benefits productivity, labor relations and other courses to both the workers' and employers' sectors in Valenzuela City

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



Type of Transaction:	G2C			
Who may avail:	Private Employees working and Private Employers operating in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit Enrolment Form	1. Evaluate the duly accomplished form and interview the enrollee.	None	8 minutes	Frontline Personnel
2. Get Schedule of the seminar/s	2. Provide Schedule of the Seminars	None	2 minutes	Frontline Personnel
TOTAL		None	10 minutes	

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

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

Office or Division:	Worker's Affairs Office (WAO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Unemployed Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Concerned Company or Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for referral/recommend action letter	1. Fill up referral/recommendation letter endorsing the client to PESO or concerned Private Company	None	10 minutes	Frontline Personnel



2. Proceed to PESO or Private Company	2. Accompany the client to PESO or	None	10 minutes	Frontline Personnel
	2.1. Sketch the address of the concerned company			
TOTAL		None	20 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:	Highly Technical/Highly Complex			
Type of Transaction:	G2B			
Who may avail:	Business Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Inspection/Evaluation	None	7 days	CENRO
Report to CENRO within 3 working days after inspection	2. Issuance of Deed of Undertaking	None	1 day	CENRO
TOTAL		None	8 days	

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:	Highly Technical/Highly 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	3 days	CENRO Inspectors
TOTAL		None	3 days	



PLANNING AND ENGINEERING SERVICES
CITY ENGINEERING OFFICE (CEO)
EXTERNAL SERVICES



1. Request for Repair and Maintenance of Public Property

Office or Division:	City Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Residents, schools and barangays may request for repair of public property.	1.Assessment on the site and location	None	1 day	Engineering Office personnel, Head
	1.1.Request for materials / PR		2 hours	
	1.2.Wait for the delivery of the materials		2 days	
	1.3. Implementation		15 days	
TOTAL		None	18 days and 2 hours	

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

2. Request for Demolition on Public Roads

Office or Division:	City Engineering Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Executive Order		Issued by Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Residents and barangays may request for demolition provided that it is built on public lands.	1.Assessment on the site and location	None	1 day	Engineering Office personnel, Head
	1.1.Request for materials / PR		2 hours	



	1.2.Wait for the delivery of the materials		2 days	
	1.3. Implementation		15 days	
TOTAL		None	18 days and 2 hours	

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

3. Securing an Excavation Permit

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the title		Lot owner		
Request for excavation		Maynilad		
Barangay clearance		Barangay Hall		
Application form		Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon completion of documents, fill up the application form from the Engineering Office.	1. Assessment of fees	Php 1,250 per sqm	30 minutes	Engineering Office personnel, Cashier, Head
2. Pay for the fees				
3. Claim Excavation Permit	2. Issue Excavation Permit			
TOTAL		None	30 minutes	

4. Securing an Excavation Permit

Preparation of Work Program (Schools Buildings, Government Buildings, Facilities, Roads, Drainages and Special Projects)

Office or Division:	City Engineering Office
Classification:	Highly Technical



Type of Transaction:	G2C / G2G			
Who may avail:	Residents of Valenzuela City / Barangays / Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
City Engineering Office		City Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Residents may request for repair in their barangay provided that it is a public property.	1. Assessment of the site and location 1.1. Conduct survey 1.2. Preparation of work program 1.3. Drafting of plan 1.4. Schedule bidding	None	1 day 2 days 5 days 4 days 1 day	Engineering Office personnel, Head
TOTAL		None	13 days	



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



1. Request for Planning Documents for Research Purposes

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



2. Application on Local Zoning Board on Appeals

Evaluation procedure on Local Zoning Board and Appeals

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. Submit letter of Appeal on the LZBA secretariat thru CPDO 1.1 Submission of complete requirements	Received the letter of Appeal from clientele 1.1 Checked the requirements submitted by the clientele 1.2 Prepare the Letter of response and order of payment 1.3 Evaluation of applicants appeal to LZBA for an exception/ variance	Residential 1st filing fee Php 3,000 Residential 2nd filing fee Php 5,000 Residential 3rd filing fee Php 10,000 Commercial 1st filing fee Php 20,000 Commercial 2nd filing fee Php 40,000 Commercial 3rd filing fee Php 60,000 Industrial 1st filing fee Php 50,000 Industrial 2nd filing fee Php 100,000 Industrial 3rd filing fee Php 150,000	7 days	Ms. Cecilia Simon L. Baeverfjord
Total			7 days	



3. Release of Local Zoning Board Decision

Procedures on the release of Local Zoning Board and Appeals Decisions

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

4. Request for Zoning-Related Inspections

Office or Division:	City Planning and Development Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government Offices and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Request Letter for Inspection;	Individual			
2. Office Order for Inspection;				
3. Historical Pictures, Address, and vicinity map, if possible; and/or				
4. Reports from other government offices, if available.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requesting party shall deliver to the CPDO the request letter along with other cited requirement above	Technical Site Inspection of the said location	None	7 days	Technical Staff of the City Planning & Development Office and Local Zoning Board of Appeals
Total		None	7 days	

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

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



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



1. Issuance of Building Permit

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

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



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



<ul style="list-style-type: none"> ○ Mechanical Documents ○ Sanitary Documents ○ Plumbing Documents ○ Electronics Documents ○ Geodetic Documents (including Lot Plan with technical description and Vicinity Map covering 2km radius) ○ Fire Protection Plan (if applicable) <p>-Four (4) clear photocopies of Valid Professional Licences (PRC I.D.) and Professional Tax Receipts (PTR) of all involved professionals</p> <p>-Four copies of notarized estimated Total construction cost/Value of the building or structure to be constructed as declared by the owner</p> <p>-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.</p> <p>-One (1) Construction Logbook</p> <p>-Affidavit of Undertaking (for documents to be submitted 30 days after the issuance of permits) as deemed necessary</p>	
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NOTES:

- Please include this checklist when submitting the above-mentioned documents for your application
 - All the fully accomplished above-mentioned forms and requirements must be fastened in a LONG FOLDER including the Drawing Plans and reports upon submission. (make 4 sets)
 - Only COMPLETE and COMPLIANT application will be accepted
 - Keep your CLAIM STUB at all times; "NO CLAIM STUB, NO RELEASE!" Policy
- A surcharge of 100% shall be imposed and collected from any person who shall construct, repair (buildings), install (Electro-mechanical equipments), alter or cause any change in the use or occupancy of any building or parts thereof or appurtenances thereto without any permit. (Section 25.1 of Rule III of the National Building Code/PD 1096)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the	None	1 hour	Sorters of the OBO



	completeness of the submitted documents.			
	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated through the Tax Clearance and the Tax Declaration.	None	30 minutes	Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None	5 minutes	Evaluator of CZO
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.	None	2 hours	Evaluator of CZO
	1.5. The CZO shall verify and check area computation.	None	7 minutes	Zoning Administrator
	1.6. The CZO shall encode the data for the Order of Payment of fees.	None	10 minutes	Evaluator of CZO
	1.7. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None	30 minutes	Evaluator of BFP
	1.8. The BFP shall evaluate the	None	2 hours	Evaluator of BFP



	documents and provide remarks.			
	1.9. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None	7 days	Fire Marshal
	1.10. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)	None	1 day	Building, Electrical, Mechanical, and Electronics Evaluators of the OBO
	1.11. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO
	1.12. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Section Head of the OBO



	1.13. The fees will be assessed.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2.If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	30 mins	Building Official and Officer of the Day
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet	None	30 minutes	Officer of the Day



3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative.	None	30 minutes	Building Official or his authorized representative
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Releasing Section
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees	17 days, 13 hours and 52 minutes	



	of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.		
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2. Issuance of Certificate of Occupancy

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

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



<p>Building Permit and the issued Ancillary Permits</p> <ul style="list-style-type: none"> - Four (4) sets photocopy of the Owner's copy of issued Fire Safety Checklist and its corresponding Fire Safety Evaluation Clearance - Four (4) sets of Compliant AS-BUILT PLANS reflecting all corrected comments made in the Issued Building Permit Plans signed and sealed by owner and all involved professionals Clear 3R size Photographs of the completed structure showing substantial completion of front, sides, and rear areas (4 sets) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated through the Tax Clearance and the Tax Declaration.	None	30 minutes	Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None	5 minutes	Evaluator of CZO



	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.	None	2 hours	Evaluator of CZO
	1.4. The CZO shall verify and check area computation.	None	7 minutes	Zoning Administrator
	1.5. The CZO shall encode the data for the Order of Payment of fees.	None	10 minutes	Evaluator of CZO
	1.6. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None	30 minutes	Evaluator of BFP
	1.7. The BFP shall evaluate the documents and provide remarks.	None	2 hours	Evaluator of BFP
	1.8. The BFP shall inspect the structure and determine compliance with the requirements of the Fire Code.	None	3 days	BFP Inspectors
	1.9. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None	7 days	Fire Marshal
	1.10. The Office of the Building Official (OBO) shall review, check and review the submitted documents as	None	1 day	Building, Electrical, Mechanical, and Electronics Evaluators of the OBO



	well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)			
	1.11. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO
	1.12. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Section Head of the OBO
	1.13. The fees will be assessed.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the	30 minutes	Building Official and Officer of the Day



with the requirements, and go back to step 1.		concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.		
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative	None	30 minutes	Building Official or his authorized representative



	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	The permit shall be released to the applicant.	None	1 hour	Releasing Section
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	20 days, 14 hours and 52 minutes	

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

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

Office or Division:	Office of the Building Official (OBO)
Classification:	Highly Technical



Type of Transaction:	G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>ELECTRICAL PERMIT 1 (WITH BP AND OP)</p> <ul style="list-style-type: none"> - Original Electrical Permit Form (4 copies), completely filled up - Electrical plan - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Building Permit (BP) - Photocopy of Occupancy Permit (OP) - Photo of site - Yellow Card from MERALCO - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy <p>ELECTRICAL PERMIT 2 (WITHOUT BP AND OP)</p> <ul style="list-style-type: none"> - Original Electrical Permit Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy <p>TCL</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely 	<p>ELECTRICAL PERMIT 1 (WITH BP AND OP)</p> <ul style="list-style-type: none"> - Original Electrical Permit Form (4 copies), completely filled up - Electrical plan - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Building Permit (BP) - Photocopy of Occupancy Permit (OP) - Photo of site - Yellow Card from MERALCO - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy <p>ELECTRICAL PERMIT 2 (WITHOUT BP AND OP)</p> <ul style="list-style-type: none"> - Original Electrical Permit Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy <p>TCL</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely filled up - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance



<p>filled up</p> <ul style="list-style-type: none"> - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Building Permit - Photo of Site - Yellow Card from MERALCO (TCL) - Provide Duplicate Copy <p>UPAO</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professional with 3 original specimen signature - Original Electrical Barangay Clearance - Original UPAO Certificate - Original HOA Certificate - Photo of Site - Yellow Card from MERALCO - Provide Duplicate Copy <p>RECONNECTION/RELOCATION</p> <ul style="list-style-type: none"> - Original Electrical Permit (4 copies), completely filled up - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy CFEI <p>"Yellow Card" issued by Meralco/Electrical Service Provider stating "secure CFEI"</p> <ul style="list-style-type: none"> - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS- BUILT Electrical Plan signed and sealed by owner and all involved professionals - Clear 3R size Photograph of the completed Service Entrance and Meter Base installation 	<ul style="list-style-type: none"> - Photocopy of Building Permit - Photo of Site - Yellow Card from MERALCO (TCL) - Provide Duplicate Copy <p>UPAO</p> <ul style="list-style-type: none"> - Original Temporary Service Connection Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professional with 3 original specimen signature - Original Electrical Barangay Clearance - Original UPAO Certificate - Original HOA Certificate - Photo of Site - Yellow Card from MERALCO - Provide Duplicate Copy <p>RECONNECTION/RELOCATION</p> <ul style="list-style-type: none"> - Original Electrical Permit (4 copies), completely filled up - Original Electrical Plan/Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy CFEI <p>"Yellow Card" issued by Meralco/Electrical Service Provider stating "secure CFEI"</p> <ul style="list-style-type: none"> - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS- BUILT Electrical Plan signed and sealed by owner and all involved professionals - Clear 3R size Photograph of the completed Service Entrance and Meter Base installation
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<ul style="list-style-type: none"> - Provide Duplicate Copy CFEI “Yellow Card” issued by Meralco/Electrical Service Provider stating “secure CFEI” - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS-BUILT Electrical Plan signed and sealed by owner and all involved professionals Clear 3R size Photograph of the completed Service Entrance and Meter Base installation 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements.	None	1 day	Electrical Evaluators of the OBO
	1.2. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO
	1.3. If the submitted documents are	None	1 day	Section Head of the OBO



	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.			
	1.4. The fees will be assessed.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	30 minutes	Building Official and Officer of the Day
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for	None	30 minutes	Officer of the Day



	compliance of the remarks indicated in the correction sheet.			
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3.The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative.	None	30 minutes	Building Official or his authorized representative
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Releasing Section
		Order of Payment shall be based on the schedule of fees prescribed		



TOTAL	ed by the DPWH, scheduling of fees of the concerned Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	10 days, 9 hours and 30 minutes	
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4. Issuance of Mechanical Permit

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

Office or Division:	Office of the Building Official (OBO)		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
- Legal Documents (Submit 1 original copy and 2 photocopies) 1. Notarized Authorization Letter and Contact Number (For Applicant's Representative) and Applicant's ID Copy - Technical Documents 2. Application forms for Mechanical Permit, signed and sealed by duly licensed professionals and signed by the owners 3. Clear photocopies of valid PRC Ids		Office of the Building Official, Private Professionals	



<p>and current PTRs with dry seal and 3 specimen signatures (BLUE INK) 4 sets of complete mechanical plans, details, and computations, signed and sealed by duly licensed professionals and signed by owners</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO
	1.1. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements	None	1 day	Mechanical Evaluators of the OBO
	1.2. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO
	1.3. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for	None	1 day	Section Head of the OBO



	assessment; otherwise, the application shall be endorsed for compliance.			
	1.4. The fees will be assessed.	None	1 day	Assessors of the OBO
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for payment, pay the required fees; otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned Barangay, fire Code Zoning Ordinance and the Local Revenue Code	30 mins	Building Official and Officer of the Day
	2.1. If the application is for compliance, the Officer of the Day shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.	None	30 minutes	Officer of the Day
3. Present or submit the Official Receipt (OR) to the Officer of	3. The receipt shall be accepted and recorded and	None	4 hours	Officer of the Day, Recording Section, and



the Day.	the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.			Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative	None	30 minutes	Building Official or his authorized representative
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Releasing Section
TOTAL		Order of Payment shall be based on the schedule of fees prescribed by the DPWH, schedule of fees of the concerned	10 days, 8 hours and 30 minutes	



	Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.		
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PLANNING AND ENGINEERING SERVICES

ZONING OFFICE

EXTERNAL SERVICES



1. Locational Clearance for Building Permit

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

Office or Division:	Zoning Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B			
Who may avail:	Property owners securing building permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Additional Requirements for Locational Clearance:		Office of the Building Official (OBO)		
Tree Planting Layout (City Ordinance No. 496 Series of 2018)				
Certificate of Height Clearance from the Civil Aviation Authority of the Philippines. Tall Structure				
Clearance from Property Manager/Administrator or Homeowners' Association. Existing Subdivision, Condominium or Pud				
Initial Environmental Examination duly certified by a licensed Environmental Planner and according to the format specified by the DENR. Industrial Facility				
Water Management Plan. Heavy Water Using Facility				
Historic Site/Facility Development Statement. Historic Site or with Historic Facility				
Drainage Impact Statement. Major Development				
Socio-Economic Impact Statement. Large Employment				
Traffic Impact Assessment. Traffic Generating Development				
Line and Grade Clearance from City Engineer's Office. Road Widening and Construction				
Waterways Clearance from City Flood Control Division. Adjacent to or with Waterways				
Flood Protection Elevation certification from City Flood Control Division. Flood Overlay Zone				
Soil test regarding soil and related conditions. Liquefaction Overlay Zone				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application and all required documents via the One Stop Shop	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted documents.	None	1 hour	Sorters of the OBO



Terminal and get claim stub.	1.1. The City Treasurer's Office shall accept or receive the application and check if the payment of Real Property Tax (RPT) is updated through the Tax Clearance and the Tax Declaration.	None	30 minutes	Evaluator of City Treasurer's Office
	1.2. The City Zoning Office (CZO) shall accept or receive the application form with the requirements.	None	5 minutes	Evaluator of CZO
	1.3. The CZO shall evaluate or check conformity to land use and compute area as per plans submitted.	None	2 hours	Evaluator of CZO
	1.4. The CZO shall verify and check area computation.	None	7 minutes	Zoning Administrator
	1.5. The CZO shall encode the data for the Order of Payment of fees.	None	10 minutes	Evaluator of CZO
	1.6. The Bureau of Fire Protection (BFP) shall accept or receive the application.	None	30 minutes	Evaluator of BFP
	1.7. The BFP shall evaluate the documents and provide remarks.	None	2 hours	Evaluator of BFP
	1.8. The BFP shall issue the Fire Safety Evaluation Clearance (FSEC).	None	7 days	Fire Marshal
	1.9. The Office of the Building Official (OBO) shall review, check and review the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)	None	1 day	Building, Electrical, Mechanical, and Electronics Evaluators of the OBO
	1.10. Site Inspection shall be conducted.	None	7 days	Inspectorate of the OBO
	1.11. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	Section Head of the OBO
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;	1.12. The fees will be assessed.	None	1 day	Assessors of the OBO
	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and issued by the Officer of the Day to the applicant.	See note 1 below	30 minutes	Building Official and Officer of the Day
	2.1. If the application is for compliance, the Officer of the Day	None	30 minutes	Officer of the Day



otherwise if the application is for compliance, get the documents, comply with the requirements, and go back to step 1.	shall return the documents to the applicant for compliance of the remarks indicated in the correction sheet.			
3. Present or submit the Official Receipt (OR) to the Officer of the Day.	3. The receipt shall be accepted and recorded and the documents shall be processed and prepared for releasing, which may include printing of the Barangay Clearance, Tax Clearance, Tax Declaration, Building Permit Certificate.	None	4 hours	Officer of the Day, Recording Section, and Admin
	3.1. The permit shall be signed by the Building Official or his authorized representative.	None	30 minutes	Building Official or his authorized representative
	3.2. The documents shall be sorted or prepared for endorsement to the concerned offices.	None	2 hours	Admin
4. Claim permit and sign logbook or other transmittals for acknowledgment.	4. The permit shall be released to the applicant.	None	1 hour	Releasing Section
TOTAL		See note 2 below	17 days, 14 hours and 30 minutes	

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

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

2. Locational Clearance for Business License

Office or Division:	Zoning Office						
Classification:	Simple						
Type of Transaction:	G2C						
Who may avail:	Property owners securing business permit						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
Copy of Business License Application or Permit		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)					
Proof of Ownership of lease of contract							
Or in absence of requirements (a) & (b) to be viewed in Business Permit & License System							
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			



1. Fill up and submit the application form together with other requirements	1. Accept and process application form and other requirements	See below price list	3 minutes	Frontline Personnel/Evaluator
	1.1. Schedule site inspection for verification			
	1.2. Conduct on-site inspection and take pictures		1 day	Inspector
	1.3. Prepare order of payment		2 Minutes	Frontline Personnel
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay the required fees	3. Receive payment		2 Minutes	Cashier Payment Window, OBO Permit Division
4. Claim official receipt	4. Issue official receipt		2 Minutes	
5. Present and claim Zoning decision	5. Prepare and release Zoning decision		5 Minutes	Frontline 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 Yard Utilized for Commercial purposes - 5.00 All types of Renovation - 50% of prescribe fee

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

3. Zoning Certification and Classification

Office or Division:	Zoning Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Property owners and business owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Zoning Certification		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)	
a). Clear photocopy if Title (TCT)			
Any proof of ownership (e.g. Tax Declaration)			
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	<i>Receiving Officer</i>
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay applicable fees	3. Receive payment		2 Minutes	<i>Cashier Payment Window, OBO Permit Division</i>
4. Claim official receipt	4. Issue official receipt		2 Minutes	
5. Present and Claim Zoning Certification	5. Issue zoning Certification		3 Minutes	<i>Frontline Personnel</i>
TOTAL			14 minutes	

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 requirement	See Note 1 below	5 Minutes	Frontline Personnel
	1.1. Schedule site inspection for verification			
	1.2. Schedule site inspection for verification		1 day	Frontline Supervisor
	1.3. Prepare order of payment fees		2 Minutes	Frontline Personne
2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay the required fees	3. Receive payment		2 Minutes	Cashier Payment Window, OBO-Permit Division
4. Claim official receipt	4. Issue official receipt		3 Minutes	
5. Present and claim Zoning decision	5. Prepare and release Zoning decision		5 Minutes	Frontline Personnel
6. Sign logbook for acknowledgment	6. Record transaction in the logbook		2 Minutes	
TOTAL			1 day and 21 minutes	

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

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

Office or Division:	Zoning Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
On daily basis to be viewed in Business Permit & License System		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.View in the BPLS new business for inspection (daily)	See Note 1	1 hour	Zoning Administrator
	1.1. Schedule Site Inspection			
	1.2. Conduct on-site inspection and take pictures		14 days	<i>Inspectors</i>
	1.3. Submits inspected business (daily)		15 Minutes	<i>Inspectors</i>



1.4. Receives submitted inspected business		2 Minutes	Office Staff
1.5. Prepare report of summary inspected business (weekly)		45 Minutes	Office Staff
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 1: Fees of inspected new business will be updated in the BPLS and will be charged on the next business renewal

6. Locational Clearance - Denied

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Property owners securing building permit/business permit/subdivision developer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Locational Clearance for Building Permit / Business Permit / Subdivision Permit		City Zoning Office, 3rd Floor Bulwagang Geronimo S. Angeles Building (Finance Bldg.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit application form together with other requirements	1. Accept/ receives application form with requirements	Filing Fee – PHP 50	2 Minutes	Frontline 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)		10 Minutes	
2. Claim order of payment	2. Prepare order of payment fees (Filing Fees)		2 Minutes	Frontline Personnel



3. Pay the required fees	3. Issue signed order of payment	2 Minutes	
4. Claim office Receipt	4. Issue official receipt	2 Minutes	
5. Submit official receipt	5. Accept official receipt	2 Minutes	
	5.1. Schedule site inspection	As scheduled	Zoning Administrator and TWG/CPDO
6. Claim Decision on Zoning (Denied)	6. Issue decision on zoning		Frontline 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 Office personnel
	Schedule site inspection		3 Minutes	
	Conduct site inspection and verification		5 days	
	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

[illegible]



	6. Request for issuance of Official Receipt, if needed	5 Minutes	Receiving Officer
	7. Preparation of requested document		Receiving Officer
	7.1. Printing		Zoning Administrator
	7.2. Review and approval of the Certification		Receiving Officer
	8. Transmittal of records for delivery to Online Dispatch Unit	5-10 Minutes	Receiving Officer
	9. Releasing of the request	5-10 minutes	ICTO – Dispatch Unit

9. Locational Clearance for Fencing Permit

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

Office or Division:	Zoning Office			
Classification:	Simple			
Type of Transaction:	G2C,G2B			
Who may avail:	Property owners securing fencing permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Fencing Plan with signed and sealed by professionals				
3. Certified True Copy of TCT from Registry of Deeds				
4. Lot Plan with signed and sealed by Geodetic Engineer.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CTO staff will verify if the property is updated on land tax payment	None	10 Minutes	CTO Staff
	1.3 The CZO shall evaluate and check	None	15 Minutes	CZO Staff



	conformity with the provision set on the Valenzuela City Zoning Ordinance regarding fencing height.			
	1.4 The CZO upon evaluation will encode data on the system together with the required filling fee and print out the Zoning Decision for fencing.	₱50.00 (to be included on order of payment/assessment by OBO)	5 Minutes	CZO Staff
	1.5 The Zoning Administrator will sign the Zoning Decision and plan for fencing permit.	None	5 Minutes	Zoning Administrator
	1.6 Application will be forwarded to OBO evaluator for their review, evaluation, inspection preparation of order of payment and upon approval will be released to the applicant together with the Locational Clearance	To be determined by OBO staff	To be set by OB	OBO Staff
TOTAL			45 Minutes	

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

10. Locational Clearance for Sign Permit

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

Office or Division:	Zoning Office
Classification:	Simple
Type of	G2C,G2B



Transaction:				
Who may avail:	Property owners securing sign permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Sign Plan				
3. Certified True Copy of TCT /Lease of contract & Secretary's Certificate of signatory				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CZO will check, evaluate the application and encode in the system the required area computed with the required filling fee and processing fee and print out the Zoning Decision for sign permit	₱5.00 filing fee ₱5.00 per square meter (to be included on the order of payment /assessment by OBO)	15 Minutes	CZO Staff
	1.3 The Zoning Administrator will sign the plan and Zoning Decision for sign permit	None	5 Minutes	Zoning Administrator
	1.4 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.		To be set by OBO	OBO Staff
TOTAL			30 Minutes	

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

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

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

Office or Division:	Zoning Office
Classification:	Simple
Type of Transaction:	G2C



Who may avail:	Property owners securing ground preparation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the Building Official		
2. Certified True Copy of Title				
3. Lot Plan				
4. Topographic Map				
5. Site Grading Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit application form together with the other requirement, (OBO Terminal)	1.1 The OBO sorter will evaluate the completeness of the submitted requirements.	None	10 Minutes	OBO sorter
	1.2 The CZO shall evaluate and check the land use of the subject property in accordance with the Valenzuela Zoning Ordinance of 2019	None	15 Minutes	CZO Staff
	1.3 The CZO upon evaluation will encode date on the system together with the required filing fee and print out the Zoning Decision for Ground Preparation.	₱50.00 (to be included on order of payment/ assessment by OBO)	5 Minutes	CZO Staff
	1.4 The Zoning Administrator will sign the Zoning Decision and plan for Ground Preparation			Zoning Administrator
	1.5 Application will be forwarded to OBO evaluator for their review, evaluation, inspection, preparation of order of payment and upon approval will be released to the applicant together with the Locational Clearance.	None	5 Minutes	
		To be determined by OBO Staff	To be set by OBO	OBO Staff
TOTAL			35 Minutes	

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



FINANCE SERVICES
CITY ASSESSOR'S OFFICE
EXTERNAL SERVICES



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

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

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property Owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p>Note: Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Certified True Copy of Title ___ Transfer Certificate of Title (TCT) or ___ Condominium Certificate of Title (CCT) ___ Previous title may be required for verification and continuity</p> <p>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</p>	<p>Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)</p> <p>Geodetic Engineer</p>
<p>3. Duly Notarized Deed of Conveyance of property including machinery, improvement and other structure, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other proof of disposition of real property.</p> <p>Note: a. 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.</p>	<p>Notary Public or file copy submitted to the Registry of Deeds</p>



<p>b. In case the owner's copy of the Deed of Conveyance is no longer available, please submit:</p> <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.</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>Note:</p> <p>a. In case the owner's and RD's copy of the CAR is no longer available, please submit:</p> <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 	<p>BIR or file copy submitted to the Registry of Deeds</p>
<p>5. Transfer Tax Receipt. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer</p> <p>Note:</p> <p>a. In case the owner's and RD's copy of the Transfer Tax is no longer available, please submit:</p> <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 	<p>Office of the City Treasurer or file copy submitted to the Registry of Deeds</p>
<p>6. Photocopy of government issued ID of owner or corporate secretary, in case of corporation.</p>	<p>Property owner</p>
<p>7. Official Receipt for Processing Fee = PHP100.00</p>	<p>Property owner to the Office of the City Treasurer, Order of Payment with the Office of</p>



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



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				
In case of untitled real property:				
Certified true copy of requirements from Nos. 3 to 5 duly received by Registry of Deeds		Registry of Deeds (as proof of Registration with the RD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment.	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 1, 2 or 3
	2. Payment	2. Preparing and issuance of the Order of Payment		
	3. Receiving of payment and issuance of Official Receipt	Processing Fee Php 100 or Penalty Php2,000 if any per property	5 minutes	Cashier, Office of the City Treasurer
	4. Processing of the request for Appraisal and Assessment based on Transfer		15 - 20 minutes	Receiving Officer 1, 2 or 3



	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			
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	Receiving Officer 1, 2 or 3
TOTAL		Php 100 per property ; Penalty of Php 2,000 per property , if any.	28 - 30 minutes per property	

Note:

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

a. Simple – involves resulting one to 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 process the request within the day (office hours) or not exceeding three (3) working days.

b. Complex – involves resulting six to twenty (6-20) real property unit transactions;

c. Highly Technical – involves transfer of multiple transactions in excess of twenty (20) real property units

2. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During these periods the office usually experience surge of inquiries and transactions that may cause delay in the transaction

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



2. Subdivision and/or Consolidation of Real Property

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

Office or Division:	Office of the City Assessor - Administrative and Records Division
Classification:	Simple / Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Certified True Copy of Title ___ Transfer Certificate of Title (TCT) or ___ Lot Technical Description, in case of untitled land	Registry of Deeds (RD) or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)
3. Certified True Copy of Approved Survey Plan 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	DENR or LRA Geodetic Engineer
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
5. Payment of Processing Fee Php100 Note: a. Payment of Penalty Fee per property for late declaration if request is made 60 days from Registration with the Registry of Deeds Php 2,000 per property; and b. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor



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



b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage Note: Even if the owner of the building, machinery, improvement or other structure is not the lot owner where it is located, the owner of the land can transact				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 1, 2 or 3
	2. If with building, structure and other improvements, for Tax Mapping		Next working day to 5 working days	
2. Payment	2. Preparing and issuance of the Order of Payment	Processing Fee Php 100 or Penalty Php 2,000.00, if any, per property	5 minutes	Cashier, Office of the City Treasurer
	3. Receiving of payment and issuance of Official Receipt	Processing Fee Php 100 or Penalty Php 2,000 if any, per property	5 minutes	



	4. Processing of the request for Appraisal and Assessment based on Subdivision of Property		15 – 20 minutes per property subdivided	Receiving Officer 1, 2 or 3
	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			City Assessor or authorized signatory
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	Receiving Officer 1, 2 or 3
TOTAL		Php 100 per property ; Penalty of Php 2,000 per property for late declaration and for each discovery, if any.	28 - 30 minutes per property, if vacant lot 3 – 7 working days if not vacant	

Note:

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

a. Simple – involves vacant lots with resulting one to five (1-5) real property units with no transfer process. If there are several taxpayers accommodated at the time of the request, the office commits to process the request within the day (office hours) or not exceeding three (3) working days.



- b. Complex – involves vacant lots with resulting six to 20 (6-20) real property unit transactions and if it involves tax mapping that will result one to twenty (1-20) real property unit
- c. Highly Technical – involves process of multiple transactions in excess of twenty (20) real property units
 2. If the process includes transfer, the additional period for processing of request for transfer shall be included in the processing time.
 3. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
 4. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

3. Declaration of Untitled Land for the First Time.

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

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value		Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certification stating that the land is within the alienable and disposable area		Department of Environment and Natural Resources (DENR)
5. Certified True Copy of Approved Survey Plan Note: For easy tagging with GIS data and update in the system, a cad file (.dwg)		Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA) Geodetic Engineer



and/or pdf file of the Survey plan, if available	
5. Two (2) Sworn Affidavit stating that the declarant is the present possessor and occupant of the land	Two (2) disinterested persons owning properties within the immediate vicinity where the declaration is located
6. Certification from Barangay Captain that the declarant is the actual possessor and occupant of the land	Barangay Captain
7. Affidavit of Ownership that the applicant is in long continuous and notorious possession of the property	Notary Public
8. Lot Data Computation	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
10. Payment of Processing Fee = Php100 per property and Payment of Penalty Fee per property for late declaration = Php 2,000 per property; Note: a. Payment of Penalty Fee = Php 2,000 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional requirements, if transaction is done by a representative.	
11. Photocopy of government issued ID of representative	Authorized Representative
12. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminders:	
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.	Property Owner



<p>Only property owner can transact with the office</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office Government issued ID <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>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</p>		<p>Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p>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 of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 1, 2 or 3
	2. Verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll and other documented information		3 – 7 working days	
	3. Processing of the request for Appraisal and			



	Assessment or Denial of Request			
	3.1. Tax Mapping and Appraisal, if necessary			
	3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	3.3. For review and approval of FAAS, if necessary			
	3.4. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.5. Preparing of the Order of Payment			
	3.6. Review and approval of the NoA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Return to the Office of the City Assessor six (6) working days after submission of request and Process Payment	3. Issuance of the Order of Payment		2 minutes	Releasing Officer 1, or 2



	4. Receiving of payment and issuance of Official Receipt	Php 100 per property; and Php 2,000 per property for late declaration and for each discovery if any.	5 minutes	Cashier, Office of the City Treasurer
3. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2
TOTAL		Php 100 per property ; and PHP 2,000 per property for late declaration and for each discovery, if any.	5 – 7 working days 7 – 15 working days, if with Tax Mapping	

Note:

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

- a. Complex – involves process with resulting one to three (1-3) real property unit transactions;
- b. Highly Technical – involves process of multiple transactions in excess of three (3) real property units

2. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delay in the transaction.

3. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the



concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction

4. Declaration of Titled Land for the First Time

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

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit; Appraisal and Assessment Division, in case of Condominium Division	
Classification:	Complex to Highly Technical	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value		Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certified True Copy of Title ___ Free Patent, ___ Original Certificate of Title (OCT), ___ Transfer Certificate of Title (TCT) or ___ Certified true copy of previous title/s required for verification and continuity		Registry of Deeds (RoD) Valenzuela, Caloocan and Bulacan
6. Certified True Copy of Approved Survey Plan 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		Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA) Geodetic Engineer
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property Owner
If with previous Title		



6. Certified True Copy of History of each Previous Titles (from OCT or Free Patent to current title), including the documentary requirements described for processing of Transfer 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.	RoD of Valenzuela, Caloocan and Bulacan, Property owner or file copy submitted to the Registry of Deeds
7. Lot Data Computation	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
8. Payment of Processing Fee = Php100 per property and Payment of Penalty Fee per property for late declaration = Php2,000 per property; Note: a. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (within 60 days upon completion or occupation, whichever comes first)	Property owner to the Office of the City Treasurer Order of Payment with the Office of the City Assessor
Additional Requirements, if transaction is done by a representative	
9. Photocopy of government issued ID of representative	Authorized Representative
10. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminder	
In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary. Note: Certified true copy/ies of previous titles shall remain to the office	Property Owner
Only property owner can transact with the office	Property Owner Property Owner or Notary Public, if contracts or affidavits from lot owner



<p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office Government issued ID <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>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</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 7, 8, or 9
OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	2. Research and verification if the property is undeclared in the Assessment Roll, Tax Map Control Roll and other documented information		3 - 5 working days	
	3. Processing of the request for Appraisal and Assessment or		3 – 7 working days	



	Denial of Request			
	3.1. Ocular Inspection, if necessary			
	3.2. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	3.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			
	3.4. Preparing the Order of Payment			
	3.5. Review and approval of the NOA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Return to the Office of the City Assessor six (6) working days after submission of request and Process Payment	4. Issuance of the Order of Payment		2 minutes	Releasing Officer 1, or 2
	5. Receiving of payment and issuance of Official Receipt	Php100 per property; and Php 2,000 per property for late declaration and for each discovery, if any.	5 minutes	Cashier, Office of the City Treasurer
3. Receiving of the NoA and owner's copy of TD or reply letter	6. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2



TOTAL	Php 100 per property ; Penalty of Php 2,000 per property .	5 to 10 working days depending on the number of previous titles 5 – 14 working days, if with Tax Mapping	
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Note:

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

- a. Complex – involves resulting one to five (1-5) real property unit transactions;
- b. Highly Technical – involves process of multiple transactions in excess of five (5) real property units

2. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delay in the transaction.

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

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

5. Declaration of Condominium Unit for the First Time

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

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



1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value	Notary Public Copy Sworn Statement is with the office or downloadable form in the website
3. Certified True Copy of Title ____ Condominium Certificate of Title (OCT), ____ Previous title/s for may be required for verification and continuity	Registry of Deeds
4. Certified True Copy of Document to determine where the building and unit is located	Registry of Deeds
5. Declaration of building where the Condominium Unit/s are located	Property Owner: in the absence of declaration, please proceed to the processing of Appraisal and Assessment
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
6. In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary	Property Owner
7. Payment of Processing Fee = Php 100 per property Note: a. Payment of Penalty Fee per property for late declaration = Php 2,000 per property; and Payment of Penalty Fee = Php 2,000 per discovery of undeclared real property by reason of late declaration	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
If with previous CCT	
8. Certified true copy of previous title/s for may be required for verification and continuity, including the documentary requirements described for processing of Transfer If the previous titles and documentary requirements are no longer available, a	Registry of Deeds (RD) of Valenzuela, Caloocan and Bulacan



certification from the three Registry of Deeds that the records are no longer available or no records.	
Additional Requirements, if transaction is done by a representative:	
9. Photocopy of government issued ID of representative	Authorized Representative
10. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)	Property Owner
Reminder	
<p>In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time, if necessary.</p> <p>Note: Certified true copy/ies of previous titles shall remain to the office</p>	Property Owner
<p>Only property owner can transact with the office. 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 <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>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</p>	Property Owner or Notary Public if contracts or affidavits from lot owner



transact				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 7, 8, or 9



2. Return to the Office of the City Assessor six (6) working days after submission of request and Process Payment	4. Issuance of the Order of Payment		2 minutes	Releasing Officer 1, or 2
	5. Receiving of payment and issuance of Official Receipt	Php 100 per property; and Php 2,000 per property for late declaration and for each discovery if any.	5 minutes	Cashier, Office of the City Treasurer
3. Receiving of the NoA and owner's copy of TD or reply letter	6. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2
TOTAL		Php 100 per property Penalty of Php 2,000 per property	5 – 7 working days	

Note:

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

- a. Complex – involves resulting one to three (1-3) real property unit transactions.
- b. Highly Technical – involves process of multiple transactions in excess of three (3) real property units.

2. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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



6. Appraisal and Assessment of Real Property

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

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division / Tax Mapping Division	
Classification:	Complex to Highly Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Proof of ownership, if lot owner is not the owner of the machinery, building, improvement, and other structures Only property owner can transact with the office. If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID In case of banks: a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage		Property Owner or Notary Public if contracts or affidavits from lot owner



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



of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		10 minutes per property	Receiving Officer 7, 8, or 9
	2. Processing of the request for Appraisal and Assessment		within the day - next working day (morning)	
	2.1. Log the request made within the day			
	2.2. Endorsement for appraisal			
	2.3. Review of submitted documentary requirement and preparation for ocular inspection, if necessary		within 5 working days	Appraiser or Tax Mapping Team 1, 2, 3 or 4
	2.4. Ocular Inspection, if necessary			
	2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6. Prepare the Notice of Assessment			Encoder 1 or 2



	(NoA) and Tax Declaration (TD)			
	2.7. Preparing the Order of Payment			
	2.8. Review and approval of the NOA and TD			City Assessor or authorized signatory
2. Return to the Office of the City Assessor six (6) working days after submission of request and Process Payment	3. Issuance of the Order of Payment, if any.		2 minutes	Releasing Officer 1 or 2
OR	Receiving of payment and issuance of Official Receipt, if any OR	Penalty = PHP 2,000.00, per property, if any	5 minutes	Cashier, Office of the City Treasurer
3. Receiving of the NoA and owner's copy of TD or reply letter	Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2
Process from Client Step No.1, if real property for reassessment				
	2. Processing of the request for Appraisal and Assessment or Denial of Request		within the day - next working day (morning)	Receiving Officer 10 or 11
	2.1. Log the request made within the day			
	2.2. Endorsement for appraisal			
	2.3. Review of submitted documentary requirement and preparation for ocular inspection, if necessary		within 5 working days	Appraiser or Tax Mapping Team 1, 2, 3 or 4
	2.4. Review of previous assessment			



	2.5. Ocular Inspection, if necessary			
	2.6. Prepare FAAS and Cancellation of TD, if any			
	2.7. Prepare the NoA and TD			Encoder 1 or 2
	2.8. Preparing the Order of Payment			
	2.9. Review and approval of the NOA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Return to the Office of the City Assessor 6 working days after submission of request and	3. Issuance of the Order of Payment, if any.		2 minutes	Releasing Officer 1, or 2
Processing of Payment, if necessary OR	Receiving of payment and issuance of Official Receipt, if any OR	Penalty = PHP 2,000.00, per property, if any	5 minutes	Cashier, Office of the City Treasurer
3. Receiving of the NoA and owner's copy of TD or reply letter	Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2
If still unsatisfied with the assessment, proceed to appeal to the Local Board and Assessment Appeal (LBAA)		Payment Under Protest		Office of the City Treasurer
Filing of Petition				Local Board Assessment Appeal
TOTAL		Penalty Php2,000 per property	5 – 10 working days	



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Note:

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

a. Simple –If table assessment will be accommodated due to urgency of the request; Provided, all the documentary requirements from Office of the Building Official are complete.

b. Complex –If it involves resulting two to five (2-3) real property unit transaction. If complete documentary requirements were endorsed from the Office of the Building Official and there is no conflict from the records of the office

c. Highly Technical – involves process of multiple transactions in excess of three (3) real property units.

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

3. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

4. Process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.

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

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

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

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division / Tax Mapping Division
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Classification:	Complex to Highly Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p>Note: Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Proof of ownership</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.</p> <p>b. Government issued ID</p> <p>In case of banks:</p> <p>a. Authority to transact from Branch Manager</p> <p>b. Company ID of Branch Manager</p> <p>c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage</p> <p>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.</p>	<p>Property Owner or Notary Public if contracts or affidavits from lot owner</p>
3. Photocopy of Building / Construction Permit and / or Occupancy Permit	Property owner / Office of the Building Official
4. Floor Plan or Approved Building Plan; Perspective (A-1) and Floor Plan (A-2), Measurement in square meter (sq.m.)	Property owner / Office of the Building Official
5. Duly accomplished Notarized Sworn Statement of True Value	Notary Public, blank Sworn Statement is with the office or downloadable form on the website
6. FOR RESIDENTIAL ONLY - In the	Barangay Hall, 3s Centers where the real



absence of Requirement No. 3: Certification from Barangay stating the Period or year when the building/improvement/structure was built		property is located		
7. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)		Property owner		
8. Proof of Declaration, such as Tax Declaration				
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property owner		
10. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (Within 60 days upon completion or occupation, whichever comes first)		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
Additional Requirements if transaction is done by a representative:				
11. Photocopy of government issued ID of representative		Authorized Representative		
12.Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)		Property Owner		
Reminders:				
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.		Property owner or administrator or authorize representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Tax Mapping Operation using GIS data or other documented information in the office, or			



	endorsement from other concerned offices			
	2. Processing of the request for Appraisal and Assessment			
1. Receiving of Notice of Assessment (NoA) with attached Tax Declaration (TD) or Identified upon payment of Real Property Tax	3. Issuance of Notice of Assessment with attached Tax Declaration Note: Notice shall be sent to the mailing address in the records of the land where the building, structure and improvements are built and/or where the machineries are installed			
2. If no issue on the assessment made, proceed to the Office of the City Treasurer for payment OR	4. Payment of Real Property Tax	Tax Due		Office of the City Treasurer or Payment online
	4. Receiving and checking of the completeness of submitted documentary requirements		10 minutes per property within the day - next working day (morning)	Receiving Officer 10 or 11
	5. Processing of the request for Appraisal and Assessment			
	5.1. Log the request made within the day			



	5.2. Endorsement for appraisal			
	5.3. Review of submitted documentary requirement and preparation for ocular inspection, if necessary		within 5 - 9 working days	Appraiser or Tax Mapping Team 1, 2, 3 or 4
	5.4. Ocular Inspection, if necessary			
	5.5. Prepare Field Appraisal and Assessment Sheet (FAAS) or letter of denial of request			
	5.6. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			Encoder 1 or 2
	5.7. Preparing the Order of Payment			
	5.8. Review and approval of the NOA and TD			City Assessor or authorized signatory
3. Return to the Office of the City Assessor 6 working days after submission of request and receiving of the Order of Payment	6. Issuance of the Order of Payment, if any.		2 minutes	Releasing Officer 1 or 2
Payment, if necessary OR	Receiving of payment and issuance of Official Receipt if any OR	Penalty Php 2,000 per property, if any	5 minutes	Cashier, Office of the City Treasurer
4. Receiving of the NoA and owner's copy of TD or reply	Releasing of the NoA and owner's copy of TD or		2 minutes per property	Releasing Officer 1 or 2



letter	letter of denial of request			
If still unsatisfied with the assessment, proceed to appeal to the Local Board and Assessment Appeal		Payment Under Protest		Office of the City Treasurer
Filing of Petition				Local Board Assessment Appeal
TOTAL		Penalty Php2,000 per property if any	5 - 10 working days	

Note:

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

a. Complex –

If it involves resulting two to five (2-3) real property unit transaction

If complete documentary requirements were endorsed from the Office of the Building Official and there is no conflict from the records of the office

b. Highly Technical – involves transfer of multiple transactions in excess of three (3) real property units.

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

3. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

4. Process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.

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

8. Request for Exemption from Real Property Taxation



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

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division	
Classification:	Highly Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Duly accomplished Notarized Sworn Statement of True Value of Property		Notary Public, sample Sworn Statement is with the office or downloadable form in the website
3. Current colored photos (land, building/structure and/or machinery)		Property owner
4. Documentary evidence to support claim of exemption ___ Deed of Conveyance in favor of government ___ Writ of Possession ___ Others, please specify in the Application Form or Request Letter		Requestor or Property Owner
5. Proof of ownership If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID In case of banks: a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage		Property Owner Property Owner or Notary Public if contracts or affidavits from lot owner



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	
6. Requirements pursuant to Sec 206, Local Government Code, R.A. 7160 ___ Corporate Charters ___ Articles of Incorporation ___ By-Laws ___ Contract ___ Affidavits ___ Certifications ___ Mortgage of Deeds ___ other similar documents	Requestor or Property Owner, Government Agency regulating the operation
7. Other documentary evidence to support claim for correction of entries, which is a government issued and / or duly notarized, as the case may be	Property Owner
8. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)	Property owner
9. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property Owner
Additional Requirements if transaction is done by a representative:	
10. Photocopy of government issued ID of representative	Authorized Representative
11. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminders:	
Real Property Tax (RPT) must be currently paid, no delinquency/ies at the time of request	Property owner, may be verified with the Office of the City Treasurer
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy of the certified copies together with the original Certified True Copy of the	Property owner



document/s. The Receiving Officer will return the original certified copy upon release of the Notice of Assessment and Tax Declaration.				
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 of the submitted documentary requirements		10 minutes per property	Receiving Officer 10 or 11
	2. Preparation for endorsement to City Legal Office		within the day - next working day	
	2.1. Log the request made within the day			
	2.2. Scanning or photocopy of request and attachments			
	2.3. Endorsement of Request for Exemption from Real Property Taxation to City Legal, if needed			
	3. Review of Request for Exemption from Real Property Taxation and endorsement to City Assessor for denial or approval		Please see process of City Legal Office	City Legal Office
	4. Upon receipt from Legal, processing of the request for Appraisal and Assessment for exemption		within 15-19 working days	Receiving Officer 10 or 11
	4.1. Endorsement for Appraisal			



	4.2. Review of submitted documentary requirement and preparation for ocular inspection, if necessary			Appraiser or Tax Mapping Team 1, 2, 3 or 4
	4.3. Review of previous assessment			
	4.4. Prepare Field Appraisal and Assessment Sheet (FAAS) and Cancellation of Tax Declaration (TD), if any			
	4.5. Prepare the Notice of Assessment (NoA) and TD			Encoder 1 or 2
	4.6. Review and approval of the NOA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Return to the Office of the City Assessor 19 working days after submission of request and Receiving of NoA and owner's copy of TD or Reply Letter	5. Releasing of the NoA and owner's copy of TD or Releasing of Reply Letter		2 minutes per property	Releasing Officer 1 or 2
If satisfied with the action taken by the office		Payment, if necessary		Office of the City Treasurer
If still unsatisfied with the assessment, proceed to appeal to the Local Board and Assessment Appeal		Payment Under Protest		Office of the City Treasurer
Filing of Petition				Local Board Assessment Appeal



TOTAL		20 working days	
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Note:

1. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Assessment to verify approved plan, submitted documentary requirements and actual use of the property.
2. If the issue needs to be raised to the City Legal Office or other concerned offices, additional requirements according to their process shall be included in the turnaround time. The processing time of the City Legal Office and other concerned offices are not included in the total processing time in the table, as this is outside the jurisdiction of the office. The office will communicate to the requestor within the twenty (20) working days if the issue or concern was raised or subject of verification to another office.
3. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction
4. Process of Appeal to Local Board Assessment Appeals (LBAA) is already outside the jurisdiction of the office.
5. If a request needs to be elevated to another office or department, a reply letter will be sent within the processing period, notifying the requestor of the endorsement to the concerned offices or department for resolution. The action to be taken by the concerned office or department not included in the processing time of the office, as this is outside its jurisdiction.

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

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

Office or Division:	Office of the City Assessor - Appraisal and Assessment Division	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form		Property Owner Form is downloadable or from the office
Note: Provide a contact number and/or		



email address	
2. Proof of cancellation ___ Demolition Permit	Office of the Building Official
___ Certification from BFP, if razed or destroyed by Fire	Bureau of Fire Protection (BFP), Valenzuela City
___ Retirement of Business, in case of machinery request	Office of the City Treasurer
3. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Tax Clearance from the Office of the City Treasurer
4. Current colored photos – frontage or façade showing full view of the property (land, building/improvement/structure and/or machinery)	Property owner
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
Additional Requirements if transaction is done by a representative:	
6. Photocopy of government issued ID of representative	Authorized Representative
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Reminder:	
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.	Property Owner
Only property owner can transact with the office. If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID	Property Owner or Notary Public if contracts or affidavits from lot owner



<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>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</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements		10 minutes per property	Receiving Officer 10 or 11
OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication for action taken by the office				
	2. Processing of the request for Cancellation of Assessment or Reply Letter		within the day - next working day (morning)	
	2.1. Log the request made within the day			
	2.2. Endorsement for Appraisal or Tax Mapping			
	2.3. Review of submitted documentary		within 5 - 7 working days	Appraiser or Tax Mapping Team 1, 2, 3 or 4



	requirement and preparation for ocular inspection, if necessary			
	2.4. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.5. Prepare the Notice of Cancellation			Encoder 1 or 2
	2.6. Review and approval of the NOA and TD			City Assessor or authorized signatory
2. Receiving of the Notice of Cancellation or reply letter	3. Releasing of the Notice of Cancellation or Reply Letter		2 minutes per property	Releasing Officer 1 or 2
TOTAL			6 – 7 working days	

Note:

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

a. Simple – A table assessment can be made within the day, if the office can be furnished with a clear video of the vicinity or subject property, taken from the main road going to the subject property and when the documented information available in the office will reflect that the property is already vacant. Also, for demolished structures, if demolition permit is

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b. Complex – Rest assured, considering this is a complex transaction, a maximum period of seven (7) working days will still be observed.

2. If the issue needs to be raised to the City Legal Office or other concerned offices, additional requirements according to their process shall be included in the turnaround time. The office will communicate to the requestor within the twenty (20) working days if the issue or concern was raised or subject of verification to another office.

3. A post audit and tax mapping that will result in a further reassessment and back taxes can be done even after issuance of the Notice of Cancellation.

4. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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



10. Correction of Entries in the Tax Declaration

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

Office or Division:	Office of the City Assessor - Administrative and Records Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Documented Information to support claim for correction of entries: ___ Certified True Copy of Title. If property is untitled, Certified True Copy of Approved Plan and Lot Data Computation, if detail of technical description is involved. ___ other documented records as basis of correction		Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
3. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property Owner
4. Payment of Processing Fee = PHP100.00 per property, per correction and update		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements if transaction is done by a representative:		
5. Photocopy of government issued ID of representative		Authorized Representative
6. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID of person authorizing)		Property Owner



ACCOUNTING				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
Only property owner can transact with the office. If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID In case of banks: a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage Note: Even if the owner of the building, machinery, improvement, or other structure is not the lot owner where it is located, the owner of the land can transact		Property Owner or Notary Public if contracts or affidavits from lot owner		
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 10 or 11



email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	2. Processing of the request for Appraisal and Assessment for update of entry or Denial of Request		5 – 10 minutes, per TD corrected or updated	
	2.1. Prepare Field Appraisal and Assessment Sheet (FAAS) reflecting the corrected entries or Letter of Denial of Request			
	2.2. For review and approval of FAAS, if necessary			
	2.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			Encoder 1 or 2
	2.4. Preparing the Order of Payment if any			
	2.5. Review and approval of the NOA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Payment	3. Issuance of the Order of Payment		2 minutes	Releasing Officer 1, or 2
	4. Receiving of payment and issuance of Official Receipt	Processing Fee Php100 per property, per correction and update	5 minutes	Cashier, Office of the City Treasurer



3. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes	Releasing Officer 1 or 2
TOTAL		Processing Fee Php100 per property, per correction and update	12 – 17 minutes, per entry and per TD corrected or updated, or within the day depending on the number of entry to be corrected	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions and regular process of transfer, subdivision/segregation, and/or consolidation and certified and/or certification requests to be processed within the turnaround time, the following shall be considered:

a. Simple – involves resulting one to ten (1-10) Tax Declaration corrected or updated can be processed within the 12 – 17 minutes per entry and per Tax Declaration processed. The office commits to process the request within the day (office hours) or not exceeding three (3) working days if there are several tax declaration or entries to be corrected and updated.

2. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experiences a surge of inquiries and transactions that may cause delay in the transaction.

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

11. Annotation in the Tax Declaration

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

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



Who may avail:	Property owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address	Property Owner Form is downloadable or from the office
2. Certified True Copy of Title reflecting the entry of the Annotation If property is untitled, a certified true copy of documented information duly received and registered by the Registry of Deeds.	Registry of Deeds as proof of Registration with the RD, in case of untitled land
3. Document subject of annotation	Property Owner or certified of document submitted to the RD
4. In case of annotation, whether titled or untitled, the annotation must be reflected in the title and documented information must be duly received by the Registry of Deeds	Registry of Deeds (as proof of Registration with the RD, in case of untitled land)
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
6. Payment of Fees (P100.00 Processing Fee per property, per correction and per entry) Note: a. Payment of Penalty Fee = PHP 2,000.00 per discovery of undeclared real property by reason of late declaration (Within 60 days from date of registration)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements if transaction is done by a representative:	
7. Photocopy of government issued ID of representative	Authorized Representative
8. Special Power of Attorney or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID	Property Owner



of person authorizing)				
Reminder:				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
Only property owner can transact with the office. If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID In case of banks: a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage Note: Even if the owner of the building, machinery, improvement, or other structure is not the lot owner where it is located, the owner of the land can transact		Property Owner or Notary Public if contracts or affidavits from lot owner		
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.				
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		3 minutes	Receiving Officer 10 or 11



email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	requirements			
	2. Processing of the request for Appraisal and Assessment for update of entry or Denial of Request		30 minutes to 1 hour	Encoder 1 or 2
	2.1. Prepare Field Appraisal and Assessment Sheet (FAAS) reflecting the corrected entries or Letter of Denial of Request			
	2.2. For review and approval of FAAS, if necessary			
	2.3. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			
	2.4. Preparing the Order of Payment if any			
	2.5. Review and approval of the NOA and TD or Reply Letter, in case of denial			City Assessor or authorized signatory
2. Payment	3. Issuance of the Order of Payment		2 minutes	Releasing Officer 1, or 2
	4. Receiving of payment and issuance of Official Receipt	Processing Fee Php100, and; Penalty of Php2,000 per Tax	5 minutes	Cashier, Office of the City Treasurer



		Declarati on and per Annotatio n entry		
3. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes	Releasing Officer 1 or 2
TOTAL		Processi ng Fee Php 100 and; Penalty of Php 2,000 per Tax Declarati on and per Annotati on entry	42 minutes to 1 hour	

Note:

1. As to Classification of transaction, to prevent possibility of long queue and accommodate simple transactions and regular process of transfer, subdivision/segregation, and/or consolidation and certified and/or certification requests to be processed within the turnaround time, the following shall be considered:

a. Simple -

If it involves process of resulting one (1) Tax Declaration and one (1) annotation entry, the processing time of within one hour will be the turn-around time.

If it involves resulting to two to five (2-5) Tax Declaration and annotations, the office commits to process the request within the day (office hours) or not exceeding three (3) working days if there are several tax declaration or entries to be to be updated.

2. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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

12. Issuance of Certified True Copy of Tax Declaration



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

Office or Division:	Office of the City Assessor - Administrative and Records Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Proof of ownership ___ Photocopy of title ___ Deed of Conveyance ___ Other reference of property identification ___ in case of Estate Processing, please submit Death Certificate and proof of affiliation with the property owner. Only property owner can transact with the office. If the lot owner is not the owner of the machinery, building, improvement, and other structures. In case of corporation, including Homeowners Association: a. Secretary Certificate authorizing the person to transact to the office. b. Government issued ID In case of banks: a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage		Property Owner or Notary Public if contracts or affidavits from lot owner



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				
3. Identification of property subject of certified request		Property Owner		
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property owner		
5. Payment of Certification Fee = PHP 50.00 per property and for each Tax Declaration; and Research Fee = P100.00 for every trace back of Tax Declaration, if any, per property		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
Additional Requirements if transaction is done by a representative:				
6. Photocopy of government issued ID of representative		Authorized Representative		
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)		Property Owner		
Reminder:				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
If requestor wants to keep the original copy of certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes per property	Receiving Officer 4, 5 or 6.



2. Return to the Office of the City Assessor 2 working days after submission of request, if request requires trace back and Process Payment	2. Preparing and issuance of the Order of Payment		2 minutes	
	3. Receiving of payment and issuance of Official Receipt	Certification Fee Php 50 per property ad for each Tax Declaration; and Research Fee Php 100 for every trace back of Tax Declaration, if any, per property	5 minutes	Cashier, Office of the City Treasurer
	4. Preparation of certified true copy of tax declaration		3 – 5 minutes per property	Receiving Officer 4, 5 or 6
	4.1. Printing			City Assessor or authorized signatory
	4.2. Signing of Authorized Personnel			
3. Receiving of Certified True Copy	5. Releasing of the Certified True Copy of Tax Declaration		2 minutes	Receiving Officer 4, 5 or 6
TOTAL		Certification Fee Php 50 per property ad for each Tax Declaration; and Research	15 - 20 minutes per property	



	h Fee Php 100 for every trace back of Tax Declarati on, if any, per property		
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Note:

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

a. Simple – involves resulting one to ten (1-10) real property unit transactions; the processing time of 15 – 20 minutes per property shall be observed. However, if it involves resulting eleven to fifty (11-50) real property unit transactions; the processing time of a maximum of three (3) working days shall be observed.

b. Complex –

If the process involves resulting fifty to one hundred (50-100) real property unit transactions and / or with traceback.

It is also considered complex even if it involves resulting one to fifty (1-50) real property unit transactions if the process requires research and history of tax declaration and certified true copy of cancelled tax declaration/s.

c. Highly Complex – involves requests of multiple transactions in excess of one hundred (100) real property units, including research and history or certified request of the cancelled tax declaration/s; for the reason that the office does not want to compromise regular process and commitments of frontliners.

2. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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

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

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

Office or Division:	Office of the City Assessor - Administrative and Record Division
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Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Request Letter or Duly Accomplished Application Form</p> <p>Note: Provide a contact number and/or email address</p>		<p>Property Owner Form is downloadable or from the office</p>
<p>2. Proof of ownership</p> <p>___ Photocopy of title</p> <p>___ Notarized Deed of Conveyance</p> <p>___ Other reference of property identification</p> <p>___ in case of Estate Processing, please submit Death Certificate and proof of affiliation with the property owner.</p> <p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <p>a. Secretary Certificate authorizing the person to transact to the office.</p> <p>b. Government issued ID</p> <p>In case of banks:</p> <p>a. Authority to transact from Branch Manager</p> <p>b. Company ID of Branch Manager</p> <p>c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage</p> <p>Note:</p> <p>Even if the owner of the building, machinery, improvement, or other structure is not the lot owner where it is located, the owner of the land can</p>		<p>Property Owner or Notary Public if contracts or affidavits from lot owner</p>



transact				
3. Payment of Fees = PHP 50.00 for every property in the certificate and per certificate		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
3. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property owner		
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office		
Additional Requirements if transaction is done by a representative				
4. Photocopy of government issued ID of representative		Authorized Representative		
5. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)		Property Owner		
Reminder:				
If with property holdings, Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
For Social and Medical Services Related Requests				
Referral Slip from Hospital		Social Service Department of the Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 4, 5 or 6



2. Payment	2. Preparing and issuance of the Order of Payment		2 minutes	
	3. Receiving of payment and issuance of Official Receipt	Certification Fee Php 50 per property and/or Php 50 for No-Property Holdings	5 minutes	Cashier, Office of the City Treasurer
	4. Preparation of Certificate of Property or No Property Holdings		3 - 5 minutes per property	Receiving Officer 4, 5 or 6
	4.1. Printing			
	4.2. Review and approval of the Certification			City Assessor or authorized signatory
3. Receiving of the request	5. Releasing of the Certificate of Property or No Property Holdings		2 minutes	Receiving Officer 4, 5 or 6
TOTAL		Certification Fee = Php 50 per property and/or Php 50 for No-Property Holdings	15 - 20 minutes per property	

Note:

1. The periods of January, March, June, September, and December are considered peak season for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions. This may cause possible delay in the transaction.

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



3. If there is a need for further verification of records of the office, considering this is a simple transaction, a maximum period of three (3) business days will still be observed. Except for Certificate of No Property Holdings, which can be accommodated within the Processing Time.

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

14. Issuance of Certificate of Tax Map

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

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter or Duly Accomplished Application Form Note: Provide a contact number and/or email address		Property Owner Form is downloadable or from the office
2. Tax Declaration and / or Readable and clear copy of Title (The title must provide the technical description of the property, and not merely names as 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). If property is untitled, Approved Plan, Technical Description and / or Lot Data Computation		Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)



<p>Note: 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>Geodetic Engineer</p>
<p>3. Proof of ownership ____ Photocopy of title ____ Notarized Deed of Conveyance ____ Other reference of property identification ____ in case of Estate Processing, please submit Death Certificate and proof of affiliation with the property owner or Notarized Extra Judicial Settlement</p> <p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ol style="list-style-type: none"> Secretary Certificate authorizing the person to transact to the office. Government issued ID <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>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</p>	<p>Property Owner or Notary Public if contracts or affidavits from lot 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>



5. Payment of Certification Fee = PHP 100.00 per property and for each Tax Declaration; and Research Fee = P100.00 for if no Tax Declaration or Title is presented		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
Additional Requirements if transaction is done by a representative:				
6. Photocopy of government issued ID of representative		Authorized Representative		
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)		Property Owner		
Reminder:				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements		3 minutes	Receiving Officer 7, 8, or 9
	1.1. Plotting of technical description and notifying the requestor of the findings, if property is not yet plotted or technical description is with issue in the Geographical Information System or Tax Map Control Roll (GIS or TMCR)		30 to 45 minutes per property	
2. Payment	2. Preparing and issuance of the Order of Payment		2 minutes	



	3. Receiving of payment and issuance of Official Receipt	Certification Fee Php 100 and Research Fee Php 100 per property and for each Tax Declaration	5 minutes	Cashier, Office of the City Treasurer
	4. Preparation of Certificate of Tax Map		3 - 5 minutes per property	Receiving Officer 7, 8, or 9
	4.1. Printing			City Assessor or authorized signatory
	4.2. Review and approval of the Certificate			Receiving Officer 7, 8, or 9
3. Receiving of the Certificate	5. Receiving of the Tax Map Certificate		2 minutes	Receiving Officer 7, 8, or 9
TOTAL		Certification Fee Php 100 and Research Fee Php100 per property and for each Tax Declaration	15 – 45 minutes per property	

Note:

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

a. Simple –

The process is simple transaction, and the office aims to process within the 45 minutes processing time.



However, if it involves resulting one to twenty-five (1-25) real property unit transactions; the office commits to process within the day. However, if it involves resulting twenty-six to fifty (26-50) real property unit transactions; the processing time of maximum of three (3) working days shall be observed.

b. Complex –

If the process involves resulting fifty to one hundred (50-100) real property unit transactions and / or with traceback.

c. Highly Complex – involves requests of multiple transactions in excess of one hundred (100) real property units, including research and history or certified request of the cancelled tax declaration/s; for the reason that the office does not want to compromise regular process and commitments of frontliners.

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

3. If the requested property has a problem in the technical description, such as, but not limited to, incomplete technical description or the points did not produce a parcel, the frontliners will notify the requestor, and this may require additional documentary requirements so that the property will be plotted correctly. This will be considered a return of request due to incomplete documentary requirements because of the issue in technical description.

4. Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.

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

15. Issuance of Certificate of No Improvement

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

Office or Division:	Office of the City Assessor - Tax Mapping Division / Assessor Geographical Information (AGIS) Unit	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government	
Who may avail:	Property owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. The land have no existing building, improvements, other structures, and		Property owner



machineries	
<p>2. Tax Declaration and / or Readable and clear copy of Title</p> <p>(The title must provide the technical description of the property, and not merely names as boundaries. However, if the technical description of the real property is referenced in the previous Title, please bring the said copy with technical description. Further, if the copy is no longer available with the Registry of Deeds, provide a copy of approved plan).</p> <p>If property is untitled, Approved Plan, Technical Description and / or Lot Data Computation</p>	Property owner
<p>3. Request Letter or Duly Accomplished Application Form</p> <p>Note: Provide a contact number and/or email address</p>	<p>Property Owner</p> <p>Form is downloadable or from the office</p>
<p>4. Proof of ownership</p> <p>___ Photocopy of title</p> <p>___ Notarized Deed of Conveyance</p> <p>___ Other reference of property identification</p> <p>___ in case of Estate Processing, please submit Death Certificate and proof of affiliation with the property owner or Notarized Extra Judicial Settlement</p> <p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <p>a. Secretary Certificate authorizing the person to transact to the office</p> <p>b. Government issued ID</p> <p>In case of banks:</p>	<p>Property Owner or Notary Public if contracts or affidavits from lot owner</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>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</p>	
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property owner
6. Current colored photos from the front facing the property and inside the property showing the vicinity, and/or video to show clearer surroundings and vicinity of the property	Property owner
7. Payment of Certification Fee Php 50 per property and for each Tax Declaration; and Research Fee Php 100 if no Tax Declaration or Title is presented and Item No. 5 is missing	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor
Additional Requirements if transaction is done by a representative:	
8. Photocopy of government issued ID of representative	Authorized Representative
9. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)	Property Owner
Additional Requirements, if only portion of the land requires Certificate	
10. Certified True Copy of Approved Survey Plan	DENR or LRA
<p>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</p>	Geodetic Engineer



Reminder:				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1. Receiving and checking of the completeness of submitted documentary requirements. Photos and videos can be submitted via Bluetooth, Viber, or Email at assessors.valcity@gmail.com		3 minutes	Receiving Officer 7, 8, or 9
	2. Verification if property is vacant		5 minutes per property.	
	3. Preparing and issuance of the Order of Payment		2 minutes	
2. Payment	3. Receiving of payment and issuance of Official Receipt	Certification Fee = Php 50 and Research Fee = Php100 per property and for each Tax Declaration	5 minutes	Cashier, Office of the City Treasurer



	4. Preparation of Certificate of Certificate of No Improvement (CNI)		3 - 5 minutes per property	Receiving Officer 7, 8, or 9
	4.1. Printing			City Assessor or authorized signatory
	4.2. Review and approval of the Certification			
3. Receiving of the certificate	5. Releasing of the CNI		2 minutes per property	Receiving Officer 7, 8, or 9
Process from Client Step No. 1, if there is conflict with the documents submitted and verification from Tax Mapping and Tax Mapping / Assessor Geographical Information (AGIS) Division because the records in the office shows existing building, improvement, other structure and machineries				
	3. Ocular inspection, if necessary		1 - 2 working days	Receiving Officer 7, 8, or 9
	4. Prepare Certificate of No Improvement or Appraisal and Assessment			
	4.1. Field Appraisal and Assessment Sheet (FAAS), Notice of Assessment (NOA) and Tax Declaration (TD)			
	4.2. Review and approval of the NOA and TD, if any			City Assessor or authorized signatory
2 Return to the Office of the City Assessor 2 days after submission of request and Processing of Payment	5. Preparing and Issuance of the Order of Payment		2 minutes	Receiving Officer 7, 8, or 9
	6 Receiving of payment and issuance of Official Receipt	Certificati on Fee Php 50 and Research Fee Php 100	5 minutes	Cashier, Office of the City Treasurer



		per property and for each Tax Declaration		
	7. Continuation of preparation of Certificate of Tax Map		10 - 15 minutes per property	Receiving Officer 7, 8, or 9
	7.1. Printing			
	7.2. Review and approval of the Certification			City Assessor or authorized signatory
4. Receiving of the Certificate of No Improvement or NOA and owner's copy of TD	8. Receiving of the Certificate No Improvement or NOA and owner's copy of TD, the latter constitutes denial of issuance of the Certificate		2 minutes	Receiving Officer 7, 8, or 9
Process if the property is with improvement at the time of request with the documented information of the office, but vacant or no records at the date or period where CNI is required				
1. Declaration of Building, Improvement or other structure and Machinery, please see process for Appraisal and Assessment of Real Property OR Proceed to the process of Cancellation of Tax Declaration	1. Same action for appraisal and assessment of real property process. With memorandum in the Tax Declaration of the date when the building, improvement or other structure and machinery was actually constructed or existing OR Process same	Same fees identified for appraisal and assessment of real property process	Same processing time identified for appraisal and assessment of real property process	Same persons identified for appraisal and assessment of real property process



	with Cancellation of Tax Declaration			
2. Return to the Office of the City Assessor 6 working days after submission of request for Appraisal and Assessment and submit documentary requirements for CNI and Processing of Payment	2. Receiving and checking of the completeness of submitted documentary requirements. Photos and videos can be submitted via Bluetooth, Viber, or Email at assessors.valcity@gmail.com		2 minutes	Receiving Officer 7, 8, or 9
	4. Receiving of payment and issuance of Official Receipt	Certification Fee Php 50 and Research Fee Php 100 per property and for each Tax Declaration	5 minutes	Cashier, Office of the City Treasurer
	5. Preparation of the Certificate of No Improvement		5 minutes per property	Receiving Officer 7, 8, or 9
	5.1. Printing			City Assessor or authorized signatory
	5.2. Review and approval of the Certificate			
3. Releasing of the CNI		2 minutes		Receiving Officer 7, 8, or 9
TOTAL		Certification Fee Php 50 and Research Fee Php 100 per	20 minutes per property 3 working days, if with inspection	



	property and for each Tax Declarati on		
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Note:

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

a. Simple

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

Rest assured, considering this is a simple transaction, a maximum period of three (3) working days will still be observed, even if an inspection is required in the process.

b. Complex – involves requests of multiple transactions in excess of five (5) real property unit transactions.

2. The period for appraisal and assessment shall be considered whenever discovery is made upon Tax Mapping

3. A post audit and tax mapping will still be made that will result in a further reassessment and back taxes can be done even after issuance of the Certificate of No Improvement.

4. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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

16. Issuance of Certificate of Adjacent or Adjoining Lots

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

Office or Division:	Office of the City Assessor - Tax Mapping / Assessor Geographical Information (AGIS) Division		
Classification:	Simple to Complex		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government		
Who may avail:	Property owner		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



<p>1. Request Letter or Duly Accomplished Application Form</p> <p>Note: Provide a contact number and/or email address</p>	<p>Property Owner Form is downloadable or from the office</p>
<p>2. Proof of ownership - Photocopy of title or any other reference of property identification</p> <p>Only property owner can transact with the office.</p> <p>If the lot owner is not the owner of the machinery, building, improvement, and other structures.</p> <p>In case of corporation, including Homeowners Association:</p> <ul style="list-style-type: none"> a. Secretary Certificate authorizing the person to transact to the office b. Government issued ID <p>In case of banks:</p> <ul style="list-style-type: none"> a. Authority to transact from Branch Manager b. Company ID of Branch Manager c. Authority of the owner or any contract with the bank, such as Bank Loans or Mortgage <p>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</p>	<p>Property Owner or Notary Public, if contracts or affidavits from lot owner</p>
<p>3. Readable and clear copy of Title (The title must provide the technical description of the property, and not merely names as boundary. However, if the technical 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>Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)</p>



If property is untitled, Approved Plan and Lot Data Computation. If not available Certification of No Records from the concerned offices Note: For easy tagging with GIS data, verification and update in the system, a cad file (.dwg) and/or pdf file of the Survey plan, if available		Geodetic Engineer		
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties		Property owner		
5. Payment of Certification Fee Php 50 per property; and Research Fee Php 100 Payment per parcel of property adjacent or adjoining to the subject lot		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
Additional Requirements if transaction is done by a representative:				
6. Photocopy of government issued ID of representative		Authorized Representative		
7. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)		Property Owner		
Reminder:				
Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner or Tax Clearance from the Office of the City Treasurer		
If requestor wants to keep the original copy of the certified true copy, please submit a clear and readable photocopy together with the Certified True Copy of the document/s. The Receiving Officer will return the original certified copy upon release of the request/s.		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements OR	1. Receiving and checking of the completeness of submitted documentary requirements.		3 minutes	Receiving Officer 7, 8, or 9



email your request at assessors.valcity@gmail.com and attach the documentary requirements. A communication will be received for processing of payment				
	2. Research in the TMCR and GIS and plotting of technical description, if necessary		30 minutes, if it consists of 1 – 5 adjacent or adjoining lots 3 - 5 working days	
	3. Prepare Order of Payment			
2. Return to the Office of the City Assessor 5 days after submission of request and Process Payment	4. Issuance of the Order of Payment		2 minutes	
	5. Receiving of payment and issuance of Official Receipt	Certification Fee Php 50 per property and Research Fee Php100 for each boundary identified	5 minutes	Cashier, Office of the City Treasurer
	6. Preparation of Certificate showing Adjacent Lot		5 minutes	Receiving Officer 7, 8, or 9
	6.1. Printing			
	6.2. Review and approval of the Certification			City Assessor or authorized signatory
3. Receiving of the Certificate	7. Releasing of the Certificate showing Adjacent		2 minutes	Receiving Officer 7, 8, or 9



	Lot			
TOTAL		Certification Fee Php 50 per property ; and Research Fee Php 100 for each boundary identified	50 minutes to 6 working days, depending on the number of parcels of land identified	

Note:

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

- Simple – If boundaries consist only of one to five (1 to 5) adjacent or adjoining lot;
- Complex – involves resulting six to fifteen (6-20) real property unit transactions and/or adjacent or adjoining lot.
- Highly Complex – involves requests of multiple transactions in excess of twenty (20) real property units and/or adjacent or adjoining lot.

2. The periods of January, March, June, September and December are considered peak seasons for processing of Business Permits and License and payment of Real Property Tax. During this period the office usually experience surge of inquiries and transactions that may causes delay in the transaction

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

17. Online Process Request

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



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

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



Online Services to register or login				
To process your request, click Office of the City Assessor	1. Receiving and checking of the completeness of submitted documentary requirements.			
2. Fill in the required data fields, uploading of the documentary requirements, submit your request for processing and wait for approval of request in your registered email	2. Research and update of documented information in the office, if necessary			
	3. Approval of request			
3. Payment	4. Before checkout, the system will be showing the summary of the amount due. You are given the option to choose a delivery partner, payment option and channel.			
	5. Processed in the Payment Option and Channel chosen	Certification fee = Php 50 for Certified True Copy of Tax Declaration and Certificate of No Improvement, and Php		Office of the City Treasurer, for verification of payment made online



		100 for Tax Map Certificate.		
	6. Request for issuance of Official Receipt, if needed		1 - 7 working days	Receiving Officer 10 or 11
	7. Preparation of Certified or Certificate			Receiving Officer 10 or 11
	7.1. Printing			
	7.2. Review and approval of the Certification			City Assessor or authorized signatory
	8. Transmittal of records for delivery to Online Dispatch Unit			Receiving Officer 10 or 11
4. Wait for delivery of the Request	9. Releasing of the request			ICTO - Dispatch Unit
Process from Client Step No. 1, for appraisal				
<p>2. Fill in the required data fields, uploading of the documentary requirements, submit your request for processing and wait for approval. You will receive a communication with your registered email upon approval</p> <p>OR</p> <p>email your request at assessors.valcity@gmail.com and attach the documentary requirements</p>	1. Receiving and checking of the completeness of submitted documentary requirements.			
	2. Processing of the request for Appraisal and Assessment			Receiving Officer 10 or 11
	2.1. Log the request made within the day			
	2.2. Endorsement for appraisal			Appraiser or Tax Mapping Team 1, 2, 3 or 4
	2.3. Review of submitted documentary requirement and preparation for ocular inspection, if necessary			



	2.4. Ocular Inspection, if necessary			
	2.5. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			Encoder 1 or 2
	2.7. Preparing the Order of Payment			
	2.8. Reviewing and approval of the NOA and TD			City Assessor or authorized signatory
3. Return to the Office of the City Assessor 6 working days after submission of request and process payment	3. Issuance of the Order of Payment, if any.			Releasing Officer 1, or 2
	4. Receiving of payment and issuance of Official Receipt	Penalty Php 2,000 if any, per property	5 minutes	Cashier, Office of the City Treasurer
4. Receiving of the NoA and owner's copy of TD	5. Releasing of the NoA and owner's copy of TD or reply letter		2 minutes per property	Releasing Officer 1 or 2
TOTAL		Certification fee Php 50 delivery fee, convenience fee Penalty Php 2,000 if any, per property	3 - 5 working days for certified and certification (Office hours) 5 - 10 days for appraisal and assessment (Office hours)	

Note:

1. The periods of January, March, June, September, and December are considered peak seasons for processing of Business Permits and License and payment of Real Property



Tax. During this period the office usually experiences a surge of inquiries and transactions. This may cause possible delay in the transaction.

2. If the requested property has a problem in the technical description, such as, but not limited to, incomplete technical description or the points did not produce a parcel, the frontliners will notify the requestor, and this may require additional documentary requirements so that the property will be plotted correctly. This will be considered a return of request due to incomplete documentary requirements because of the issue in technical description.

3. Rest assured, the maximum period of three (3) business days for certified and certification requests and twenty (20) business days period for appraisal requests will still be observed, considering these are simple and highly complex transactions, respectively.

4. If a request is denied, a notice will be sent in your registered email. Please comply with the findings and press the link provided for reprocessing of the request and in case of email request, submission of necessary requirements should be processed.

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



FINANCE SERVICES
BUSINESS PERMIT AND LICENSING OFFICE
EXTERNAL SERVICES



1. Securing a New Business Permit

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

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

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

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

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application Form		Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016, and 3S Ordinance No. 322, Series of 2016)
2. Proof of Business Registration, Incorporation, or Legal Personality (i.e., Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority Registration)		Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016, and amended by 3S Ordinance No. 322, Series of 2016)
3. Basis for computing taxes, fees, and charges		Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016, and 3S Ordinance No. 322, Series of 2016)
4. Occupancy Permit, if required by national law (e.g., Building Code) and/or local laws. If not available during Application, present as post-audit requirement, in accordance with Section 5 of Ordinance No. 322, Series of 2016 in relation to Section 6.2.1.3 of DILG-		Office of the Building Official (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016, and 3S Ordinance 322, Series of 2016)



DTI-DICT JMC 01-2016.	
5. Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance if Occupancy Permit is available during New Business Application.	Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease of Doing Business)
6. If Lessee: - Contract of Lease; or - Award Notice, if applicable; or - Certificate of Non-Rental, if applicable	Lessor and/or landowner (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016, and 3S Ordinance No. 322, Series of 2016)
7. Location of business (Sketch and/or Map)	Requestee
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate	Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)
Special Requirements	
For Animal Facilities: Certificate of Registration	Department of Agriculture - Bureau of Animal Industry (Basis: Department of Agriculture-Bureau of Animal Industry Memorandum Circular No. 2016-12 and Memorandum dated 12 May 2016 issued by City Legal Office)
For Manpower Agencies: Paid-up Capital must be at least Five Million Pesos (Php5,000,000)	(Basis: DOLE Department Order No. 174, Series of 2017)
For Cell Site Communication Services: Franchise to Operate	Sangguniang Panlungsod (Basis: Ordinance No. 32, Series of 2011, as amended by Ordinance No. 252, Series of 2015)
For Public Market, Private Market, "Talipapa" or Satellite Market, "Tiangge" or Flea Market, Hawkers, Slaughterhouse, and other similar market activities:	Sangguniang Panlungsod (Basis: Ordinance No. 903, Series of 2021 - New Market Code of Valenzuela)



a. Franchise to Operate for Private market; or b. Special Permit to Operate for “Talipapa”.				
For Private entities operating Pre-School, Elementary, and High School: a. For Established Schools Originated in Valenzuela City: 1.Recommendation Letter from Valenzuela Division Office of DepEd; 2.Permit to Operate issued by the Regional Office of DepEd; and 3.Occupancy Permit. b.For Established Schools Originated outside the City, but with branches within Valenzuela City: 1.Recommendation letter from Valenzuela Division Office of DepEd; and 2.Permit to Operate issued by the Regional Office of DepEd; and 3.Certificate of Recognition issued by the Regional Office of DepEd; and 4.Occupancy Permit.		DepEd Division Office and Regional Office (Basis: Ordinance No. 112, Series of 2014 - An Ordinance Prescribing the Documentary Operating Pre-School, Elementary, and High School Institution)		
* Businesses Not Allowed*				
For video games and other similar activities or nature of business (Allowed in shopping malls and arcades only)		(Basis: Ordinance No. 40, Series of 2000)		
For Firecrackers and other pyrotechnic devices: a. Manufacturing is prohibited within the territorial jurisdiction of Valenzuela City b. Dealers and retailers shall only be offered for sale in malls and in licensed public and private markets.		(Note: Ordinance No. 994, Series of 2022 lifted the total ban imposed by Ordinance No. 833, Series of 2020. However, this type of business should be regulated, pursuant to DILG Memorandum Circular No. 2016-176 dated December 14, 2016, and Republic Act No. 7183 - An Act Regulating the Sale, Manufacture, Distribution and Use of Firecrackers and Other Pyrotechnic Devices)		
For Small Town Lottery: Considered illegal and Unauthorized by the PCSO.		(Basis: PCSO Letter dated October 18, 2018)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			10 minutes	



<p>2.4 Receive the Application with Assessment then proceeds to City Treasurer's Office - Cashier</p>	<p>2.1 Encode details and prepare assessment of taxes, fee, and charges</p> <p>Note: If listed in the Negative List, issue a Denied/ Disapproved Form stating the violation/s</p> <p>2.2 Forward the assessment for approval</p> <p>2.3 Sign the assessment</p> <p>2.4 Issue the signed assessment and application form</p>	<p>New business is computed based on the line of business, area, and number of employees</p>		<p>2.1-2.2 Frontline personnel</p> <p>2.3 Business Permits and Licensing Office Officer-in- Charge</p> <p>2.4 Frontline personnel</p>
<p>3. Pay and claim- 3.1 Pay the required business taxes, fees and/or charges</p>	<p>3.1.1 Accept payment of taxes, fees and/or charges</p> <p>3.1.2 Issue an Official Receipt</p> <p>3.1.3 Forward to printing of Mayor's/ Business Permit</p> <p>3.1.4 Prepare Mayor's/ Business Permit and forward to</p>		<p>17 minutes</p>	<p>3.1.1 - 3.1.3 City Treasurer's Office - Cashier</p> <p>3.1.4 - 3.2 Frontline personnel</p>



3.2 Claim Business Permit and Plate and/or sticker, Barangay Clearance, and Delivery Van/ Truck Sticker (if applicable)	releasing 3.2 Record transaction to logbook and release Business Permit, Plate and/or sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)			
TOTAL		Based on the line of businesses, area, and number of employees (varies)	30 minutes*	

Note:

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

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

2. Renewal of Business Permit

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

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

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



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

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises and/or Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Application Form		Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)	
2. Basis for computing taxes, fees, and/or charges		Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)	
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: Data Privacy Act of 2012 - R.A. 10173)	
Special Requirements			
For Public Market, Private Market, “Talipapa” or Satellite Market , “Tiangge” or Flea Market, Hawkers, Slaughterhouse, and other similar market activities. a. Franchise to Operate for Private Market.;or b. Special Permit to Operate for “Talipapa”.		Sangguniang Panlungsod (Basis: Ordinance No. 903, Series of 2021 - New Market Code of Valenzuela)	

All other requirements required by law, ordinance and rules are subject to Post-Audit Process.		(Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Application Filing and Verification – 1.1 Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application with attached documentary requirements 1.2 Forward to assessment	None	3 minutes	1.1 - 1.2 Frontline personnel
2.Assessment-	2.1 Encode details and prepare assessment of taxes, fee and/or charges Note: If listed in negative list, issue a denied/ disapproved form stating the violation/s 2.2 Forward the assessment for approval 2.3 Sign the assessment	Computed based on the declared gross sales	10 minutes	2.1 - 2.2 Frontline personnel 2.3 Business Permits and Licensing Office Officer-in- Charge
2.4 Receive the Application with assessment then	2.4 Issue the signed assessment and			2.4 Frontline personnel



proceed to City Treasurer's Office - Cashier	application form			
3. Pay and claim-				
3.1 Pay the required business taxes and/or fees	3.1.1 Accept payment of taxes, fees and/or charges 3.1.2 Issue an official receipt 3.1.3 Forward to printing of Mayor's/ Business Permit 3.1.4 Prepare Mayor's/ Business Permit and forward to releasing	Computed based on the declared gross sales	17 minutes	3.1.1 - 3.1.3 City Treasurer's Office - Cashier 3.1.4 - 3.2 Frontline personnel
3.2 Claim the Business Permit and Plate and/or sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)	3.2 Record transaction to logbook and Release Business Permit and Plate and/or Sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)			
TOTAL		Based on the declared gross sales	30 minutes*	

Note:

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

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside



the jurisdiction of BPLO. The Processing time of BPLO, as stated herein, will resume once the BPLO receives the complete Documents/Requirements allowing the subject business establishment to renew its Business Permit.

3. Additional Line of Business

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

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

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Enterprises and/or Business owners in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form indicating the line of business that will be added		Business Permits and Licensing Office		
2. Copy of the existing business permit		Requestee		
3. (Amended / Corrected) Fire Safety Inspection Certificate		Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)		
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON

[illegible]



3. Pay and claim- 3.1 Pay the required business taxes, fees and/or charges	3.1.1 Accept payment of taxes, fees and/or charges 3.1.2 Issue an official receipt 3.1.3 Forward to printing of Mayor's/ Business Permit 3.1.4 Prepare Mayor's/ Business Permit and forward to releasing		17 minutes	3.1.1 - 3.1.3 City Treasurer's Office - Cashier 3.1.4 - 3.2 Frontline personnel
3.2 Claim the Business Permit	3.2 Record the transaction to logbook and release the Business Permit			
TOTAL		Based on the line of businesses, area, and number of employees	30 minutes*	

Note:

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

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



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

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

Office or Division:	Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Enterprises and/or Business owners in Valenzuela City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished request form for certified true copy of business permit and/or barangay clearance		Business Permits and Licensing Office
2. Original and photocopy of the Business Permit and/or Barangay Clearance to be certified. In case of lost Business Permit and/or Barangay Clearance: Notarized Affidavit of Loss.		Requestee
3. Photocopy of ID of the requesting owner, Manager, President, and/or one of the Incorporators.		
For Corporation: Proof of Incorporator (i.e. Securities and Exchange Commission General Information Sheet)		Securities and Exchange Commission
*If Applying thru a Representatives: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)



- Secretary's Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form along with other requirements	1. Verify and receive the request form with the documentary requirements	None	3 minutes	1. - 2.2 Frontline Personnel
2. Receive order of payment	2.1 Issue order of payment 2.2 Inform client to proceed to City Treasurer's Office - Cashier			
3. Pay the required fees	3.1 Accept payment of fees 3.2 Issue an official receipt	Php50.00 per copy	2 minutes	3.1 - 3.2 City Treasurer's Office - Cashier
4. Present official receipt and claim certified true copy of Business Permit and/or Barangay Clearance	4.1 Receive the official receipt	None	3 minutes	4.1 - 4.2 Frontline Personnel
	4.2 Prepare certified true copy of Business Permit and/or Barangay Clearance		3 minutes	4.3 Business Permits and Licensing Office Officer-in- Charge
	4.4 Release the certified true copy of Business Permit and/or Barangay Clearance		2 minutes	4.4 Frontline Personnel
TOTAL		Php50 per copy	13 minutes*	



Note:

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

5. Certification of Business Record

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

Office or Division:	Business Permits and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Requesting Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form for certification of business record		Business Permits and Licensing Office		
2. Photocopy of ID of the Owner, Manager, President, and/or one of the Incorporators		Requestee		
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form along with other requirements	1.1 Receive the request form with other attached documentary requirements	None	3 minutes	1.1 - 2.2 Frontline Personnel



	1.2 Check in the Business Permits and Licensing Office records and/or documents the business record			
2. Receive order of payment	2.1 Issue order of payment 2.2 Inform client to proceed to City Treasurer's Office - Cashier			
3. Pay the required fees	3.1 Accept the payment of fees 3.2 Issue an official receipt	Php50.00 per copy	2 minutes	3.1 - 3.2 City Treasurer's Office - Cashier
4. Present official receipt and claim the certification	4.1 Receive the official receipt 4.2 Prepare certification of Business permit 4.3 Sign/ Approve certification of Business permit 4.4 Release the certification	None	3 minutes 3 minutes 2 minutes	4.1 - 4.2 Frontline Personnel 4.3 Business Permits and Licensing Office Officer-in- Charge 4.4 Frontline Personnel
TOTAL		Php50.00 per copy	13 minutes*	

Note:

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

6. Retiring a Business Operation

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



payments and penalties.

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

Office or Division:	Business Permits and Licensing Office
Classification:	Simple Transaction
Type of Transaction:	Government to Business (G2B)
Who may avail:	Enterprises/ Business owners in Valenzuela City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized and Accomplished Application Form for Retirement of Business	Business Permits and Licensing Office
2. Sworn Statement of gross receipts (Indicate the reason and date of retirement)	Requestee
3. VAT or Percentage Tax Payments	
4. Original Mayor's Permit and Official Receipts issued by the City Treasurer's Office	
5. Sales Book	
6. Location of Business (Sketch and/or Map)	
7. Whichever applicable in the following: a. For Sole Proprietorship with the Registered Owner is deceased - Death Certificate b. For Partnership - Dissolution c. For Corporation Board Resolution regarding closure	
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation	Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)



- Secretary's Certificate d. Cooperative - Secretary's Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit accomplished application form along with other requirements	1.1 Provide retirement form 1.2 Check the completeness of form and requirements 1.3 Conduct assessment of taxes and fees due, if any 1.4 Prepare order of payment 1.5 Forward order of payment for signature	None	7 Minutes	1.1 - 1.4 Frontline Personnel 1.5 Business Permits and Licensing Office Officer-in- Charge
2. Receive the signed order of payment and application form	2.1 Issue the signed order of payment and application form 2.2 Inform the client to proceed to the City Treasurer's Office - Cashier		2 Minutes	2.1 - 2.2 Frontline Personnel
3. Pay the required taxes and/or fees due	3.1 Accept payment of taxes and/or fees due 3.2 Issue an official receipt 3.3 Inform client to proceed to the City Treasurer's Office – License		3 Minutes	3.1 - 3.3 City Treasurer's Office - Cashier



	Division			
4. Present the official receipt to the City Treasurer's Office – License Division to claim Certification	4.1 Check official receipt 4.2 Release certification of retirement of business			4.1 - 4.2 City Treasurer's Office - License Division
TOTAL		Based on business taxes, fees due, if any	12 minutes*	

Note:

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

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

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

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

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

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Client (G2C)		
Who may avail:	Employees or Job Applicants.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Health Certificate		City Health Office	
2. Official Receipt for Occupational Permit		City Treasurer's Office	
3. Original NBI or Police Clearance		NBI or Police	



If the employee is below 18 years old: Parental and/or guardian's consent and photocopy of the ID of the parent and/or guardian		Requestee		
Note: For a client, who transferred to a different employer, please proceed to the City Health Office - Annex to process the replacement for a Health Certificate, then proceed to BPLO for the issuance of a new Occupational Permit.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements with updated Health Certificate	1.1 Check the completeness of requirements 1.2 Issue Order of Payment 1.3 Inform the client to proceed to the City Treasurer's Office - Cashier		5 minutes	1.1 - 1.3 Frontline Personnel
2. Pay the required fees	2.1 Accept payment of fees 2.2 Issue an official receipt	Occupational Permit Php50	5 minutes	2.1 City Treasurer's Office - Cashier
3. Proceed to the BPLO, and present the Official Receipt	3.1 Sign and Release the Occupational Permit	None	5 minutes	3.1 Frontline Personnel
TOTAL		Php50	15 minutes*	

Note:

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

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

8. Securing a Special Permit

The City shall also collect a Special Permit Fee for the holding of events, such as Cock Derbies, Parades, Motorcades, Exhibits, Public Displays, Fun Runs, Benefit Shows, Street



Dancing, other special events and the like. This is without prejudice to the requirements mandated by other government agencies.

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

Post-Audit Process: After a client has secured the Special Permit, the business establishment is subject to inspection by the relevant offices of the City.

Office or Division:	Business Permits and Licensing Office
Classification:	Simple Transaction
Type of Transaction:	Government to Business (G2B)
Who may avail:	Enterprises and/or Business owners in Valenzuela City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	Business Permits and Licensing Office (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)
2. Proof of business registration, incorporation, or legal personality (i.e. Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority registration)	Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)
3. Basis for computing taxes, fees, and/or charges	Requestee (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016.)
4. Occupancy Permit, if required by national law (e.g. Building Code) and/or local laws. If not available during Application, present as post-audit requirement, in accordance with Section 5 of Ordinance No. 322, Series of 2016 in relation to Section 6.2.1.3 of DILG-DTI-DICT JMC 01-2016.	Office of the Building Official (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance 322, Series of 2016.)
5. Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance	Bureau of Fire Protection (Basis: RA No. 9514, Fire Code of the Philippines and RA No. 11032, Ease Of Doing Business)



6. Contract of Lease (if Lessee)		Lessor and/or land owner		
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Application Filing and Verification –				
1.1 Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application form with attached documentary requirements 1.2 Forward to assessment	None	3 minutes	1.1 - 1.2 Frontline personnel
2.Assessment-	2.1 Encode details and prepare assessment of taxes, fee and/or charges Note: If listed in negative list, issue a denied/disapproved form stating the Violation	Php1,000 + Barangay Clearance, Community Tax Certificate, and FSI fee	10 minutes	2.1 - 2.2 Frontline personnel



<p>2.4 Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier</p>	<p>2.2 Forward the assessment for approval</p> <p>2.3 Sign the assessment</p> <p>2.4 Issue the signed assessment and application form</p>			<p>2.3 Business Permits and Licensing Office Officer-in- Charge</p> <p>2.4 Frontline personnel</p>
<p>3. Pay and claim-</p> <p>3.1 Pay the required business taxes, fees and/or charges</p> <p>3.2 Claim Special Permit</p>	<p>3.1.1 Accept payment of fees</p> <p>3.1.2 Issue an official receipt</p> <p>3.1.3 Forward to printing of Special Permit</p> <p>3.1.4 Prepare Special Permit and forward to releasing</p> <p>3.2 Record transaction to logbook and Release Special Permit</p>		<p>17 minutes</p>	<p>3.1.1 - 3.1.3 City Treasurer's Office - Cashier</p> <p>3.1.4 - 3.2 Frontline personnel</p>
<p>TOTAL</p>		<p>Php 1,000 Barangay Clearance, Commun</p>	<p>30 minutes*</p>	



	ity Tax Certificat e, and FSI fee		
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Note:

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

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

9. Business Tax Exemption

For newly-opened and all owners applying for renewal of their Business Permits with the line of business as Gasoline Station, Private School, Non-Profit/ Non-Stock, Dental Clinic, Medical Clinic, Optical Clinic, or other businesses entitled to Exemption by Ordinance and/or Law.

Office or Division:	Business Permits and Licensing Office		
Classification:	Complex Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	For newly-opened and all owners applying for renewal of their Business Permits with the following lines of business: Gasoline Station, Private School, Non-Profit/ Non-Stock, Dental Clinic, Medical Clinic, Optical Clinic, or other businesses entitled to Exemption by Ordinance and/or Law.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Tax Exemption Application Form		Business Permits and Licensing Office	
2. Proof of Business Registration, Incorporation, or Legal Personality (i.e. Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority registration)		Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority	
*The following may be brought during the application, as these may be required by other relevant City offices, whichever is applicable:			



-Articles of Incorporation -By-laws -General Information Sheet -Financial Statement, if available -Department of Energy and Franchise Agreement (for gasoline stations, if available) -PTR, PRC, IBP, and ITR (for dental, medical, and optical clinics, and law firm, if available)		Requestee Requestee Requestee Requestee Department of Energy Appropriate Government Agency		
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements.	1.1 Verify and receive the application form together with the attached documentary requirements. 1.2 The Business Permits and Licensing Office will forward the application to	None	3 Minutes	1.1 -1.2 Frontline personnel



	City Legal Office			
	<p>The City Legal Office will evaluate the application</p> <p>Forward the finding to the Business Permits and Licensing Office</p>			City Legal Office
2. Receive the result of Tax Exemption	<p>2.1 The Business Permits and Licensing Office will forward the evaluation result to the Information and Communication Technology Office and City Treasurer's Office, for information (if granted)</p> <p>2.2 Inform the business owner if the request and/or application is approved or denied.</p> <p>2.3 Issue the result of Tax Exemption</p>		3 Minutes	2.1 - 2.3 Frontline personnel
3. Apply or renew the business permit attaching the approved or denied request/ application for exemption	3.1 The applicant with approved result will process the business permit and the Business Permits and Licensing Office will encode the	New business is computed based on the line of business, area and	30 minutes	3.1 Frontline personnel



	<p>result of tax exemption.</p> <p>The applicant with denial will secure a regular business permit.</p> <p>(see: Securing a New Business Permit and/or Renewal of Business Permit)</p>	<p>number of employees</p>		
TOTAL		<p>Based on the line of businesses, area and number of employees</p>	36 minutes*	

Note:

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

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

10. Small and Home-based Business Tax Exemption

For newly-opened small and home-based business owner with Capital Investment of Ten Thousand Pesos (Php10,000.00) or less and with an area of operation of fifteen (15) square meters or less.

For all owners applying for renewal of their business permits with Gross Sales or Receipts of Fifty Thousand Pesos (Php50,000.00) or less and with an area of operation of fifteen (15) square meters or less.

Office or Division:	Business Permits and Licensing Office
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Classification:	Complex Transaction			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	a. For newly-opened small and home-based business owner with Capital Investment of Ten Thousand Pesos (Php10,000.00) or less and with an area of operation of fifteen (15) square meters or less. b. For all owners applying for renewal of their business permits with Gross Sales or Receipts of Fifty Thousand Pesos (Php50,000.00) or less and with an area of operation of fifteen (15) square meters or less.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/ application for Small and/or Home-based Business Tax Exemption		Requestee		
2. Capital Investment of Ten Thousand Pesos (Php10,000.00) or less, or Gross Sales/ Receipts of Fifty Thousand Pesos (Php50,000.00) or less, whichever is applicable.				
3. Area of operation of fifteen (15) square meter or less				
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173-Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The business owner may file a request/application for exemption with the Business Permits and Licensing Office	1.1 Receive the application/request 1.2 Forward the application to the City Social	None	3 Minutes	1.1 - 1.2 Frontline personnel



	Welfare and Development Office, City Treasurer's Office and City Zoning Office for case study and/or certification			
	<p>The City Social Welfare and Development Office, City Treasurer's Office and City Zoning Office will evaluate and/or inspect the establishment</p> <p>Forward to Business Permits and Licensing Office</p> <p>The Business Permits and Licensing Office will forward the request/ application, together with the attached case study and/or certification to the City Legal Office.</p>			City Social Welfare and Development Office, City Treasurer's Office City Zoning Office , City Legal Office personnel
2. Receive the result of Tax Exemption	<p>2.1 Inform the business owner if the request/ application is approved or denied</p> <p>2.2 Issue the result of Small</p>		3 Minutes	2.1 - 2.2 Frontline personnel



	and Home-based Business Tax Exemption			
3. Apply or renew the business permit attaching the approved or denied request/application for exemption	(see: Securing a New Business Permit and/or Renewal of Business Permit)		30 minutes	3. Frontline personnel
TOTAL		Php500+ , Cedula, and Barangay Clearance	36 minutes*	

Note:

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

*Likewise, the Processing Time stated herein excludes the Processing Time of the various offices regarding any concern of a Business Establishment since they are outside the jurisdiction of BPLO. The Processing time of BPLO, as stated herein will resume once the BPLO receives the complete Documents/Requirements allowing the subject to apply for Small and Home Based Business Tax Exemption.

11. Correction of Entry

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

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises and/or Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Application Form		Business Permits and Licensing Office Requestee	
2. Photocopy of ID of owner and/or bearer			
3. Original Mayor's/Business Permit and/or Barangay Clearance			



4. (Amended / Corrected) Fire Safety Inspection Certificate		Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)		
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, and: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements	1.1 Review the documentary requirements	None	20 minutes	1.1 - 1.3 Frontliner personnel
	1.2 Correct necessary document based on their request 1.3 Forward document for approval 1.4 The Business Permits and Licensing Office Officer-in-charge will countersign the document			1.4 Business Permits and Licensing Office Officer-in- Charge
2. Claim the corrected Mayor's/ Business Permit and/or Barangay Clearance	2.1 Issue the signed document 2.2 Record transaction to logbook		3 minutes	2.1 - 2.2 Frontliner personnel



TOTAL	None	23 minutes*	
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Note:

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

12. Amendment of Trade Name

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

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises and/or Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Accomplished application form		Business Permits and Licensing Office	
2. Copy of Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority		Securities and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority	
3. Photocopy of ID of owner and/or bearer		Requestee	
4. Original Copy of Mayor's/ Business Permit			
5. (Amended / Corrected) Fire Safety Inspection Certificate		Bureau of Fire Protection (Basis: RA No. 9514, Fire Code of the Philippines and RA No. 11032, Ease Of Doing Business)	
*If Applying thru a Representative: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: R.A. 10173 - Data Privacy Act of 2012)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application form with attached documentary requirements 1.2 Forward to personnel in charge	None	3 minutes	1.1 - 1.2 Frontliner Personnel
2.2 Receive the application with assessment then proceeds to City Treasurer's Office - Cashier	2.1.1 Evaluate the application with attached documentary requirements 2.1.2 Encode amendments and prepare assessment of taxes, fee and charges 2.1.3 Forward the assessment for approval 2.1.4 Sign the assessment 2.2 Issue the signed assessment and documents	Computed based on regulatory fees and barangay clearance fee	10 minutes	2.1.1 - 2.1.3 Frontline personnel 2.1.4 Business Permits and Licensing Office Officer-in- Charge 2.2 Frontline personnel
3.1 Pay the required barangay clearance fees	3.1.1 Accept payment of fees 3.1.2 Issue an official receipt		17 minutes	3.1.1 3.1.3 City Treasurer's Office - Cashier



3.2 Claim the updated Business Permit	3.1.3 Forward to officer in charge for amendment			3.1.4 - 3.3 Frontline personnel
	3.1.4 Encode amendment			
	3.2 Issued the updated Mayor's/Business Permit			
	3.3 Record transaction to logbook			
TOTAL		Based on regulatory fees, and barangay clearance fee	30 minutes*	

Note:

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

13. Transfer of Location and/or Business Address

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

Office or Division:	Business Permits and Licensing Office		
Classification:	Simple Transaction		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Enterprises / Business owners in Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Application Form		Business Permits and Licensing Office	
2. Letter Request for Transfer of Business Location and/or Address		Requestee	
3. Lease Contract (if lessee)		Lessor and/or land owner	



4. Department of Trade and Industry registration or Securities and Exchange Commision or current General Information Sheet.		Department of Trade and Industry ,Securities and Exchange Commision		
5. Original Copy of Mayor's/Business Permit		Requestee		
6. Location of Business (Sketch and/or Map)				
7. (Amended / Corrected) Fire Safety Inspection Certificate or Fire Safety Evaluation Clearance		Bureau of Fire Protection (Basis: RA No. 9514 - Fire Code of the Philippines and RA No. 11032 - Ease Of Doing Business)		
*If Applying thru a Representatives: 1. Written Authorization Letter, 2. ID of representative, And: 3. Whichever is applicable in the following: a. For Single Proprietorship - ID of registered owner b. For Partnership - Partnership Certificate or Authorization from one of the partners c. For Corporation - Secretary's Certificate d. Cooperative - Secretary's Certificate		Requestee (Basis: Data Privacy Act of 2012, R.A. 10173)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application with attached documentary requirements 1.2 Forward to assessment	None	3 minutes	1.1 - 1.2 Frontline Personnel
2. Assessment	2.1 Encode details and prepare assessment of area and other regulatory fee		10 minutes	2.1 - 2.2 Frontline Personnel



<p>2.4 Receive the Application with assessment then proceeds to City Treasurer's Office Cashier</p>	<p>2.2 Forward the assessment for the approval</p> <p>2.3 Sign the assessment</p> <p>2.4 Issue the signed assessment and documents</p>			<p>2.3 Business Permits and Licensing Office Officer-in- Charge</p> <p>2.4 Frontline Personnel</p>
<p>3.1 Pay the required business taxes, fees and/or charges</p> <p>3.2 Pay the required Barangay Clearance fees</p>	<p>3.1.1 Accept Payment of fees</p> <p>3.1.2 Issue an official receipt</p> <p>3.1.3 Forward to assessment for computation of Barangay Clearance</p> <p>3.2.1 Payment for Barangay Clearance</p> <p>3.2.2 Forward to printing of Barangay Clearance</p> <p>3.2.3 Record transaction to logbook and release Barangay Clearance</p> <p>3.2.4 Edit and correct the</p>	<p>Transfer of business address is computed based on area, regulatory fees, and barangay clearance</p>	<p>20 minutes</p>	<p>3.1.1 - 3.1.2 City Treasurer's Office - Cashier</p> <p>3.1.3 Frontline Personnel</p> <p>3.2.1 - 3.2.2 City Treasurer's Office - Cashier</p> <p>3.2.3 - 3.3 Frontline Personnel</p>



3.3 Claim the Corrected Business Permit	Mayor's Business Permit 3.3 Release and record the transaction to logbook			
TOTAL		Based on area, regulatory fees, and barangay clearance	33 minutes*	

Note:

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

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

14. Online Business Permit Application and/or Renewal

Enterprises can now Secure / Renew Mayor's Permit through the Valenzuela Online Service.

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

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

Office or Division:	Business Permits and Licensing Office
Classification:	Simple Transaction
Type of Transaction:	Government to Business (G2B)
Who may avail:	Enterprises and/or Business owner in Valenzuela City
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



<p>For enterprise securing a new business permit (see: Requirements for Securing a New Business Permit - subject to post-audit)</p> <p>Note: The following must be uploaded in the Valenzuela Online System during application:</p> <ol style="list-style-type: none"> 1. Proof of Business Registration, Incorporation, or Legal Personality (i.e., Securities and Exchange Commission, Department of Trade and Industry, and/or Cooperative Development Authority Registration) 2. Copy of the Occupancy Permit; 3. Fire Safety Inspection Certificate and/or Fire Safety Evaluation Clearance, whichever is applicable. (Note: If only one of Requirement Nos. 2 and 3 are uploaded, the client may still proceed with the process); and 4. Applicable to Lessee Only: Contract of Lease, Notice Award, or Certificate of Non-Rental, whichever is applicable. 				
<p>For enterprise renewing for Business Permit (see: Requirements for Renewal of Business Permit)</p>				
<p>Note: For applications through Online business Transaction System: Submit completely filled-out and signed Application Form and comply with the regulatory requirements and other deficiencies within thirty (30) days from release of the Business Permit. If there is an error and/or misrepresentation, the same will render the Application, as well as the issued Business Permit and other issued clearances VOID AB INITIO (Void / No legal effect from the beginning), without prejudice to appropriate legal action of the City Government.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Application Filing Visit online website, http://www.valenzuela.gov.ph/epayment log in and fill up all the required fields.</p> <p>Upload requirements</p>	None	Business Permit is	10 Seconds	



Online payment via Landbank, Union Bank, Gcash, or Paymaya		computed based on the line of business, area and number of employees and/or depending on declared gross sales		
After the successful payment, temporary Business Permit will be received in form of electronic copy				
Wait for the delivery of Official Business Permit				
	1.1 Prepare Assessment and forward to City Treasurer's Office – Cashier		1.1: 1 day	1.1 Business Permits and Licensing Office Personnel
	1.2 Issue an official receipt and forward to printing of Business Permit		1.2: 2 days	1.2 City Treasurer's Office
	1.3 Print Business permit and forward to online dispatch Team		1.3-1.4: 1 day	1.3 Business Permits and Licensing Office Personnel 1.4 Online dispatch team
	1.4 Book the business permit to the selected courier			
	1.5 Deliver the Official Business Permit		1.5: 1 day	1.5 Selected courier services
TOTAL		Based on the line of business, area	5 days and 10 seconds*	



	and number of employee es, and/or dependi ng on the declared gross sales		
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Note:

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure; and /or (4) System Problem of Online Payment Modes and Channels; and /or (5) Delivery Concerns of Partner-Couriers; and/or (6) Internet Connection Problem of the Client.

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

15. Securing an Occupational Permit (Online)

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

Office or Division:	Business Permits and Licensing Office
Classification:	Simple Transaction
Type of Transaction:	Government to Client (G2C)
Who may avail:	Employees or Job Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Health Certificate	City Health Office
2. Official Receipt for Occupational Permit	City Treasurer's Office
3. Original NBI or Police Clearance	NBI or Police
Note: If the employee is below 18 years old: Parental and/or guardian's consent and photocopy of the ID of the parent and/or guardian	Requestee



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://online.valenzuela.gov.ph . Click ONLINE SERVICES to register / login. Then choose Health Office to process Health Certificate and Occupational Permit Process			Please see process of HEALTH PERMIT FOR FOOD AND NON-FOOD HANDLERS	
2. Please follow procedure for HEALTH PERMIT FOR FOOD AND NON-FOOD HANDLERS, as provided in the Citizen's Charter				
3. After claiming the Health Certificate, proceed to the BPLO, and submit the necessary requirements	3.1 Check the completeness of requirements 3.2 Print the Occupational Permit	None (Php50.00 were paid for Occupational Permit in previous procedure)	5 minutes	3.1 - 3.2 Frontline Personnel
4. Sign and receive the Occupational permit	4. Sign and Release the Occupational Permit	None	5 minutes	4. Frontline Personnel
TOTAL		Php 50	10 minutes*	

Note:

*The processing time stated herein are not applicable during (1) Peak season; and/or (2) Bulk transactions; and /or (3) System Failure; and/or (4) System problem of Online Payment Modes and Channels; and/or (5) Internet Connection Problem of the Client.

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



FINANCE SERVICES
LOCAL CIVIL REGISTRY (LCR)
EXTERNAL SERVICES



1. Correction of Clerical or Typographical Error in the Civil Register

In compliance with Republic Act 9048, the Local Civil Registry of the City Government of Valenzuela is authorized to correct a clerical or typographical error in a civil registry entry and / or change of first name or nickname in the civil register without need of a judicial order. Further, with the passage of Republic Act 10172 the Local Civil Registry is now authorized to correct gender and date of birth in the civil register without need of judicial order.

Office or Division:	City Civil Registrar Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Document Owner/ Authorized representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Baptismal Certificate (original copy)	• Church or religious sect
2. Marriage contract of document owner (if married) (certified true copy / PSA copy)	• LCR / PSA
3. Marriage contract of parents (certified true copy / PSA copy)	• LCR / PSA
4. Own birth certificate (certified true copy)	• LCR / PSA
5. Birth certificate of brothers and sisters (certified true copy / PSA copy)	• LCR / PSA
6. Birth certificate of father and mother (certified true copy / PSA copy)	• LCR / PSA
7. Birth certificate of children (certified true copy / PSA copy)	• LCR / PSA
8. Voter's Affidavit (certified true copy)	• COMELEC
9. Employment Record - Certificate of Employment (original copy)	• Company where employed
10. GSIS Record - Policy Contract (present original)	• GSIS
11. SSS Record - Form E-1 or ID (present original)	• SSS
12. Medical record	• Hospital/clinic
13. Business record	• BPLO/BIR/Company
14. School record - Form 137 / Transcript of Records / Diploma (present original)	• School
15. Certified copy of T.C.T. and tax declaration	• Register of Deed/Assessor's Office



16. Driver's license (present original)	• LTO
17. PRC license ID (present original)	• PRC
18. Affidavit of Publication with newspaper clippings	• Proper newspaper publishers
19. Other document the City Civil Registrar may require in addition to the listed above (for further verification)	• Will be accordingly explained to the petitioner.
For Change of First Name in the Birth, Marriage, or Death Certificate (whichever is/are applicable):	
1. Baptismal Certificate (original copy)	• Church or religious sect
2. Marriage contract of document owner (if married) (certified true copy/PSA copy)	• LCR / PSA
3. Marriage contract of parents (certified true copy /PSA copy)	• LCR / PSA
4. Own birth certificate (certified true copy)	• LCR / PSA
5. Birth certificate of brothers and sisters (certified true copy/PSA copy)	• LCR / PSA
6. Birth certificate of father and mother (certified true copy/PSA copy)	• LCR / PSA
7. Birth certificate of children (certified true copy/PSA copy)	• LCR / PSA
8. Voter's Affidavit (certified true copy)	• COMELEC
9. Employment Record – Certificate of employment (original copy)	• Employer/Company
10. GSIS Record – Policy Contract (present original)	• GSIS
11. SSS Record – Form E-1 or ID (present original)	• SSS
12. Medical record	• Hospital/Clinic
13. Business record	• BPLO/BIR/Company
14. School record – Form 137 / Transcript of Records / Diploma (present original)	• School
15. Certified copy of T.C.T. and tax declaration	• Register of Deed/Assessor's Office
16. Driver's license (present original)	• LTO
17. PRC license ID (present original)	• PRC
18. Medical Certification from Health Office	• City Health Office
19. Whole Body Picture (5R)	
20. Medical Certificate (2 Laboratory test with gender)	• Hospital/Clinic/health office



21. Employer's clearance of No Administrative Case (if employed)		· Company/Employer		
22. Affidavit of Non-employment (if not employed)/ Affidavit of Father or Mother (if minor)		· Notary Public		
23. Police Clearance (for 18 years old above)		· Police Office		
24. NBI Clearance (for 18years old above)		· NBI		
25. Transvaginal Ultrasound (Valenzuela Emergency Hospital)		· Hospital/Clinic/health office		
26. Affidavit of Publication with newspaper clippings		· Proper newspaper publishers		
26. Other document the City Civil Registrar may require in addition to the listed above (for further verification)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petition and all necessary requirements.	1.Examine and validate submitted Petition and Documents	None	3 minutes	LCR personnel
	1.1. Conduct preliminary interview		3 minutes	
	1.2. Issue order of Payment		3 minutes	
2. Pay the required fee and get official receipt	2. Issue official receipt	See attached fees	3 minutes	Cashier
3. Proceed for the preparation of Notice and	3. Type Record Sheet, Notice and Certificate of Posting	None	10 days	LCR personnel
	3.2. Issuance of Decision	None	5 days	LCR Head
	3.3. Transmit the Petition for affirmation of decision to PSA/CRG	None	days	LCR personnel
TOTAL		See attached fees	18 days and 15 minutes	



2. From receipt Issuance of Certificate of Finality

by the Civil Registrar's Office of the decision of the Civil Registrar General (PSA) affirming the Decision of the City Civil Registrar, the latter shall prepare and issue a Certificate of Finality

Office or Division:	City Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Document Owner/ Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Decision of the Civil Registrar General / PSA		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Decision of the Civil Registrar General / PSA	Issuance of Certificate of Finality upon receipt of CRG's Decision Affirming the CCR's Decision	None	5 days	LCR personnel and Head
TOTAL		None	5 days	

3. Marriage License

As mandated under the Family Code of the Philippines, Marriage License shall be issued by the civil registrar of the city or municipality where either contracting party habitually resides.

Office or Division:	City Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Contracting Parties – one must be a Valenzuela Resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		• LCR		
2. Birth or Baptismal Certificate (PSA or local copy)		• LCR or PSA / Church or religious sect		



3. Family Planning Certificate (Issued by the City Health Office)	· City Health Office			
4. Marriage Counseling Certificate (Issued by the City Social Welfare and Development Office (CSWD), if applicant is below 25 years old)	· City Social Welfare and Development Office			
5. Parental Consent Signature of father or mother or guardian (for applicant above 18 years old but below 21years old)	· Form from LCR – signed by proper parent/guardian as the case maybe			
6. Parental Advice Signature of father or mother or guardian (for applicant above 21 years old but below 25 years old)	· Form from LCR – signed by proper parent/guardian as the case maybe			
7. Certificate of Legal Capacity to Contract Marriage issued by their respective Diplomatic or Consular Officials (when either or both of the contracting parties are citizens of a foreign country) or Affidavit of Legal Capacity to Contract Marriage (if applicable as the case maybe)	· Diplomatic or Consular Office of the foreign national. Notary Public / Private Lawyer			
8. PSA Certificate of No Marriage (CENOMAR)	· PSA			
9. Decree of Annulment/ Absolute Nullity	· Issuing Court			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit the application form together with other requirements	1. Examine and validate submitted documents		3 minutes	Frontline Personnel
	1.1. Conduct preliminary interview	None	3 minutes	
2. Receive signed order of payment	2. Issue signed order of payment	None	2 minutes	
	2.1. Direct client to Cashier for payment			
3.Pay the required fees	3. Receive payment and issue official receipt	Php 150	5 minutes	Cashier
4.Present official receipt	4. Record official receipt	None	5 minutes	Frontline personnel
5.Posting and Confirm schedule of	5. Advice client that there will be	None		



release of marriage License	posting period of ten (10) days including Saturdays, Sundays and holidays		10 days	
6. Release of Marriage License	6. After posting for ten (10) days.	2 minutes		LCR personnel
TOTAL		None	10 days and 20 minutes	

4. Timely Registration of Marriage

In an ordinary marriage, the time for registration of the certificate of marriage is within fifteen (15) days following the solemnization of marriage while in the marriage exempted from the license requirement, the prescribed period is thirty (30) days at the place where the marriage was solemnized.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Spouses whose marriage was solemnized in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four copies of Marriage Certificate		· Solemnizing officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Examine and validate submitted documents		3 minutes	Frontline Personnel
	1.1. Conduct preliminary interview		3 minutes	
	1.2. Assign registry number		2 minutes	Registration Officer
2. Get copy of Certificate of Marriage with registry number	2. Issue Certificate of Marriage with registry number	None	2 minutes	Registration Officer
TOTAL		None	10 minutes	



5. Late Registration of Marriage

Office or Division:	City Civil Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Spouses whose marriage was solemnized in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four copies of Marriage Certificate		• Solemnizing officer		
2. Affidavit of the Contracting Parties stating their names, and date and place of marriage.		• Notary Public/ private lawyer		
3. Affidavit of the Solemnizing Officer stating exact place, date of marriage, facts and circumstances surrounding the marriage, and the reason or cause of the delay of registration.		• Notary Public/ private lawyer		
4. Affidavit of Two Disinterested Persons stating the circumstances of marriage such as date and place of marriage, name of the contracting parties and name of the solemnizing officer.		• Notary Public/ private lawyer		
5. Certificate of No Record of Marriage from the Philippine Statistics Authority (PSA)		• PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.Examine and validate documents	None	3 minutes	Frontline personnel
	1.1. Conduct preliminary interview		3 minutes	
	1.2. Assign registry number		3 minutes	
2. Confirm schedule of release of Marriage Certificate with registry number	2.Advice client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal	None	10 days	Frontline personnel



	requirements			
	2.1. Inform client date of possible release of the Marriage Certificate with registry number		2 minutes	
3. Receive the signed order of payment	3. Issue signed order of payment	None	2 minutes	Frontline personnel
4. Pay the required fees	4. Accept payment and issue official receipt	Php 20		Cashier
5. Present official receipt	5. Record official receipt	None	2 minutes	Frontline personnel/ Registration Officer
	5.1. Prepare Marriage Certificate registration			
	5.2. Forward Marriage Certificate to the registration officer for signature			
	5.3. Sign Marriage Certificate registration			
	5.4. Forward to the releasing personnel			
6. Get a copy of the Marriage Certificate registration	6. Issue Marriage Certificate registration		None	Releasing Frontline Personnel
TOTAL		Php 20	10 days and 25 minutes	

6. Timely Registration of Birth

The Birth of a child shall be registered in the City Civil Registrar's Office within thirty (30) days from the time of birth. The Hospital/Clinic/similar institutions' administrator or the physician, nurse, midwife, or "hilot" or anyone who attended the delivery of a child as the case maybe shall register the birth.



Office or Division:	Simple			
Classification:	G2C			
Type of Transaction:	Hospital/Clinic/Similar Institutions" Administrator, Physician, Nurse, Midwife, "Hilot" or anyone who attended the birth, parents or guardians of the child or the child himself/herself (if legal age).			
Who may avail:	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the child is legitimate: (whichever is/are applicable):				
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties		· Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, "Hilot" or LCR		
2. Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot". (if already deceased – Affidavit of mother or father or guardian as the case maybe)		· Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, "Hilot"		
3. Certified true copy of Marriage Contract of parents		· LCR / PSA		
If the child is illegitimate, in addition to the above: (whichever is/are applicable):				
1. Authority to Use the Surname of the Father		· LCR/ Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the application form along with other requirements	Examine and validate submitted documents	None	3 minutes	Frontline Personnel
	Conduct Preliminary Interview		3 minutes	
	Assign registry Number		3 minutes	
2. Claim the copy of the Certificate of Live Birth with number	Issue Certificate of Live Birth (Form 102) with Registry number	None	3 minutes	Registration officer
TOTAL		None	12 minutes	

7. Late Registration of Birth

When there is failure to register birth within thirty (30) days after a child's birth, the Hospital/Clinic Administrator, attendant at birth, child's parents, guardian or child himself/



herself (if legal age) shall apply for late registration of birth. However, it shall be the attendant at birth who shall certify the facts of birth (such as the physician, nurse, midwife or “hilot” or anybody who attended the delivery).

Office or Division:	City Civil Registrar Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Hospital/Clinic/Similar Institutions” Administrator, Physician, Nurse, Midwife, “Hilot” or anyone who attended the birth, parents or guardians of the child or the child himself/herself (if legal age).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the child is legitimate: (whichever is/are applicable):				
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties		·Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, “Hilot” or LCR		
2. Baptismal Certificate		·Church or religious sect		
3. Transcript of records (Form 137)		·School		
4. Certified true copy of Marriage Contract of parents		· LCR / PSA		
5. Joint Affidavit of Two (2) disinterested persons		· Notary Public		
6. Certificate of No Record from the National Archives (if born in 1944 and below)		· National Archives		
7. PSA Negative Result (if born in 1945 and up)		· PSA		
8. Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or “hilot”. (if already deceased – Affidavit of mother or father or guardian as the case maybe)		·Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, “Hilot” or parents/guardian, Notary Public		
9. Other documents with date and place of birth that the Civil Registrar may require such as but not limited to: · NBI Clearance, SSS From E-1 or E-4, Postal I.D., Voter’s Registration Record (VRR), Philhealth Member’s Data Record.		· Appropriate government agencies.		
If the child is illegitimate, in addition to the above (whichever is/are applicable):				
2. Authority to Use the Surname of the Father		· LCR/ Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all Requirements	1. Examine and validate submitted documents	None	3 minutes	Frontline Personnel
	1.1. Conduct preliminary interview	None	30 minutes	
2. Receive signed order of payment	2. Issue signed order of payment	None	2 minutes	Frontline Personnel
3. Pay the required fees	3. Accept payment and issue official receipt	Registration Fee Php 20 Certification of No Record Php 50 Verification Fee Php 20	3 minutes	Cashier
4. Present official	4. Record official 4.1. Assign registry number	None		
5. Confirm schedule of release of the copy of the Certificate of Live Birth with registry number	5. Advise client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal	None	10 days	Frontline Personnel/ Registration Officer/ Releasing Staff
TOTAL		Registration Fee Php 20 Certification of No Record Php 50 Verification Fee Php 20	10 days and 40 minutes	



8. Timely Registration of Death

Death registration should be undertaken within thirty (30) days from the time of death.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Nearest kin or any person who has knowledge of death of a person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) duly accomplished Form 103 (Death Form)		Hospital or Clinic Administrator; For deaths occurring at home Doctors assigned at the health center or the City Health Office.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit Form 103 along with all requirements	1.Provide Form 103	None		Frontline Personnel
	1.1. Conduct preliminary interview		2 minutes	
	1.2. Examine and validate submitted documents		2 minutes	
	1.3. Assign registry number		2 minutes	
2. Acquire copy of the Death Certificate with registry number	2. Issue Death Certificate (Form 103) with registry number			Frontline Personnel / Support staff
TOTAL		None	9 minutes	

9. Registration of Court Decrees and Orders

The service covers the registration of the following court decrees/orders:

1. Adoption/Rescission of Adoption;
2. Annulment of marriage/ Declaration of Absolute Nullity of Marriage/ Legal Separation;
3. Change of name or correction of entry;
4. Civil Interdiction;
5. Declaration of Presumptive Death of the Absent Spouse/ Judicial Declaration of Absence;
6. Compulsory Recognition of Illegitimate Child/ Voluntary Recognition of Minor



Illegitimate Child;

7. Appointment of Guardian/ Termination of Guardianship;

8. Judicial Determination of the Fact of Reappearance of Absent Spouse, if disputed;

9. Naturalization Certificate/ Cancellation of Naturalization Certificate;

10. Separation of Property/ Revival of Former Property Regime;

11. Emancipation of Orphaned Minor; and

12. Other registrable court decrees/orders.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicant parties, relatives or any person in interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four certified true copies of Court Decree/ Order		Proper courts that issued the subject decree or order		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit court decrees/orders with supporting documents, if any.	1. Examine and validate submitted documents	None	10 minutes	LCR Personnel / Support Staff
2. Answer Preliminary Interview	2. Conduct Preliminary Interview	None	5 minutes	LCR Personnel / Support Staff
	2.1. Assign Registry Number	None		
3. Accept signed order of payment	3. Issue signed order of payment	None		
4. Pay the required fees	table of fees	See attached table of fees	5 minutes	Cashier
	4.1. Record the Official Receipt	None		
5. Present the Official Receipt	5. Annotate or amend registered documents	None	10 minutes	LCR Personnel / Support Staff
	5.1. Prepare certified true copies of registered court orders	None		



	5.2. Forward certified true copies to the civil Registrar for signature	None		
	5.3. Sign the certified true copies of the registered court decree/order	None	5 minutes	LCR Head
	5.4. Issue and release certified copies of registered court decrees/orders	None		LCR Personnel / Support Staff
TOTAL		See attached table of fees	35 minutes	

Registration Of Court Decrees And Orders Fees:

Adoption/Rescission of Adoption: PHP 100 Annulment of Marriage: PHP 5,000 Judicial Correction of Entries: PHP 100

Declaration of Presumptive Death of the Absent spouse/Judicial Declaration of Absence: PHP 1,000

Compulsory or Voluntary Recognition of Illegitimate Child/Judicial Determination of Filiation: PHP 500

Appointment and/or Termination of Guardianship: PHP 1,000 Naturalization: PHP 5,000

Emancipation of Minor: PHP 1,000 Repatriation: PHP 1,000

Legal Separation: PHP 3,000

Other Registrable Court Decrees: PHP 1,000

10.Registration of Legal Instruments

The service covers the registration of the following legal instruments

1. Affidavit of Reappearance;
2. Acknowledgement of Paternity;
3. Acquisition of Citizenship;
4. Authorization and Ratification of Artificial Insemination;
5. Certificate of Legal Capacity of Artificial Insemination;
6. Legitimation;
7. Option to Elect Philippine Citizenship;
8. Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime;
9. Marriage Settlement and any modification thereof;
10. Repatriation Document with Oath of Allegiance;



11. Voluntary Emancipation of Minor;
12. Waiver of rights/interests of Absolute Community of Property; and
13. Other registrable legal documents.

Office or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicant parties, relatives or any person in interest			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four copies of the Legal Instrument to be registered		From the applicant's legal counsel / Notary Public		
<ul style="list-style-type: none"> For Acknowledgement of Paternity – the interested party must submit at least two (2) public/private instruments where the putative father duly recognized the child as his son/daughter. (i.e. insurance policies, school records etc.) 		Insurance providers (i.e. SSS, Philhealth, GSIS, private insurance companies) and the child's School.		
<ul style="list-style-type: none"> For Legitimation – with supporting documents such as PSA Marriage Certificate and Certificate of No Marriage. 		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the legal instrument with supporting documents, if any.	1. Examine and validate submitted documents	See attached fees	10 minutes	LCR Personnel and Support Staff
2. Answer Preliminary Interview	2. Conduct Preliminary Interview		5 minutes	
3. Accept signed order of payment	3. Issue signed order of payment		2 minutes	
4. Pay the required fees.	4. Accept payment and issue official receipt.		2 minutes	
	4.1. Record the Official Receipt		5 minutes	
	4.2. Assign registry number		3 minutes	
5. Present the Official Receipt	5. Register and Annotate the documents		10 minutes	



TOTAL	See attached fees	37 minutes	
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REGISTRATION OF LEGAL INSTRUMENT FEES:

Affidavit to Use the Surname of the Father: Php 100 Affidavit of Reappearance of

Spouse: Php 500 Paternal Acknowledgment: Php 100

Authorization and Ratification of Artificial Insemination: Php 5,000 Legitimation: Php 50

Option to Elect Philippine Citizenship: Php 1,000

Pre-Nuptial Agreement: Php 1,000

Other Registrable Legal Instruments: Php 500

11. Issuance of Certified True Copies of Documents registered with the Civil Registry Office

For documents registered with and under the custody of the Local Civil Registry Office, the document owner or data subject (as defined under RA 10173 or “Data Privacy Act of 2012” and its IRR) or other persons entitled to copy issuance of Civil Registry Documents/ Certifications or their authorized representatives may request the issuance of Certified True Copies of said registered documents upon compliance and submission of documentary requirements and payment of appropriate fees.

Office or Division:	City Civil Registrar's Office		
Classification:	Simple		
Type of Transaction:	G2C, G2G		
Who may avail:	Document owners and other authorized persons/entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Document Owner			
2. Spouse – can request copy/ies of the CRDs of his/her wife/husband and their children			
3. Parents – can request copy/ies of the CRDs of their children provided their name is indicated in the latter's birth documents either as father or mother.			
• Duly accomplished application form		LCR	
• Valid government issued ID (of document owner if legal age; if minor, that of the parents)		Proper government agency	
4. Guardian – appointed by court or the person exercising substitute parental authority pursuant to Article 216 of the Family Code may request copy issuance of CRDs of a minor.			
• Duly accomplished application form		LCR	
• Valid ID; court decree of guardianship; Affidavit of guardianship (as may be applicable).		Proper government agency; court or notary public	



5. Institutions legally in-charge of minors – can only request copy issuance of CRDs of the minor if the Regional Director of the DSWD has issued an authorization to the concerned Child Caring Agency (CCA).				
• Duly accomplished application form		LCR		
• DSWD Authorization Letter on a per child basis		Regional Director of the DSWD		
6. Court or proper public official – in connection with administrative, judicial or other official proceedings to determine the identity of the person.				
• Duly accomplished application form		LCR		
• Subpoena Duces Tecum and Ad Testificandum		Proper court or administrative agency		
7. Government agencies – in pursuance to their mandate				
• Duly accomplished application form		LCR		
• Data Sharing Agreement in accordance with NPC Circular 16-02		Government agency and City		
8. Nearest kin – copy issuance/authentication of CRDs/certifications by nearest of kin of a deceased person.				
• Duly accomplished application form		LCR		
• Affidavit of Kinship stating he/she is the closest surviving relative.		Notary Public		
9. Other person Authorized by the Document Owner or persons entitled to copy issuance of CRDs/certifications.				
• Duly accomplished application form		LCR		
• Written Authorization from the document owner or other person"s entitled to copy issuance of CRDs/certifications together with 1 government issued ID of the document owner (parents if minor) as well as that of the representative. A captured/ scanned image of the actual written authorization with signature that matches the accompanying ID is acceptable. However, if the document owner or person entitled to copy issuance of CRDs/certifications is abroad, the latter should provide a copy of his/her passport.		Proper persons/entities as herein indicated.		
Note: Other documents may be required by the Civil Registrar at the latter's discretion/judgment on a case to case basis to comply with the mandate of the Data Privacy Act of 2012.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements	1. Examine and validate submitted documentary requirements	one	10 minutes	Frontline Personnel
2. Receive signed order of payment	2. Issue signed order of payment		2 minutes	
3. Pay the required fees.	3. Accept payment and issue official receipt.	Certification Fee Php 50 Verification Fee Php 20	5 minutes	Cashier
4. Present the Official Receipt	4. Record Official Receipt	None	3 minutes	Releasing Frontline Personnel
	4.1. Prepare the Copy of registered document		2 minutes	
	4.2. Forward the Copy of registered document to the Civil Registrar or his authorized signatory for signature		3 minutes	
	4.3. Sign Copy of registered document			
5. Get Certified Copy of the registered document	5. Issue Certified Copy of the registered document	None	3 minutes	Releasing Frontline Personnel
TOTAL		Certification Fee Php 50 Verification Fee Php 20	30 minutes	



FINANCE SERVICES

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

EXTERNAL SERVICES



1. Request to generate GIS Map with or without data

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Request Letter		Department or Office Heads		
2. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO		
3. Present Employee ID		Requestor or Authorized Representative		
Reminders:				
Data to be generated and issued are for Official Use Only				
In case of untitled parcel:				
Photocopy of approved survey plan and technical description, for a more or less accurate identification		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements Acknowledge receipt of email and coordinate compliance of requirements		3 minutes within the day (Office hours)	Receiving Officer 1, 2 or 3
	2. Processing of request, review of concerned personnel and approval of Office Head		5 – 15 minutes	



	Update and processing of data, if necessary		1 - 2 days	
2. Receipt of request	3. Issuance of the documented information of requested (manual or electronic mode, depending on the mode of request made)		2 minutes Within the day to next day (office hours), if request is made by email.	
TOTAL		None	10 – 30 minutes per parcel of land Within the day of the request to 3 working days, if request is made by email or if there are data needed to be included and/or in the request	

Note:

1. This is for official use only.
2. The office prefers email communication.
3. If there are Data Privacy concerns in the request, the office will elevate the same to the City Legal or Data Privacy Officer. However, the processing time of the concerned office is not included in the total processing time of the office, as this is already outside the scope of the office. The office will notify the requestor within the processing time if the request is elevated to another concerned office.
4. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple –

For onsite transaction: If request for map only involves one to ten (1-10) parcels of land and available in the system.

For online transactions: The office commits to process the request within the day (office hours) or not exceeding three (3) working days.

If there is one to ten (1-10) data that is not in the system and/or needs to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.



- b. Complex – If it involves eleven to thirty (11-30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.
- c. Highly Technical – If it involves more than thirty (30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

2. Computer Verification

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO		
2. Present Employee ID		Requestor or Authorized Representative		
If data not available in the office:				
3. If the data needed is not available in the office; kindly provide a list of data needed to be processed and generated in the GIS map				
In case of untitled parcel:				
Photocopy of approved survey plan and technical description		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements Acknowledge receipt of email, coordinate compliance of requirements and calendar date of verification and viewing		3 minutes within the day (Office hours)	Receiving Officer 1, 2 or 3



	2. Processing of request, review of concerned personnel and approval of Office Head If data is needed to be updated in the system		5 – 10 minutes 1 – 2 days	
2. Viewing of request in the computer	3. Present the request for viewing in the computer		2 minutes	
TOTAL		None	10 – 20 minutes per parcel of land, if data is readily available in the office Within the day to 3 working days, if data needs to be processed and updated in the system	

Note:

1. This is merely verification and viewing in the system and computer of GIS-DMO. If there are Data Privacy concerns in the request, the office will elevate the same to the City Legal or Data Privacy Officer. However, the processing time of the concerned office is not included in the total processing time of the office, as this is already outside the scope of the office. The office will notify the requestor within the processing time if the request is elevated to another concerned office.

3. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:

a. Simple –

If verification of location of property involves one to ten (1-10) parcels and data is in the system

If verification involves one to ten (1-10) data not in the system and/or needs to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.

b. Complex – If verification involves eleven to thirty (11-30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.



c. Highly Technical – If it involves more than thirty (30) land parcel maps or data to be identified, updated, processed, and generated in the GIS map.

3. Data Updating in the GIS-DMO system

Office or Division:	Geographic Information System - Data Management Office (GIS – DMO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government of Valenzuela Departments, Offices, Division and Unit Local Government Unit and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form indicating the details needed.		Requestor form with GIS – DMO		
2. Present Employee ID		Requestor or Authorized Representative		
If data not available in the office:				
3. If the data needed is not available in the office; kindly provide a list of data needed to be processed and generated in the GIS map				
In case of untitled parcel:				
Photocopy of approved survey plan and technical description		DENR and/or LRA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements or email request at gisdmo@gmail.com	1. Receiving and checking of the completeness of submitted documentary requirements Acknowledge receipt of email, coordinate compliance of requirements and calendar date of verification and viewing		3 minutes within the day (Office hours)	Receiving Officer 1, 2 or 3
	2. Processing of request, review of concerned personnel and		5 – 10 minutes	



	approval of Office Head If data is needed to be updated in the system		1 – 2 days	
2. Viewing of request in the computer	3. Present the request for viewing in the computer		2 minutes	
TOTAL		None	10 – 20 minutes per parcel of land, if data is readily available in the office Within the day to 3 working days. If data needs to be processed and updated in the system.	

Note:

1. The office prefers email communication of request.
2. As to Classification of transaction, to prevent possibility of waiting and accommodate simple transactions to be processed within the turnaround time, the following shall be considered:
 - a. Simple – If a request to be processed involves one to ten (1-10) data needed to be identified, updated, and generated in the GIS map it shall be processed within the day or not exceeding three (3) working days.
 - b. Complex – If a request to be processed involves eleven to thirty (11-30) data needed to be identified, updated, and generated in the GIS system.
 - c. Highly Technical – If requests to be processed involve more than thirty (30) data needed to be identified, updated, and generated in the GIS system



FINANCE SERVICES
CITY TREASURER'S OFFICE
EXTERNAL SERVICES



1. Collection of Business Tax Payments

Business establishments are required to pay business taxes and other regulatory fees. Business permits must be renewed every year and penalties are imposed on business establishments that fail to renew during the prescribed period. taxes may be paid on an annual or quarterly basis.

Office or Division:	Business License and Fees Division			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Owners of business establishments in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Form		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the billing form to any available counters from Counter 12 to Counter 14 at Taxpayer's Lounge	1. Receive the required document and check for completeness and verify the amount to be paid	Amount reflected in the billing form	2 minutes	Revenue Collectors
2. Pay the required taxes, fees and charges	2. Receive the payment and issue the Official Receipt and Community Tax Certificate - Individual/Corporation (if applicable)		3 minutes	Revenue Collectors
TOTAL		Amount reflected in the billing form	5 minutes	

2. Collection of Real Property Tax Payments

Owners of land, buildings, and machineries are required to pay real property taxes, which is a percentage of their property's taxable value. Taxpayers who pay late or skip payments



are subjected to surcharge and interest. Taxes may be paid on an annual or quarterly basis.

Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Owners of real properties in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account or latest official receipt or copy of latest real property tax declaration		City Treasurer's Office/City Assessor's Office		
Additional requirement if transacted through representative: <ul style="list-style-type: none"> • Photocopy of valid ID of representative Special Power of Attorney or Authorization Letter and valid ID of the property owner if not related to representative; Birth Certificate or Marriage Contract if the representative is related to the property owner		-Authorized representative -Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to any available counters from Counter 7 - Counter 10 at Taxpayer's Lounge	1.Receive the required documents. If no statement of account, generate and print latest Statement of Account		3 minutes	Revenue Collectors
2. Pay the real property tax	2. Receive the payment and issue the Official Receipt		5 minutes	Revenue Collectors
TOTAL		RPT Basic Assessed Value x Tax Rate + SEF	8 minutes	



	Assessed Value x 1%		
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3. Issuance of Real Property Tax Clearance

A certificate of real property tax payments is required in various transactions (e.g. transfer of property ownership, loan, or mortgage) to prove that taxes have been paid and updated

Office or Division:	Land Tax Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Owners of real properties in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Land Tax Division, City Treasurer's Office		
Latest official receipt for existing property		Land Tax Division, City Treasurer's Office		
Certificate of No Improvement (if lot only)		City Assessor's Office		
Additional requirement if transacted through representative: <ul style="list-style-type: none"> Photocopy of valid ID of representative Special Power of Attorney or Authorization Letter and valid ID of the property owner if not related to representative; Birth Certificate or Marriage Contract if the representative is related to the property owner		<ul style="list-style-type: none"> Authorized representative Property owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Land Tax Division	1. Receive the required documents and check for completeness Check record of payment (for no records, prepare property ledger) If lot only, verify to Assessor's	None	20 minutes	Frontline Personnel - Tax Clearance Section



	Office for improvement Verify the status of the property for tax deficiency due to reclassification Issue the Order of Payment to the client			
2. Pay the required fee at any available cashier from Counter 3 to Counter 5 at Taxpayer's Lounge B by showing the Order of Payment	2. Receive the payment and issue the Official Receipt	Php 50 per Tax Declaration	2 minutes	Revenue Collectors
3. Present the Official Receipt to Frontline Personnel - Tax Clearance Section	3. Check the Official Receipt Start processing the Clearance Verify and sign the Clearance Issue the Clearance to the Client	None	5 minutes	Frontline Personnel - Tax Clearance Section Division Supervisor - Land Tax
TOTAL		Php 50 per Tax Declaration	27 minutes	

4. Issuance of Certification Related to Business License and Fees

Certification of Last Payment is required in renewal of business license; Certification of No Business for the residents of Valenzuela requesting for Medical and Hospital Assistance, SSS Claims, and other purposes; Certification of Retirement of Business is required by BIR for closing of business and for verification purposes

Office or Division:	Business License and Fees Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Owners of business establishments in Valenzuela City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form requesting for: • Certification of Payment/Last Payment Certification of Retirement of Business - Approved retirement application		Business License and Fees Division Office		
Additional requirement if transacted through representative: • Photocopy of valid ID of representative Special Power of Attorney or Authorization Letter and valid ID of the business owner		-Authorized representative -Business owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the request form along with required documents	1. Review the request form and identify what type of certification is being requested Check documents for completeness Issue the Order of Payment	None	10 minutes	Frontline Personnel - Certifications Section
2. Pay the required fee at any available cashier from Counter 3 to Counter 5 at Taxpayer's Lounge by showing the Order of Payment	2. Receive the payment and issue the Official Receipt	Php 50 per Certification	2 minutes	Revenue Collectors
3. Present the Official Receipt to Frontline Personnel - Certifications Section	3. Check the Official Receipt Start processing the Certification Verify and sign the Certification Issue the Certification to the Client	None	3 minutes	Frontline Personnel - Certifications Section Division Supervisor - Business License and Fees
TOTAL		Php 50 per Certification	15 minutes	



5. Collection of Real Property Transfer Tax Payments

A transfer tax is a tax on the passing of title to property from one person (or entity) to another. The tax should be paid within 60 days from the date of execution of deed as regards to sale, barter, donation or any mode of transferring ownerships; or from the date of descendant's death, in case of transfer of succession.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of Deed of Sale/Donation/Extrajudicial Settlement		From client		
1 Photocopy of Certificate of No Improvement (if lot only)		City Assessor's Office		
1 Photocopy of updated Tax Clearance		Land Tax Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Counter 4 or 5 at Taxpayer's Lounge	1. Receive the required documents and check for completeness 1.1 Compute the transfer tax to be paid	None	20 minutes	Revenue Collectors
2. Pay the required amount	2. Receive the payment and issue the Official Receipt	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value whichever is higher	3 minutes	Revenue Collectors



TOTAL	75% of 1% of the total consideration involved in the acquisition of the property or the fair market value whichever is higher	23 minutes	
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6. Issuance of Community Tax Certificate - Individual

The Community Tax Certificate (CTC) or a Cedula is a document issued by the Philippine government to individuals and corporations upon payment of the community tax. It is also used when conducting transactions in various offices and agencies of the government

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All Filipino citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out application form		Counter 4 and 5, Taxpayer's Lounge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form to Counter 4 or 5 at Taxpayer's Lounge	1. Encode the details of the client and compute the amount to be paid	None	2 minutes	Revenue Collectors
2. Pay the required amount	2. Receive the payment and issue the	Annual basic communi	1 minutes	Revenue Collectors



	Community Tax Certificate	ty tax of Php5 plus Php1 for every Php1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds Php5,000		
TOTAL		Annual basic community tax of Php5 plus Php1 for every Php1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds	3 minutes	



	Php5,000		
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7. Issuance of Professional Tax Receipt (PTR)

Every person legally authorized to practice his profession shall pay the professional tax. The PTR is the proof that a professional is practicing the profession for the specific year. Persons engaged in the practice of profession are levied an annual professional tax, except those exclusively employed in the government.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All licensed professional			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRC license (for NEW)		Client		
Copy of previous official receipt of PTR (if renewal)		LGU where the client secured his last PTR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the PRC ID and copy of previous PTR to Counter 4 or 5 at Taxpayer's Lounge	1. Validate the submitted requirements	None	2 minutes	Revenue Collectors
2. Pay the required amount	2. Receive the payment and issue the Professional Tax Receipt	Php 300 (plus surcharge and interest if late payment)	2 minutes	Revenue Collectors
TOTAL		Php 300 plus surcharge and interest if late payment	4 minutes	



8. Disbursement of Financial Assistance

Medical and Burial Assistance were given to indigent residents of the City

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All indigent constituents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance - Approved Certificate of Eligibility		City Social Welfare and Development Office		
For Burial Assistance - Approved General Intake Sheet with signed Check		City Social Welfare and Development Office		
1 Government-issued ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit all required documents together with 1 valid ID to Counter 1 or 2 at Taxpayer's Lounge 5. or at Cash Disbursement Division	1. Validate the submitted documents	None	2 minutes	Disbursing Officers
2. Claim the financial assistance	2. Release the financial assistance to client	None	1 minute	Disbursing Officers
TOTAL		None	3 minutes	

9. Payment of Obligations to Suppliers, Contractors, Business Enterprises, and Other Government Agencies

Disbursement of city government's obligations and payables

Office or Division:	Cash Disbursement Division/Administrative Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G



Who may avail:	Suppliers, Contractors, Business Enterprises, and other Government Agencies with receivables from the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audited and approved disbursement voucher and signed check		City Treasurer's Office		
Official Receipt/Collection Receipt		From the corresponding company or government agency		
Authorization from the company if release to representatives		From the corresponding company or government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Official Receipt/Collection Receipt 1.1 Sign Disbursement Voucher 1.2 Sign Check Register Logbook	1. Release the check payment to client	None	3 minutes	Disbursing Officer
TOTAL		None	3 minutes	

10. Sealing of Weight and Measure Instruments

Before using instruments for weight and measures, it should be sealed and licensed annually.

Office or Division:	Business License and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Owners of weight and measure instruments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For new application, bring the instrument		City Treasurer's Office		
For renewal, copy of the previous Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the instrument for new application or present the copy of latest	1.1 Determine the specification of the presented instrument or	None	3 minutes	Frontline Personnel - Sealing Section



Official Receipt for renewal to Counter 13 or 14 at Taxpayer's Lounge	verify the copy of Official Receipt Seal the new instrument Issue the Order of Payment			
2. Pay the required fee	1. Received the payment and issue the Official Receipt Issue the sticker for new and renewal	Php 50 for 10 kgs or less; Php 75 for above 10 kgs.	5 minutes	Revenue Collector Frontline Personnel - Sealing Section
TOTAL		Php 50 for 10 kgs or less; Php 75 for above 10 kgs	8 minutes	

11. Examination of Books of Accounts

All persons engaged in trade or business, or in the practice of profession registered with the Bureau of Internal Revenue (BIR) are required to maintain books of accounts. Books of accounts are required to be registered with the BIR and are where you record all financial transactions about your business.

Office or Division:	Business License and Fees Division	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	Business taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
BIR Tax Returns Certificate of Registration		Bureau of Internal Revenue
Business Permits & business application form with gross declaration in other LGUs		Local Government Unit
Audited Financial Statements and Books of Accounts		Company



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Present the Letter of Authority or Letter of Appointment signed by the City Treasurer 1.1 Audit the documents presented 1.1a If the gross sales/receipts were under declared, the taxpayer will be assessed for deficiency, otherwise, will be given tax credit subject to the approval of the City Finance Committee.	None	20 days	Books of Examination Task Force Personnel
TOTAL		None	20 days	

12. Issuance of Accountable Forms

The City Treasurer is the custodian of all accountable forms requisitioned by the local government unit. He/she shall maintain a complete record of the receipt, issue and transfer of accountable forms.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All accountable officers of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip		Cash Division - City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Requisition and Issue Slip (RIS) Form	1. Check and verify what type of accountable form/s is/are being requested Encode the details of issuance of accountable forms in Cash Collection System 1.2 Sign the RIS as issued 1.3 Sign the RIS for approval	None	10 minutes	1.1 & 1.2 - Treasury Officer for Accountable Forms 1.3 - City Treasurer
2. Sign and receive the RIS	2. Issue the Accountable Forms	None	1 minute	Treasury Officer for Accountable Forms
TOTAL		None	11 minutes	



ADMINISTRATIVE OFFICES

ACCOUNTING OFFICE

Internal/ External Services



1. Issuance of BIR Form 2306 and/or 2307 to Job-Order/Contract of Service Workers and Consultants

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2306 and/or 2307 to the Job-Order (JO)/Contract of Service (COS) Workers and Consultants in which the City Government of Valenzuela had contracted with to obtain job-specific services and mandatorily withheld taxes on the remuneration of those services subject for remittance to the Bureau of Internal Revenue under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Contract of Service (COS) Workers, Job Order (JO) Workers, Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		City Accounting Office – Remittance Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Obtain and accomplish the Requisition Slip from the City Accounting Office – Remittance Division	Provide the blank Requisition Slip to the requesting client Accept the fully accomplished Requisition Slip		None None	
Step 2: Wait for the processing of BIR Form 2306 and/or 2307	2.1 Verify the correctness of information shown on the fully accomplished Requisition Slip 2.4 Sign the BIR Form 2306 and/or 2307	None None	10 minutes 2 minutes	Administrative Aide IV/VI/III City Accounting Office Department Head/ Division Head City Accounting Office
Step 3: Claim the BIR Form 2306 and/or 2307	3. Issue the BIR Form 2306 and/or 2307	None	2 minutes	Administrative Aide IV/VI/III City Accounting Office



	None	3 days and 26 minutes	
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2. Issuance of BIR Form 2306 and/or 2307 to Suppliers/ Contractors/ Service Providers

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2306 and/or 2307 to the Suppliers/Contractors/Service Providers in which the City Government of Valenzuela had carried out its authorized government transactions and mandatorily withheld taxes on those transactions subject for remittance to the Bureau of Internal Revenue under the General Fund, Special Education Fund and Trust Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Suppliers, Contractors, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of fully accomplished and duly signed Disbursement Voucher/s		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Provide the photocopy to the City Accounting Office – Remittance Division	1. Receive the photocopy of the Disbursement Vouchers as provided by the Supplier/ Contractors/ Service Providers	None	2 minutes	Administrative Aide IV/VI/III City Accounting Office
Step 2: Wait for the processing of BIR Form 2306 and/or 2307	2.1 Verify the correctness of information shown on the photocopy of Disbursement Voucher/s	None	1 day	Administrative Aide IV/VI/III City Accounting Office
	2.2 Generate the BIR Form 2306 and/or 2307	None	5 minutes	Administrative Aide IV/VI/III City Accounting Office



	2.3 Sign the BIR Form 2306 and/or 2307	None	2 minutes	Department Head/ Division Head City Accounting Office
Step 3: Claim the BIR Form 2306 and/or 2307	3. Issue the BIR Form 2306 and/or 2307	None	2 minutes	Administrative Aide IV/VI/III City Accounting Office
TOTAL		None	1 day and 11 minutes	

3. Monthly Preparation of Disbursement Vouchers for the Remittance of Withholding Taxes to the Bureau of Internal Revenue (BIR)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of withholding taxes to the Bureau of Internal Revenue (BIR) every 10th day of the following month under the General Fund, Special Education Fund and Trust Fund.

Office or Division:		City Accounting Office - Remittance Division		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		Bureau of Internal Revenue (BIR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Remittance of Withholding Tax on Compensation • Payroll • Disbursement Vouchers (payroll related)		Payroll Unit and Other Offices that processes their own payroll		
B. Remittance of Percentage Tax and Expanded Tax		Procurement Office		
• Disbursement Vouchers (supplier/ contractor/ service provided related) • Disbursement Vouchers (contract of service, job-order, consultant related) • Payroll (contract of service, job-order, consultant related)		Payroll Unit and Other Offices that processes the Disbursement Vouchers Payroll Unit and Other Offices that processes the Disbursement Vouchers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



A. Remittance of Withholding Tax on Compensation				
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Withholding Taxes	Gather the Payroll and Disbursement Vouchers (payroll related)	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	Consolidate the various payroll and disbursement vouchers to pick up amount of withholding taxes of employees	None		Administrative Aide IV/VI/III City Accounting Office
	1.3 Prepare the detailed report of withheld taxes per fund from employees as attachment to the Disbursement Vouchers	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of Withholding Taxes	None	2 days	Administrative Aide IV/VI/III City Accounting Office
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	10 minutes	Administrative Aide IV/VI/III City Accounting Office
TOTAL		None	77 days and 10 minutes	
B. Remittance of Percentage Tax and Expanded Tax				



Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Percentage Tax and Expanded Tax	Gather the Disbursement Vouchers (supplier/contractor/service provider related)	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	Consolidate the various disbursement vouchers to pick up amount of withholding taxes of suppliers/contractors/service providers	None		Administrative Aide IV/VI/III City Accounting Office
	1.3 Prepare the detailed report of withheld taxes per fund from suppliers/contractors/service providers as attachment to the Disbursement Vouchers	None	2 days	Administrative Aide IV/VI/III City Accounting Office
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of Percentage Taxes and Expanded Taxes	None	10 minutes	Administrative Aide IV/VI/III City Accounting Office
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None		Administrative Aide IV/VI/III City Accounting Office
TOTAL		None	37 days and 10 minutes	



4. Issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) to Regular Employees and Casual Employees under the General Fund and Special Education Fund upon request.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Bureau of Internal Revenue (BIR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Remittance of Withholding Tax on Compensation • Payroll Disbursement Vouchers (payroll related)		Payroll Unit and Other Offices that processes their own payroll		
B. Remittance of Percentage Tax and Expanded Tax • Disbursement Vouchers (supplier/ contractor/ service provided related) • Disbursement Vouchers (contract of service, job-order, consultant related) Payroll (contract of service, job-order, consultant related)		Procurement Office Payroll Unit and Other Offices that processes the Disbursement Vouchers Payroll Unit and Other Offices that processes the Disbursement Vouchers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Remittance of Withholding Tax on Compensation				
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Withholding Taxes	1.1.Gather the Payrolland Disbursement Vouchers (payroll related)	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	1.2.Consolidate the various payroll and disbursement vouchers to pick	None		Administrative Aide IV/VI/III City Accounting Office



	up amount of withholding taxes of employees			
	1.3 Prepare the detailed report of withheld taxes per fund from employees as attachment to the Disbursement Vouchers	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of Withholding Taxes	None	2 days	Administrative Aide IV/VI/III City Accounting Office
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None	10 minutes	Administrative Aide IV/VI/III City Accounting Office
TOTAL		None	77 days and 10 minutes	
B. Remittance of Percentage Tax and Expanded Tax				
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Percentage Tax and Expanded Tax	Gather the Disbursement Vouchers (supplier/contractor/service provider related)	None	35 days	Administrative Aide IV/VI/III City Accounting Office
	Consolidate the various disbursement vouchers to pick up amount of	None		Administrative Aide IV/VI/III City Accounting Office



	withholding taxes of suppliers/contractors/service providers			
	1.3 Prepare the detailed report of withheld taxes per fund from suppliers/contractors/service providers as attachment to the Disbursement Vouchers	None	2 days	Administrative Aide IV/VI/III City Accounting Office
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of Percentage Taxes and Expanded Taxes	None	10 minutes	Administrative Aide IV/VI/III City Accounting Office
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process	None		Administrative Aide IV/VI/III City Accounting Office
TOTAL		None	37 days and 10 minutes	

5. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Government Service Insurance System (GSIS)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums and loan amortizations to the Government Service Insurance System (GSIS) every 10th day of the following month under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division
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Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Service Insurance System (GSIS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular and Casual Employees (GF and SEF) Payroll-related Disbursement Vouchers for Regular and Casual Employees (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Employees' Premiums and Loan Amortizations	Gather the Payrolls and payroll-related Disbursement Vouchers of Regular and Casual Employees (GF and SEF) Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share) and loan amortizations	None None	25 days	Administrative Aide II/IV City Accounting Office Administrative Aide II/IV City Accounting Office
	Prepare the detailed report of GSIS Premiums and Loan Amortizations of	None	2 days	Administrative Aide II/IV City Accounting Office



	employees as attachment to the Disbursement Vouchers (GF and SEF)	None	10 minutes	Administrative Aide II/IV City Accounting Office
	Prepare the Disbursement Vouchers per fund representing the Remittance of GSIS Premiums and Loan Amortizations	None		Administrative Aide II/IV City Accounting Office
	Submit the Disbursement Vouchers and the detailed reports attached thereto to the Audit Division of the City Accounting Office for pre-audit process			
TOTAL		None	27 days and 10 minutes	

6. Issuance of Certification of Premium and Loan Amortization Remittances made to Home Development Mutual Fund (PagIBIG)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Home Development Fund (PagIBIG) to Regular Employees, Casual Employees, Contract of Service and Job-Order Workers under the General Fund and Special Education Fund upon request.

Office or Division:	City Accounting Office - Remittance Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Regular Employees, Casual Employees, Contract of Service Workers, Job-Order Workers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Employee ID and any Government Issued ID		Individual		
Birth Certificate (PSA/Certified True Copy of LCR)		Philippine Statistics Office/Local Civil Registry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to the City Accounting Office – Remittance Division to personally request the issuance of Certification of Remittances made and other related requests such as correction of name, MID number, etc.) submit the needed requirements	1. Acknowledge the request and receive the requirements provided by the employee/worker	None	10 minutes	Administrative Aide IV, City Accounting Office
Step 2: Wait for the processing of the requested Certification	2.1 Assess the validity of requirements received and ensure that the requested information is verifiable with the existing files and reports being maintained by the City Accounting Office	None	3 days	Administrative Asst. II/Administrative Aide IV City Accounting Office
	2.2 Once verified, process the Certification being requested	None	15 minutes	Administrative Asst. II/Administrative Aide IV City Accounting Office
	2.3 Sign the Certification for approval	None	2 minutes	Department Head/ Division Head City Accounting



				Office
Step 3: Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Administrative Asst. II/Administrative Aide IV City Accounting Office
TOTAL		None	3 days and 29 minutes	

7. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Home Development Mutual Fund (PagIBIG)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums and loan amortizations to the Home Development Mutual Fund (PagIBIG) every 15th (loan amortization) and 30th (premiums) day of the following month under the General Fund and the Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Home Development Mutual Fund (PagIBIG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF) Payroll-related Disbursement Vouchers for Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of Disbursement Vouchers representing the Remittance of Employees"	1.1 Gather the Payrolls and payroll-related Disbursement Vouchers of Regular Employees,	None	35 days	Administrative Asst. II/Administrative Aide IV City Accounting Office



Premiums and Loan Amortizations	Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)			
	1.2 Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share) and loan amortizations	None		Administrative Asst. II/Administrative Aide IV City Accounting Office
	1.3 Prepare the detailed report of PagIBIG Premiums and Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)	None	35 days	Administrative Asst. II/Administrative Aide IV City Accounting Office
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of PagIBIG Premiums and Loan Amortizations	None	2 days	Administrative Asst. II/Administrative Aide IV City Accounting Office
	1.5 Submit the Disbursement Vouchers and the detailed reports attached thereto	None	10 minutes	Administrative Asst. II/Administrative Aide IV City Accounting



	to the Audit Division of the City Accounting Office for pre-audit process			Office
TOTAL		None	77 days and 10 minutes	

8. **Issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation (PhilHealth)**

This service is intended for the issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation to Regular and Casual Employees upon request under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Identification Number		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Proceed to the City Accounting Office – Remittance Division to personally request the issuance of Certification of Premiums remitted to the Philippine Health Insurance Corporation	1. Acknowledge the request and verify the PhilHealth Identification Number being provided	None	10 minutes	Administrative Aide IV, City Accounting Office
Step 2: Wait for the processing of the requested Certification	2.1 Ensure that the requested information is verifiable with the existing files and reports being maintained by the	None	1 day	Administrative Aide IV City Accounting Office



	City Accounting Office			
	2.2 Once verified, process the Certification being requested		None	
	2.3 Sign the Certification for approval	None	2 minutes	Department Head/ Division Head City Accounting Office
Step 3: Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Administrative Aide IV City Accounting Office
TOTAL		None	1 day and 19 minutes	

9. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums to Philippine Health Insurance Corporation (PhilHealth)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees' premiums to the Philippine Health Insurance Corporation (PhilHealth) every 15th day of the following month under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Accounting Office - Remittance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls of Regular and Casual Employees (GF and SEF)		Payroll Unit and Other Offices that processes their own payroll		
Payroll-related Disbursement Vouchers for Regular and Casual Employees (GF and SEF)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Expect the monthly processing of	Gather the Payrolls and	None	23 days	Administrative Aide IV



Disbursement Vouchers representing the Remittance of Employees' Premiums	payroll-related Disbursement Vouchers of Regular and Casual Employees (GF and SEF)			
	Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share)			City Accounting Office
	Prepare the detailed report of PhilHealth Premiums of employees as attachment to the Disbursement Vouchers (GF and SEF)			
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of PhilHealth Premiums			



ADMINISTRATIVE OFFICES
ADMINISTRATIVE AND RECORDS OFFICE
Internal/ External Services



1. Issuance of Mayor's Clearance

Issuance of Mayor's Clearance for Employment/Retirement/Terminal/ Firearms/ Business/Marriage purposes and PNP/AFP and BJMP enlistment

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Valenzuela Residents and non-residents working in Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment/ Retirement/ Terminal/ Enlistment:		Police Clearance Section		
Original copy of Police, Court Clearances		Bulwagang Pangkatarungan MTC/RTC		
1-pc. 1X1 Photo		Applicant		
For Firearms/Business/Marriage:		Police Clearance Section		
Original copy of Police, Court Clearances		Bulwagang Pangkatarungan, MTC /RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required	1. Examine and validate the presented documents issue Order of Payment Preparation/ typing of Mayor's Clearance	None	15 minutes	Frontline Officer, Desk 1
2. Pay the Mayor's Clearance Fee	2. Accept payment and issue Official Receipt	For Employment PHP 10 For Firearms – PHP 50 For Business – PHP 50 For Marriage – PHP 10	20 minutes	Cashier, Office of the Bulwagang Geronimo



3. Present the O.R, affix signature and thumb mark paste the photo on the Mayor's Clearance	3. Sign the clearance Put dry seal and release	None	10 minutes 5 minutes	Authorized Signatory Frontline Officer Desk 1
4. Receive the clearance				
TOTAL		For Employment PHP 10 For Firearms – PHP 50 For Businesses – PHP 50 For Marriage – PHP 10	50 minutes	



2. Issuance of Marriage Solemnization

Preparation of Marriage Contract and Solemnization of Marriage by the City Mayor

Office or Division:	Administrative and Records Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couples/Contracting Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License		Local Civil Registry Office		
Barangay Clearance		Barangay of Residence of any one of the contracting party		
List of Names of Witnesses/Sponsors (Minimum- 1 pair)		Contracting Party		
Wedding Ring on the wedding date				
Appropriate/Decent Attire on the Wedding Day				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ Present the required documents upon confirmation of the mass wedding schedule (For special wedding request, proceed to the Mayor's Appointment Secretary for schedule)	1. Check the required documents submitted/ presented and remind the contracting party/ies of the appropriate attire, wedding ring during the scheduled wedding ceremony	None	15 minutes	Frontline Officer Desk 1
	1.1. Preparation, computerization and printing of Marriage Contract	None	10 Minutes	Frontline Officer Desk 1
2. The city staff to assist the contracting	None	30 minutes	Admin personnel	2. The city staff to assist the



parties & witnesses/ sponsors in the signing of the Marriage contract				contracting parties & witnesses/ sponsors in the signing of the Marriage contract
3. Read/check the Marriage Contract and inform the city staff of the corrections if any, then, the contracting party and sponsors to sign				
4. Exchange of Marriage vows	4. Solemnization of marriage and photo opportunity The Mayor to sign the Marriage Contract Signed Marriage Contract will be forwarded to LCR for Registration	None	1 hour 3 days	City Mayor City Mayor Frontline Officer Desk 1
5. Come back to the Administrative and Records Office after one week to claim the LCR registered copy of the the Marriage Contract	5. Issue Order of Payment for the Solemnization Fee	None	5 minutes	Frontline Officer Desk 1
6. Pay the Solemnization Fee at the City Treasurer's Office	6. Issue O.R	PHP 100	20 minutes	Cashier, City Treasurer's Office
7. Present the O.R to the Administrative & Records Office and check once again the correctness of the details in the Marriage Contract	7. Release the Marriage Contract to the Contracting Party or to their authorized person	None	15 minutes	Frontline Officer Desk 1
8. Claim the wedding photo	8. Print & give the photo	None	15 minutes	Public Information Office
TOTAL		PHP 100	3 days, 2 hours and 50 minutes	



3. Request for Authentication and Certification of Indigency, Residency, Good Moral Character, Terminal Claims and PSA Registration of Churches

Issuance of Authentication and Certification of Indigency, Residency, Good Moral Character and Terminal Claims of deceased employee and NSO Registration of Churches

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail	Residents, Indigents, Employees, Pastors in Valenzuela			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Indigency - Barangay Clearance for Indigency			Barangay of Residency	
Residency - Barangay Clearance for Residency			Barangay of Residency	
Good Moral - Barangay Clearance for Good Moral Character			Barangay of Residency	
Terminal Claims of deceased employee			Certification of no pending case from the Police and Courts	
Cert. of no pending case from the Police and Courts and Service Record				
PSA Registration of Church			PSA	
SEC Registration			Securities and Exchange Commission	
Barangay Clearance on church existence			Barangay where the church is located	
Certification of Ordination of Pastor			Church/Religious Affiliation	
Authentication: Barangay Clearance signed by Barangay Chairperson			Barangay of Residency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the requirement/s	1. Check the requirements presented and Issue Order of Payment Prepare the Authentication/ Certification	None	5 minutes	Frontline Officer Desk 2 Frontline Officer Desk 2
2. Pay the Fees at the City Treasurer's Office	2. Issue Official Receipt	Indigency – PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registration – PHP 50	30 minutes	Cashier, City Treasurer's Office, Ground Flr., Bulwagang Geronimo
3. Present the O.R at the Administrative and Records Office	3. Forward the certification to the Office of the Mayor for signature Signed Certification will be returned to the Administrative and Records Office	None	2 days	Authorized Signatory Office of the Mayor Mayor's Staff
4. Receive the Certification/ Authentication	Release the Certification/ Authentication	None	3 minutes	
TOTAL			Indigency – PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registration – PHP 50	2 days and 38 minutes

4. Request for Referral, Recommendation and Endorsement Letter



Issuance of Referral, Recommendation and Endorsement Letter to schools, companies and other agencies

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents, Indigents, Employees, Pastors in Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indigency - Barangay Clearance for Indigency		Barangay of Residency		
Residency - Barangay Clearance for Residency		Barangay of Residency		
Good Moral - Barangay Clearance for Good Moral Character		Barangay of Residency		
Terminal Claims of deceased employee		Certification of no pending case from the Police and Courts		
Cert. of no pending case from the Police and Courts and Service Record				
PSA Registration of Church		PSA		
SEC Registration		Securities and Exchange Commission		
Barangay Clearance on church existence		Barangay where the church is located		
Certification of Ordination of Pastor		Church/Religious Affiliation		
Authentication: Barangay Clearance signed by Barangay Chairperson		Barangay of Residency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement/s	1. Check the requirements presented and Issue Order of Payment	None	5 minutes	Frontline Officer Desk 2
	Prepare the Authentication/ Certification			Frontline Officer Desk 2
2. Pay the Fees at the City Treasurer's Office	2. Issue Official Receipt	Indigency	30 minutes	Cashier, City Treasurer's Office, Ground Flr.,



		– PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registration – PHP 50		Bulwagang Geronimo
3. Present the O.R at the Administrative and Records Office	3. Forward the certification to the Office of the Mayor for signature Signed Certification will be returned to the Administrative and Records Office	None	2 days	Authorized Signatory Office of the Mayor Mayor's Staff
4. Receive the Certification/ Authentication	Release the Certification/ Authentication	None	3 minutes	
TOTAL		Indigency – PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registration – PHP 50	2 days and 38 minutes	

5. Receiving or Recording of Letters and Communications



Letters/communications from constituents, private and government offices were received and recorded

Office or Division:	Administrative and Records Office, GSO			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Valenzuela residents, LGU's, National Offices, NGO's, Private Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For personally handed: letter in duplicate copies		Constituents, LGU's, National Offices, NGO's, Private sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter/communication at the Receiving Clerk in duplicate copies (Mailed/Faxed communications were received directly)	1. Stamped indicating the date, time and control number, recording, encoding and re-routing	None	10 minutes	Receiving Clerk, 2F Executive Bldg.
2. Make a follow up thru phone/ personal	2. Inform the client of the status of the request or what office the communication was referred/forwarded	None	10 minutes	Records Officer
3. Call or go to the office concerned to determine the action taken				Concerned Dept./Office
TOTAL		None	20 minutes	

6. Issuance of Permit on the Use of City Hall Facilities

Issuance of Permit on the use of City Hall Facilities

Office or Division:	Administrative and Records Office, GSO
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Clients, local and National Offices, NGO's, Private Sector



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Individual		
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	None	15 minutes	Frontliner staff Desk 2
	1.1. Book/ reserve if available on the date requested			
	1.2. Prepare the Permit and the Rental Agreement			
	1.3. Issue Order of Payment			
2. Pay the rental fee	2. Issue Official Receipt	See attached price list	15 minutes	Cashier, City Treasurer's Office, Ground Flr., Bulwagang Geronimo
3. Present the O.R to the Administrative & Records Office, read and sign the Rental Agreement	3. Sign the permit	None	15 minutes	Authorized Signatory
4. Receive the Permit	4. Issue the Permit with attached Rental Agreement	None	5 Minutes	Frontline Staff Desk 2
TOTAL		See attached price list	50 minutes	

Note:

Covered Courts:

Sports – PHP 95/ hr daytime, PHP 225/ hr nighttime _____

Concert/Show/Party – PHP 160/ hr daytime, PHP 335/hr nighttime Booths - PHP 31.76/sq. meter

VCCPA – PHP 2,850/ hr

Valenzuela Astrodome:

Sports – PHP 200/ hr daytime, PHP 30/ hr nighttime Concert/Show/Party -Php760/hr

Valenzuela Town Center: Hall A or B – PHP 500.00/ hr

Hall A & B – PHP 1,000.00/ hr Museo Valenzuela – PHP 7,000 Social Hall – None



AVR – None
Conference Rooms - None

7. Provision of Event Materials

Provision of materials such as tents, monoblock chairs, tables, stage/platforms and other event supplies for various activities/events/occasions/programs

Office or Division:	Administrative and Records Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Constituents of Valenzuela, Government Offices, Schools, NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter indicating the date, time, contact person/number and exact location of the activity/ event/ occasion/ program		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1. Check the availability of the materials requested and inform the client if the requested materials are available or not. If available, forward the approved request to the Community Service Unit (CSU)	None	3 days and 15 minutes	Frontline Officer Desk 4
2. Receive the delivered/ installed materials	2. CSU to deliver/ install the materials at the given address/ venue		None	CSU



3. Return the materials as to the numbers received in good condition	3. CSU to pick up the materials after the event	None		CSU
TOTAL		None	3 days 15 minutes	

Note:

Delivery of materials: Depending on the required delivery date & time
Return of the materials: A day after the event

8. Issuance of Travel Order and Authority to Attend

Issue Travel Order and Authority to attend to Valenzuela City officials/Employees, Sangguniang Barangay and Sangguniang Kabataan who will be travelling abroad or attending Trainings/Seminars

Office or Division:	Administrative and Records Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Officials/employees, Sangguniang Barangay and Sangguniang Kabataan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order: Request letter		Requester		
Authority to Attend: Approved Training Design		Requesting Sangguniang Barangay, SK		
Seminar Invitation		Seminar Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Travel Order: Submit a request letter indicating the travel details	1. Prepare the Travel Authority	None	15 minutes	Frontline Officer Desk 3
For Authority to attend Trainings/ Seminars: present the approved Training	1.1. Forward the Travel Order or Authority to attend to the		10 minutes	Admin Messenger



Design or Seminar Invitation	Office of the Mayor			
	1.2. Sign the Order/ Authority		2 days	City Mayor
2. Receive the Travel Order/ Authority to Attend	2. Release the Travel Order/Authority			Frontline Officer Desk 3
TOTAL		None	2 days and 25 minutes	

9. Issuance of Permit for Photo and Video Shoot Coverage in All Government Facilities of Valenzuela City (for television, movie, show tapings, etc.)

Issue permit for television, movie and/or Program/show taping, commercial ads shoot and video coverage in all Government facilities of Valenzuela City

Office or Division:	Administrative and Records Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Producer/Production staff of a movie, television, advertising agency, business, students and other entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to the Mayor indicating date/time, specific location,		Requester		
name/nature of project schedule of ingress & egress and contact information				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request one week before the shooting/video date	Receive the letter of request The City Bldg. Administrator/ Admin Records Office will inform the requesting party if the request is	None	10 minutes	Receiving Clerk



	approved or denied 1.1. Issue Order of Payment for approved Request		2 days	
2. Pay the required Fee at the City Treasurer Office	2. Issue O.R	See price list	30 minutes	Cashier City Treasurer's Office
3. Present the O.R to the Admin & Records Office	3. Prepare the Shooting Permit & Agreement	None	15 minutes	Frontline Officer Desk 2
	3.1. Authorized Official to sign the Permit		15 minutes	
4. Receive the Permit and be back at the venue on the scheduled taping/ shooting	4. Release the permit	None	5 minutes	Frontline Officer
TOTAL		See price list	2 days, 1 hour and 15 minutes	

Notes:

PHP 50,000 for the first five (5) hours including ingress and egress and PHP 10,000 for every hour in excess of the 5-hour provision

Php10,000.00 cash bond (refundable at the end of the shoot)

No fee for school requirement purposes and Valenzuela City Government events/ activities



ADMINISTRATIVE OFFICES

CITY BUDGET OFFICE

Internal / External Services



1. Processing of Purchase Requests as to Availability of Funds

Office or Division:	City Budget Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved budgetary requirements		Requestee		
Purchase Request		Budget Office		
Appropriation Slip		Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Purchase Request for availability of funds	1.1 The Budget Office Staff will receive the Purchase Request and check the availability of funds. An Appropriation Slip will be attached to the Purchase Request and will be forwarded to the City Budget Officer	None	2 days	City Budget Office Staff
	1.2 The City Budget Officer will approve and sign the Appropriation Slip		2 days	City Budget Officer



	1.3 The Purchase Request will be released to the Procurement Office		1 day	City Budget Office Staff/ Procurement Office Staff
	1.4 If the Purchase Request is for bidding, the Budget Staff will prepare the Budget Certification to be signed by the City Budget Officer and to be submitted to Procurement Office		1 day	City Budget Office Staff/ City Budget Officer/ Procurement Office Staff
TOTAL		None	6 days	

2. Issuance of Obligation Requests for Purchase Request of Goods and Infrastructure

Office or Division:	City Budget Office		
Classification:	Complex		
Type of Transaction:	G2G		
Who may avail:	Government offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Purchase Request		Budget Office	
Appropriation Slip		Budget Office	
Purchase Order		Budget Office	
Delivery Receipt		Requestee	
Sales Invoice			
Inspection and Acceptance Report			
Contract (service)			
Voucher and Accomplishment Report (Infra)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required documents to the City Budget Office for the Issuance of Obligation Requests	1.1 The Budget Office Staff will issue an OBR (Obligation Request)	None	2 days	City Budget Office Staff
	1.2 The Obligation Request will be released to Procurement or Requesting Offices		1 days	City Budget Office Staff/ Requesting Offices
2. Submit to the City Budget Office the signed Obligation Requests	2.1 The Obligation Request will be signed by the City Budget Officer		2 days	City Budget Officer
	2.2 The Obligation Request will be released to Procurement/ Accounting Office/ Treasurer's Office		1 day	City Budget Office Staff/ Procurement, Accounting and Treasurer's Office Staff
TOTAL		None	6 days	

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 trainings and events				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Requests/ Budgetary Requirements to the City Budget Office for the availability of funds	1.1 The Budget Office Staff will attach an Appropriations Slip as to the availability of Funds	None	2 days	City Budget Office Staff
	1.2 The City Budget Officer will sign the Letter Request/ Budgetary Requirements if there is an available fund		2 days	City Budget Officer
	1.3 The Purchase Request will be released to the Procurement Office		1 day	City Budget Office Staff/ Mayor’s Office Staff
TOTAL		None	5 days	

4. **Processing of Overtime Pay, Terminal Leave Pay and Training Request 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	



For Overtime Pay Endorsement with Estimated Amount Letter Request		Requestee		
For Terminal Leave Pay Clearance Form Estimated amount				
For Training Request Training Form Invitation Letter (for Trainings & Events)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Requests/ Budgetary Requirements to the City Budget Office for the availability of funds	1.1 The Budget Office Staff will attach an Appropriations Slip as to the availability of Funds	None	2 days	City Budget Office Staff
	1.2 The City Budget Officer will sign the Appropriations		2 days	City Budget Officer
	1.3 The Appropriation		1 days	City Budget
	1.4 Slip together with other documents will be forwarded to the City HRM Officer			Office Staff/ Human Resource Management Office Staff
TOTAL		None	5 days	

5. **Obligations of Payrolls, Vouchers and Financial Assistance**

Office or Division:	City Budget Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Government offices		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



Payroll Vouchers		Requestee		
Case Study (for Financial Assistance)		CSWDO		
Approved Letter (for Financial Assistance to National Offices)		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Required documents to the City Budget Office for the Issuance of Obligation Requests	1.1 The Budget Office Staff will obligate the Payroll, Vouchers and Financial Assistance	None	1 day	City Budget Office Staff
	1.2 The Payroll and Vouchers will be signed and approved by the City Budget Officer		1 day	City Budget Officer
	1.3 Payrolls and Vouchers will be forwarded to the following Offices; • Accounting Office (for Employees Payroll and Vouchers) • To requesting offices (For Financial Assistance)		1 day	City Budget Office Staff, Accounting Staff Office, Requesting Offices' Staff
2. Submit to the City Budget Office the signed Obligation Requests				
TOTAL		None	3 days	

6. Preparation of Annual Budget



Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Residents, Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Proposal		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Budget Proposal for Annual Budget to City Budget Office	1.1 The Local Budget Officer will review the budget Proposals of various departments	None	32 days (July 15- Aug 15)	City Budget Officer
	1.2 All Budget Proposals will be consolidated by the Local Budget Officer for submission to the Local Finance Committee and conduct a technical budget hearings		10 days (Aug. 15-25)	City Budget Officer, Local Finance Committee Members
	1.3 Members of Local Finance Committee will evaluate all the budget proposals			Local Finance Committee Members
	1.4 To prepare the Local Expenditure Program consist of estimates of receipts and the			



	proposed appropriations			
	1.5 To prepare the Budget Message			
	1.6 To submit the Executive Budget to the Sangguniang Panlungsod for deliberation			
	1.7 Authorization of Budget is done through an Appropriation Ordinance enacted by the Local Sanggunian and forwarded to the reviewing Authority (DBM) the Appropriation Ordinance and other attachments			Sangguniang Panlungsod
	1.8 Budget Execution			
TOTAL		None	32 days (July 15- Aug 15) 10 days (Aug. 15-25)	

7. **Review of Sangguniang Barangay's Annual Budget**

Office or Division:	City Budget Office
Classification:	Simple
Type of Transaction:	G2G



Who may avail:		Government offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Message Appropriation Ordinance BBP Form No. 1 (Budget Expenditures and Sources of Financing) BBP Form No. 2 (Program Appropriation by PPA)				
BBP Form No. 2A (20% Development Plan) BBP Form No. 3 (BDRRMF and Mgmt Plan with Brgy. Resolution, GAD Plan with Brgy. Resolution, BCPC Plan with Brgy. Resolution, BPOS Plan with Brgy. Resolution, BDAC Action Plan with Brgy. Resolution, Annual Investment Program (AIP) and Project Procurement Plan)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Proposed Barangay Annual Budget with attached required documents	1.1 Receive the Proposed Barangay Annual Budget	None	2 days	City Budget Office Staff
	1.2 Check the Appropriation Ordinance together with the required documents for documentary and signature requirements			
	1.3 Check the compliance with budgetary requirements and general limitations			



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

8. Review of Sangguniang Barangay's Supplemental Budget

Office or Division:	City Budget Office		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Government offices		
<table border="1"> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



Budget Message Barangay Resolution Appropriation Ordinance BSBP Form No. 5 (Statement of Funding Source) BSBP Form No. 6 (Statement of Supplemental Appropriations) AIP Resolution SAIP Supplemental Annual Investment Program Supplemental Annual Procurement Plan		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Proposed Barangay Supplemental Budget with attached required documents	1.1 Receive the Proposed Barangay Supplemental Budget 1.2 Check the Source of Fund: a) Savings/ Beginning -Check the accuracy of the amount from summary of income and expenses prepared by the City Barangay Audit Unit - Check the account code and account title if they are correct	None	2 days	City Budget Office Staff
	1.3 Endorsed to the Office of Liga ng mga Barangay the Reviewed Brgy. Supplemental Budget			City Budget Office Staff/ Liga ng mga Barangay Staff



TOTAL	None	2 days	
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9. **Review of Sangguniang Kabataan Annual and Supplemental Budget**

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SK Resolution		Requestee		
2. Annual/ Supplemental Appropriation Form				
3. Annual/ Supplemental Budget Barangay Youth Investment Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the City Budget Office the Proposed SK Annual/ Supplemental Budget with attached required documents	1.1 Receive the Proposed SK Annual/ Supplemental Budget	None	2 days	City Budget Office Staff
	1.2 Check the documents for documentary and signature requirements			
	1.3 Check the estimate 10% of the General Fund of the Barangay for the ensuing Fiscal Year			
	1.4 Check that the expenditure program does not exceed the			



	estimated income			
	1.5 Check all the programs, projects and activities in the Annual/ Supplemental Budget based on ABYIP			
	1.6 Check that there is no appropriation in the Annual/Supplemental Budget that is contrary to budgetary limitations			
	1.7 Check the account code and account title if they are correct.			
	1.8 Endorsed the Reviewed Proposed SK Annual/ Supplemental Budget to SK Federation			City Budget Office Staff/ SK Federation Staff
TOTAL		None	2 days	



ADMINISTRATIVE OFFICES
DIGITAL COMMUNICATIONS UNIT (DCU)
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 (valenzueladigitalcomms@gmail.com) or through an Online Request Form (www.valenzuela.gov.ph/postingrequest).

Office or Division:	Digital Communications Unit (DCU)			
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 Officer-in-Charge of the DCU;		Individual		
Soft file (in PSD/PNG/JPEG format) of the layout or image requested to be posted online;				
Or fill up online Posting Request Form		www.valenzuela.gov.ph/postingrequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter (personally or via e-mail) containing details of request and the requestee's contact information.	1. DCU accepts the letter for approval and review. If sent through e-mail or online request form, DCU personnel should acknowledge that e-mail	None	3 minutes	DCU Personnel



	has been received.			
2. Wait for the approval and/or feedback on the request.	<p>2. DCU OIC shall review the request. If clarification is needed, DCU personnel shall contact the requestee for additional information and clarification on request.</p> <p>If request is already approved for posting or sharing, DCU personnel shall check the content calendar for schedule of posting.</p> <p>Updates the requestee.</p>	None	30 minutes	DCU OIC and Personnel
TOTAL		None	33 minutes	

2. Online Inquiries and Complaints

DCU is monitoring and responding to online comments, feedbacks and complaints which calls for immediate response. DCU shall communicate, endorse and get feedback from concerned offices and departments to get back to the complainant.

Office or Division:	Digital Communications Unit
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, Place, Name and Contact Number of complainant and photo for reference.		Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send e-mail message to the City Mayor at info@valenzuela.gov.ph for inquiries, complaints, and/or assistance or requests.	1. Read and reply to the client's email message.	None	7 days	DCU Personnel
2. Wait for the feedback on comments, complaints, assistance or requests.	2. Forward email message to the concerned office for immediate disposition and appropriate action.			
TOTAL		None	7 days	



ADMINISTRATIVE OFFICES
HUMAN RESOURCES MANAGEMENT OFFICE (HRMO)
Internal / External Services



1. Request for Service Record

This service is available to active/inactive City Employees for purposes of loan availment at Pag-IBIG/GSIS and employment.

Office or Division:	HRMO			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	City Employees and former City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Active Employees: No requirement/s needed		None		
For Inactive Employees: Accomplished Property Clearance		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request for Service Record.	1. HRMO personnel prepares Service Record	None	Active: 3 days upon receipt of request. Inactive: 3 days from receipt of accomplished Property Clearance.	Frontline personnel
2. Indicate for what purpose the request for.				
3. If Resigned, Retired, or Separated from Service, client must accomplish clearance first.				



4. If the client previously requested for his/her Service Record but lost the same and the copy in the inactive file cannot be located, a copy of Salary Card to be secured at Treasurer's Office is needed.	2. HRMO personnel releases Service Record.		7 days	
TOTAL		None	10 days	

2. Issuance of Certificate of Employment

This service is available to active/inactive City Employees for purposes of loan availment; employment; financial assistance; and requirements in school.

Office or Division:	HRMO			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	City Employees and former City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Active Employees: No requirement/s needed		None		
For Inactive Employees: Accomplished Property Clearance		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request for Certificate of Employment.	1. HRMO personnel prepares Certificate of Employment	None	Active: 3 days upon receipt of request. Inactive: 3 days from receipt of accomplished	Frontline personnel
2. Indicate for what purpose the request for.				



3. If Resigned, Retired, or Separated from Service, must accomplished clearance first.			Property Clearance.	
4. If the client previously requested for his/her Service Record but lost the same and the copy in the inactive file cannot be located, a copy of Salary Card to be secured at Treasurer's Office is needed.	2. HRMO personnel releases Service Record.		7 days	
TOTAL		None	10 days	

3. Employees' Clearance of Accountabilities

This service Clearance process is a requirement imposed by the management on an employee to settle all debts and obligations, including return of properties or documents issued to an employee.

Office or Division:	HRMO			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	City Employees and former City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Last Salary/Benefits received		HRMO		
Form 2316 "Certificate of Compensation Payment/Tax Withheld		HRMO		
Certificate of No Pending Case		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Employees Clearance of	1. HRMO personnel	PHP 10	7 days upon receipt of complete	Frontline personnel



Accountabilities	prepares Employees Clearance of Accountabilities.		documents	
2. Verification of salary and benefits received.				
3. Approved Daily Time Record and Approved Leave, if any.				
4. If included in the payroll: verification from accounting, statutory deductions if remitted or not and salaries plus allowances if being held in Landbank (ATM)				
5. Surrender of ATM card for closure of account.				
6. Accomplished Certificate of Compensation Payment/Tax Withheld (BIR Form 2316) and Certificate of Last Salary and Benefits received.				
TOTAL		None	7 days	

4. Filing of Complaints on City Officials and Employees

This service is available to the general public who have issues and concerns with the City Official and Employee of the City Government of Valenzuela.

Office or Division:	HRMO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Citizens



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up complaint form with verification and non-forum shopping		HRMO/PACD Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint or filled-out complaint form	1. Attend to the complainant's grievance or provide complaint form	None	30 minutes	Frontline personnel
	1.1. Record the complaint in the logbook		5 minutes	
	1.2. Inform the client that HRMO will revert to the client within 1 day		1 day	
	1.3. Submit the complaint form to the Secretary of the HRMO Head		2 minutes	
	1.4. Inform the personnel about the complaint against him/her		1 hour	
2. Decide whether to file a case or resolve the issue and move for amicable settlement	2. Schedule a meeting between the complainant and concerned personnel	None	20 minutes	Frontline personnel
3. If the complainant decides to file a case	3. Ask the complainant to notarize the complaint form		Depends on the Notary Public	PACD Officer



	3.1. Refer the case to the Ethics Committee for further review of the case	None	30 minutes	HRMO Head/PACD Officer
	3.2. Ethics Committee works on due process procedures		Depends on the Committee's Action	Ethics Committee
	3.3. Decision of the Ethics Committee on the case, pending resolution		Depends on the Committee's Action	Ethics Committee
4. If the complainant decides on amicable settlement	4. Accomplish the Complaint Settlement Agreement document		30 minutes	HRMO Head/PACD Officer
	4.1. Declare the case closed			HRMO Head/Ethics Committee
TOTAL		None	7 days	



ADMINISTRATIVE OFFICES
INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE (ICTO)
Internal Services



1. **Issuance of recommendation for I.T. equipment purchase**

Office or Division:	Information and Communication Technology			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request Form and Evaluation Form		Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will prepare purchase request form		None	4 days	Procurement Office Staff



Fill up Purchase Request Evaluation Form indicating the end user and the purpose of the request	The request will be evaluated and if approved, Recommendation will be issued.			ICTO Staff / Procurement Office Staff
TOTAL		None	4 days	

2. Technical Support Service

This service Clearance process is a requirement imposed by the management on an employee to settle all debts and obligations, including return of properties or documents issued to an employee.

Office or Division:	Information and Communication Technology			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Office		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will request technical service through I.T. Helpdesk.	1. Helpdesk will encode the details of the request or support needed to the service request system. SRF Form will be prepared and printed.	None	20 minutes	ICTO Staff
	1.2. Technical Support Staff will be deployed on site.			



TOTAL	None	20 minutes	
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3. Issuance of System / Application User Access

Office or Division:	Information and Communication Technology Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
User Access Rights Request Form		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will prepare and submit User Access Right Form	1. On the form, check the necessary access right/s for a particular system/s with the approval of Department Head. Upon approval of the request, it will be encoded to the system. User Access will be issued to the end user.	None	3 days	ICTO Staff
1.2. Client/ end user receives the user access				
TOTAL		None	3 days	

4. Office Internet Access Service

Office or Division:	Information and Communication Technology Office
Classification:	Simple



Type of Transaction:	G2G			
Who may avail:	Employees and offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Internet Access Request Form		ICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will prepare and submit Internet Access Request Form	1. Receive Internet Access Request Form Secure Approval from the Department Head. Upon Approval the internet access will be granted to the client.	None	1 days	ICTO Staff
1.2. Receive Internet access from ICTO				
TOTAL		None	1 days	



ADMINISTRATIVE OFFICES

CITY LEGAL OFFICE

External Services



1. Notarization of Documents

The City Legal Office (CLO) provides service through the notarization of documents and/or administration of oath.

Office or Division:	City Legal Office	
Classification:	Simple	
Type of Transaction:	G2G, G2C, G2B	
Who may avail:	Outside clients specifically Valenzuela City constituents.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and photocopies of two (2) latest and valid government issued identification card, as proof of identity.		



2. Document for notarization: a. Affidavit of Loss of OSCA ID, attachment/ supporting documents (if applicable) b. Service Contracts entered by the City Government of Valenzuela with Contractual employees c. Acknowledgment of City Mayor for contracts and deed entered into and in favor of the City d. Pleadings for the City as party				
Note: Pursuant to the rules on Notarial Law, it is required that the constituent-signatory of the subject document must be present before the Notary Public to be personally sworn to and/or to acknowledge the statements of the document to be notarized.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and photocopies of documents to be notarized along with Government Issued IDS.	1.1 Attend to Client and verify the required legal document/s.	None	1 day	Notary Public assisted by assigned Personnel at 2nd Floor City Legal Office.
	1.2 Assign queue number.			
2. Review and Sign the documents for notarization.	2.1 Assist the client for signature in the jurat/acknowledgment portion.	None	1 day	
	2.2. Notary Public to notarize the Document/s.			
	2.3 Numbering & Dry seal of documents			
3. Claim notarized documents.	3.1 Issue Legal Document/s.		1 day	



TOTAL	None	3 days	
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2. Availing of Fee Legal Advice or Counselling

The City Legal Office (CLO) renders assistance to constituents with free legal counseling. Through this service, the office provides clients immediate relief on their legal problems and guides them towards the proper direction in attaining such relief.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents, if applicable.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients will register his/her personal information in the Legal Assistance Record Book.	1.1 Give the privacy notice, to be read by the client.	None	30 minutes*	Officer of the Day 3rd Floor City Legal Office
	1.2 Solicit Facts and review the type of legal assistance needed.	None		
	1.3 Lawyer or Paralegal on duty, provide Legal Advice and/or counseling, if necessary, will refer him/her to proper agencies	None		



	that can address the problem directly.			
TOTAL		None	3 days	

*Depends on the issue involved.

3. Legal Advice to Meetings, Committee, Hearings, and/or Public Hearings

The City Legal Office (CLO) renders assistance to government agencies, offices, and other local government unit/s by in meetings, committee hearings, and/or public hearings when invited for that purpose.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government agencies, offices, and other local government unit/s.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Meetings/Invitation Committee Hearings/Public Hearings		Requesting Agency, Office and/or Local Government Unit (LGU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the notice of meeting/s, committee and/or public hearing/s.	1. Receive and endorse to Lawyer-in-Charge and/or Paralegal/s.	None	1 day	Assigned Personnel at the City Legal Office 3rd Floor Executive Building
	1.1. Attend by the Lawyer-in-Charge and/or Paralegal/s and review the type of legal assistance			Lawyer-in-Charge and/or Paralegal/s at the City Legal Office 3rd Floor Executive Building



	needed on the schedule setting.			
2.Listen to counseling	2. Provide legal advice and counseling on the schedule setting.	None	By schedule	Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building
TOTAL		None	1 day	

Note: Legal advice and counseling schedule is depend on the schedule set by the requesting office, this may vary.

4. Assistance in the Review of City Ordinance/s, Resolution/s and Drafting of Executive Order/s

The City Legal Office (CLO) renders assistance to the Sangguniang Panlungsod through receiving the City Ordinance or Resolution and Office of the City Mayor through drafting of an Executive Order.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government agencies, office/s, and Sangguniang Panlungsod			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request for assistance to review or draft City Ordinance/s, Resolution/s or Executive Order/s		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present the request letter to the City Legal Office (attach the draft document for review)</p> <p>2. The request shall indicate the requesting office's contact person and details, and a copy of the request must be attached and the previously reviewed documents by the CLO.</p>	<p>1.1 The CLO receiving/Releasing Section receives the request. The corresponding documents is stamped and received by the CLO receiving/releasing section, register in logbook, and tagged with a routing slip showing the control and document tracking numbers.</p>	none	1 day	Receiving Staff assigned at 3rd Floor City Legal Office
	<p>1.2 The receiving staff emails or forwards, the documents to the Initial Reviewer to handle the request.</p>			
	<p>1.3 The Initial Reviewer (IR) reviews the request and takes any other appropriate action. The IR may consult/coordinate with relevant offices/agencies and gather additional documents</p>	none	10 days	Assigned Lawyer



pertinent to the request. The IR may also return the request without action, if the endorsement is incomplete.			
1.4 The IR emails or forwards the prepared draft to the Supplemental Reviewer (SR) for supplemental review.	none	3 Days	Assigned Lawyer
1.5 The SR conducts a supplemental review and endorses or emails a draft to the assigned lawyer for Further Review (FR) or approval.			City Government Assistant Head Department (CGAHD) or assigned lawyer of the City Legal Office
1.6 The CGAHD conducts further review and endorses or emails drafts to the Head of the CLO for further study or approval.	none	3 Days	City Government Assistant Head Department (CGAHD) or assigned lawyer of the City Legal Office
1.7 The Head of the CLO emails or forwards the approved draft to the CLO printing, email, copies furnished administrative	none	3 Days	CLO Head



	staff and signs two printed copies. In the event of the draft's return by the CLO Head to IR for any modification/revisions, the IR emails or forwards the draft to CLO's Head for approval.			
	1.8 The administrative staff shall have one copy of the memorandum ready for release/pick-up by the requesting office and keep one copy for CLO file. The receipt is evidenced by a logbook showing action taken and the name and signature of the appropriate receiving party.	none	Upon Receipt	Administrative Staff
TOTAL		None	20 day	

5. Drafting, Receiving, and/or Rendering Legal Opinion/s, Letter, Endorsement, and/or Memorandum

The City Legal Office (CLO) renders assistance to different offices by drafting and rendering legal opinion/s, letters, endorsement, and/or memorandum.



Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C, & G2G			
Who may avail:	Government agencies, offices and other Local Government Unit/s including constituents and business sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Legal Opinion/s, Letter, Endorsement and/or Memorandum 2. Documents subject of Legal Opinion 3. Supporting documents for the drafting of Memorandum/Endorsement		Requesting Office/Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a request letter to the City Legal Office or Present a request letter to concerned office/s. 2. The request shall indicate the requesting office's/individual/business sector's contact person and details, and a copy of the request letter.	1.1 The CLO receiving/Releasing Section receives the request for legal services. The corresponding document/s is stamped and received by the CLO receiving/releasing section, register in logbook, and tagged with a routing slip showing the control and document tracking numbers.	None	1 day	Receiving Staff assigned at 3rd Floor City Legal Office



1.2 The receiving staff emails or forwards, if applicable the documents to the Initial Reviewer to handle the request.			Receiving Staff assigned at 3rd Floor City Legal Office
1.3 The IR reviews the request and takes any other appropriate action. The IR may consult/coordinate with relevant offices/agencies and gather additional documents pertinent to the request. The IR may also return the request without action, if the endorsement is incomplete.	None	10 days	Assigned Lawyer
1.4 The IR emails or forwards the prepared draft to the Supplemental Reviewer (SR) for further review.			Assigned Lawyer
1.5 The SR conducts further review and endorses or	None	3 Days	Assigned Lawyer



emails a draft to the assigned lawyer for Further Review (FR) or approval.			
1.6 The CGAHD conducts further review and endorse or emails drafts to the Head of the CLO for further study or approval.	None	3 Days	City Government Assistant Head Department (CGAHD) or assigned lawyer of the City Legal Office
1.7 The Head of the CLO emails or forwards the approved draft to the CLO printing, email, copy furnishes administrative staff and signs two printed copies. In the event of the draft's return by the CLO Head to IR for any modification/revisions, the IR emails or forwards the draft to CLO's Head for approval.	None	3 Days	CLO Head
1.8 The administrative staff shall have one copy of the memorandum ready for release/pick-up by the	None	Upon receipt within the day	Administrative Staff



	requesting office and keep one copy for CLO file. The receipt is evidenced by a logbook showing action taken and the name and signature of the appropriate receiving party.			
TOTAL		None	20 days	

*Pleading shall be processed immediately upon receipt

6. Issuance of Certificate of NO Pending Case and Certificate of Urgency

The City Legal Office (CLO) renders assistance to employees Certificate of No Pending Case and/ or Sanguniang Panlungsod for Certificate of Urgency.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Former government employee/s and/or Sangguniang Panlungsod			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for issuance of Certificate of No Pending Case		City Legal Office, 3rd Floor, Executive Building		
Certificate of No Pending Case				
Service Record		Human Resources and Management Office (HRMO)		
Order from Mayor's Office (MO) for Certificate of Urgency		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the latest Service Record given by Human Resources and Management Office (HRMO) & request for the issuance of Certificate of No Pending Case or request for Certificate of Urgency	1.1. Solicit requirements and determine the type of certificate needed.	None	5 minutes	Assigned Personnel at the City Legal Office 3rd Floor Executive Building
	1.2. Draft the request document/certificate		30 minutes	Supervising Administrative Officer at the City Legal Office 3rd Floor Executive Building
	1.3. Release for City Administrator's review/initial/signature May take additional two (2) days depending on the complexity of the needed documents	None	1 day	Assistant Department Head 3rd Floor Executive Building
2. Claiming of the Certificate	2.1 Released of Certificate			Assigned Personnel at the City Legal Office 3rd Floor Executive Building
TOTAL		None	1 day	



ADMINISTRATIVE OFFICES

PROCUREMENT OFFICE

Internal Services



1. **Processing of Purchase Requests – For Alternative Mode of Procurement**

Office or Division:	GSO - Procurement Division	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Various Offices of the City Government of Valenzuela	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Layout, if necessary		Public Information Office
ICTO Recommendation Letter, if I.T. Equipment		ICTO



Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request to Procurement Office	1. Accept the Purchase Request and endorse to the buyers for canvassing of price from prospective suppliers	None	1 day	Procurement Office Staff
	1.1. Send Request for Quotations to at least three (3) prospective suppliers		3 days	Buyers
	Prepare the Abstract of Proposal/ Quotation/ Bid and send to the Bids and Awards Committee for signature.	None	1 day	Buyers
TOTAL		None	5 day	

2. Processing of Purchase Request – For Competitive Bidding

Office or Division:	GSO - Procurement Division
Classification:	Complex
Type of Transaction:	G2G



Who may avail:		Various Offices of the City Government of Valenzuela		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Layout, if necessary		Public Information Office		
ICTO Recommendation Letter, if I.T. Equipment		ICTO		
Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request to Procurement Office	1. Accept the Purchase Request and endorse to the Buyers for canvassing of price from prospective Suppliers	None	1 day	Procurement Office Staff
	1.1. Indicate the estimated cost in the Purchase Request.		3 days	
	1.2. Forward the Purchase Request to Budget Office for Budget Certification		1 day	Buyers
	1.3. Prepare the Approved Budget for the Contract (ABC).		1 day	Buyers
TOTAL		None	5 days	



3. Preparation of Purchase Order

Office or Division:	GSO - Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved purchase request		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. . Prepare the Purchase Order and send to the Mayor's Office for approval.	None	1 day	Buyer
	1.1. Accept the approved Purchase Order and send to the supplier for delivery.		1 day	Buyer
TOTAL		None	5 days	



ADMINISTRATIVE OFFICES

PROPERTY OFFICE

Internal / External Services



1. Receiving Documents

Incoming documents for preparing of IAR with inventory custodian slip and property acknowledgment receipt.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) and Purchase Request (PR) Sales Invoice & DR / Warranty Certificate Certification/recipients		Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Deliveries of vouchers for IAR from procurement	1. Checking of requirements for receiving	None	5 minutes	Property Personnel
	1.1. If incomplete return the documents to procurement		5 minutes	Property Personnel
	If complete the documents will receive for IAR/ ICS /PAR		5 minutes	Property Personnel
TOTAL		None	15 minutes	

2. Outgoing of Documents

Outgoing of accomplished IAR / documents for transmittal to COA.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	COA / Procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished IAR		Property and supply management division		
P.O / P.R		Procurement Division		
Sales Invoice/ D.R.		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparing and checking of accomplished IAR / documents	1. Checking and photocopying of S.I/D.R/ P.O/P.R and IAR	None	15 minutes	Property Personnel



2. Transmittal of accomplished IAR	2. If complete, the documents will be delivered to COA		15 minutes	Property Personnel
3. Receiving of transmittal	3. Checking and receiving of accomplished IAR with photocopied documents		15 minutes	COA Personnel
4. Returning of documents and accomplished IAR with COA received	4. Return the vouchers to procurement for auditing		5 minutes	Property Personnel
TOTAL		None	50 minutes	

3. Preparation of Inspection and Acceptance Reports (IAR)

Inspection and Encoding for IAR.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
P.O/ P.R. / OBR		GSO-Procurement		
Sales invoice/ delivery receipt/ warranty certificate		Supplier		
Certification/recipients				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver items to the assigned warehouse as per	1. Inspect the items upon receiving of	None	7 days	Property Personnel



P.O.	warehouse man base on the P.O./ P.R. None 7 days Property Personnel			
	1.1. Encoding and creating of inspection and acceptance report		7 days	Property Personnel
	1.2. Printing and signing of inspection acceptance report		1 day	Property Personnel
TOTAL		None	15 days	

4. Preparation of Property Acknowledgement Receipt and Inventory Custodian Slip

Creating/ encoding of PAR and ICS.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Various Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IAR & P.O / PR		Property / Procurement		
Sales invoice/delivery receipt/warranty certificate/recipients		GSO-Procurement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end user received the items	1.Re-inspect the item	None	7 days	Property Personnel



delivered	1.1.Create the ICS or PAR & barcode stickers		7 days	Property Personnel
	1.2.Printing of PAR/ICS with barcode stickers		1 days	Property Personnel
	1.3.Sending of PAR/ICS to end user for signature		1 days	Property Personnel
	1.4.Waiting to the end user to sign the par for the accountability of the delivered items		30 days	End User
	1.5.After signing of par or ICS, the end user sent back the documents to property office		30 days	End User
	1.6.After sent back the signed PAR/ICS it will be attached to IAR with documents & send back to procurement		1 day	Property Personnel
TOTAL		None	77 days	

5. Property Accountability Clearance

Employees securing property clearance (property accountability) Clearance for different purposes (Resignation, terminal leave, travel and transfer of office, maternity leave etc.)

Office or Division:	Property and Supply Management Division
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Valenzuela City government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees clearance accountability form		HRMO		
Record of accountability		Property and Supply Management Division		
Return slip / I&I report form if needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure employees clearance accountability form	None	None	1 day	HRMO
2. Payment of clearance			1 day	CTO Cashier
3. Fill up clearance form completely, must be signed by the applicant & the department head				Department Head of Applicant
4. Secure record of accountability. Return slip, I&I report form if needed			1 hour	Property Personnel
5. Settlement/ reissuance of accountability with check is applicable				Applicants Office/ Property Custodian of The Designated Applicant's Office
6. Upon completion of PSMD requirements/ slip, proceed to PSMD for final checking &	Checking/ signing of clearance form		30 minutes	Department Head of PSMD



updating of record & for signature of PSMD head				
TOTAL		None	2 days, 1 hour and 30 minutes	

6. Application and Renewal of Building Insurance

Applying and Renewal of Building Insurance for the Government of Valenzuela City.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal Form Policy of GSIS		Property and Supply Management Division		
Cheque Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Waiting of statement of account from GSIS	None	15 days	GSIS/ Property Personnel
	1.1.Making of voucher for requesting of renewal or application of building insurance		5 minutes	Property Personnel
	1.2.The vouchers will sent to Budget / Accounting & Mayor's Office /		15 days	Budget/Accounting/Mayor's Office/City Treasurer's



	Treasurer's Office Budget/ Auditing / signing of Mayor and preparing of cheque payment			Office
	1.3.Waiting cheque payment from CTO		15 days	CTO
	1.4.Upon release of cheque, the Property Office will settle payment to GSIS.	Paid by CGOV	1 day	Property Personnel
TOTAL		None	46 days and 5 minutes	

7. LTO Registration and Insurance of Motor Vehicles

Registering All Motor Vehicle of the City Government of Valenzuela.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous OR/CR		Property and Supply Management Division		
Emission test result		Emission Testing Center c/o Driver		
GSIS Insurance		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



None	1.Application of new vehicle or renewal of vehicle's insurance at GSIS	None	3 days	Property Personnel
	1.1.Waiting of SOA from GSIS		15 days	GSIS Personnel
	1.2.Preparing voucher for requesting budget payment for insurance		5 minutes	Property Personnel
	1.3.Submit voucher			Property Personnel/ Budget/ Accounting/ May or's Office/City Treasurer's Office
	1.4.Payment to GSIS		1 day	
	1.5.When cheque is released by CTO the Property Office will pay GSIS.	Paid by CGOV	1 day	Property Personnel
1.Emission test		Paid by CGOV		Driver of Motor Vehicles
2.Submitting emission test result		None	1 day	
None	2.LTO registration (bulk)	Paid by CGOV	3 days	Property Personnel
	2.1.Payment of emission testing center & LTO		1 day	



	registration			
	2.2.Waiting of OR/CR to release from LTO	None	3 days	LTO
	2.3.Claiming of OR/CR from LTO		1 day	Property Personnel
TOTAL		None	30 days and 5 minutes	

8. Insurance Claims

Claiming Insurance of Motor Vehicles of the Valenzuela City Government.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Assured Agency (CGO Valenzuela) and the third party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo Copy Of Car Registration and Current Official Receipt		Property and Supply Management Division		
Photocopy of Driver's License and Official Receipt		Driver of vehicle involved in the accident		
Original Copy of Police Report or Duly Notarized Driver's Affidavit		Police Dept. of the area where the accident happened		
Estimate Cost of Repair Damaged Vehicle		Auto repair shop where vehicle is to be repaired		
Trip Ticket		Department/division of the LGU		
Colored Pictures of The Vehicle		Driver of vehicle involved in the accident		
Photocopy of Policy Insurance		Property and supply management division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure a copy of the above-mentioned requirements	1. Provide a checklist of requirements to the driver involved	None	3 minutes	Property Personnel
2. Submit the original and photocopy of the requirements to PSMD for checking and evaluation	2. Check and evaluate submitted requirements to insure completeness and approval of insurance		15 minutes	GSIS Personnel
3. Wait for a text or call from PSMD if the insurance company has issued the letter of authority to repair	3. Submit the complete and checked documents to the auto repair shop for further evaluation		21 working days before notice of approval	Property Personnel
TOTAL		None	21 days and 20 minutes	

9. Requisition and Issuance Slip for Diesel and Gasoline

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All drivers in various offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver's license - photocopy		Driver		
Updated OR/CR - photocopy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Prepare trip ticket of the day	1. Check if all the requirements are updated	None	5 minutes	Driver & Department Head
2. Prepare requisition slip with indicated date, plate number and liters needed.			5 minutes	
3. Submit photocopies of OR/CR & driver's license			5 minutes	
	1.1. Checking of requirements for the issuance of diesel and gasoline	None	5 minutes	Property Personnel
	1.2. Encoding of details for issuance of diesel and gasoline needed.		5 minutes	
TOTAL		None	25 minutes	

10. **Preparation of Purchase Request, Purchase Order, Voucher, IAR and Summary Report**

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase order and sales invoice		Gasoline and diesel supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit purchase order and sales invoice	1. Prepare summary report	None	3 days	Supplier
	1.1. Prepare P.R. to be submitted by Procurement		1 day	Property Personnel
	1.2. Prepare P.O. voucher and approved P.R. to be submitted to Budget Office		1 day	
	1.3. Preparing of IAR to be submitted to audit		1 day	
TOTAL		None	6 days	

11. Issuance of Voucher Payment for Utilities

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account and Excel summary		GLOBE, SMART, PLDT, BAYANTEL, MERALCO, MAYNILAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliveries of bills by the service provider	1. Wait for the bill to deliver	None	10 days	Courier
	1.1. Check the		3 hours	Property



	<p>bills if complete Ask or request the incomplete bills via email or call and personal go to service provide office</p>	1 day	Personnel
	1.2. Encode the bills to excel	3 hours	
	1.3. Print the voucher and all the supporting documents	2 hours	
	1.4. Bring the voucher to Budget for issuing of OBR	1 day	Budget
	1.5. Bring back to property office for signature then back to budget for signature also	1 day	Property/Budget
	1.6. Bring to Accounting Office for audit	2 day	Accounting Audit
	1.7. Bring to Treasurer's Office for cheque	1 day	Treasurer's Office
	1.8. Bring cheque to Mayor's Office for signature	1 day	Mayor's Office
	1.9. Bring back the cheque to Treasurer's Office to process the payment for	1 day	Treasurer's Office



	the company will avail			
TOTAL		None	18 days and 8 hours	

12. Issuance of Trip Ticket

Giving authorization to use vehicle for official trip.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated professional driver's license		Driver		
Updated OR/CR of motor vehicle				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up trip ticket form	None	None	2 minutes	Supplier
2. Submitting duly accomplished trip ticket form with driver's license & OR/CR of the vehicle	1. Checking the driver's license & OR/CR of vehicle		1 minute	Property Personnel
	1.1. If correct, the trip ticket is ready for approval & signature of PSMD department head		1 minute	
	1.2. Returning approved trip		1 minute	



	ticket to the driver		
	1.3. If not correct in filling trip ticket, it will be returned to the driver and rechecked again	1 minute	
TOTAL		None	6 minutes

13. Preparation of Requisition and Issue Slip (RIS)

Giving authorization to use vehicle for official trip.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished RIS form		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up RIS form	None	None	5 minutes	End User / Department Head
2. Submitting duly accomplished RIS form	1. Checking the RIS form for approval & signature		1 minute	End User/ Property Personnel
	1.1. If incorrect, returning the slip for correction		1 minute	Property Personnel



	1.2. Returning approved trip ticket to the driver		1 minute	
	1.3. If not correct in filling trip ticket, it will be returned to the driver and rechecked again		1 minute	Property Personnel & Department Head
TOTAL		None	9 minutes	

ADMINISTRATIVE OFFICES

PUBLIC INFORMATION OFFICE (PIO)

Internal/External Services



1. Request for Copies of Photos and Videos

Covers official requests for photos and videos of the City Government of Valenzuela.

Office or Division:	Public Information Office	
Classification:	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
Flash Drive (for soft copy of files)		None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Head
2. Receives the „Client Copy“ of the JO signed and received by PIO personnel.	2. PIO Head approves/ disapproves releasing of materials.			
3. Receives feedback on the request.	3. If approved, PIO personnel checks availability of materials requested			
4. Receive requested materials	4. PIO personnel releases requested materials - either in soft or hard copy (depending on the request)			
TOTAL		None	7 days	

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: - Target date, time, and expected duration of the event - Nature of the event/tour - Group/attendees/guests expected - Specific sites to be visited - Contact person and complete contact details Any additional information		None		
Endorsement or referral letter of the requesting agency (if any)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Governance Tours and Related Events Unit.	1. Personnel accepts and receives the requirements.	None	20 working days	Governance Tours and Related Events Head and personnel / PIO Head
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.			
3. Receives feedback on the event requested.	3. Governance Tours and Related Events Head approves request and consolidates requirements across involved offices.			
4. Receives final confirmation and programme.	4. Personnel coordinates with offices and client on final arrangements.			



TOTAL	None	20 working days	
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3. **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:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the PIO personnel of the following information for printing of photos: Date of the wedding Number assigned - Batch number (if applicable) Special wedding (if applicable)	1. PIO personnel prints the official wedding photo of the client.	None	15 minutes	PIO Admin Personnel / PIO Artist
2. Receives the printed wedding photo.	2. PIO personnel releases photo.			
TOTAL		None	15 minutes	

4. **Request for Mayor's Message**

Covers requests for the City Mayor's special message.



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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Writer / PIO Head
2. Receives the „Client Copy“ of the JO signed and received by PIO personnel.	2. PIO Head approves/ disapproves request.			
3. Receives feedback on the request.	3. If approved, PIO personnel assigns writer to draft the Mayor's Message			
4. Receive Mayor's Message either on hard or soft copy based on request.	4. PIO personnel sends/releases Mayor's Message.			
TOTAL		None	7 days	

5. Request for Official Tarpaulins and LED Advertisements

Covers requests for official tarpaulins on community billboards or event venues and LED



advertisements (in front of the City Hall).

Office or Division:	Public Information Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
Document 2: For additional details, the following must be provided: Proposed layout - Soft copy of high resolution pictures and logos - Size: 4ft x 8ft, 4ft x 12ft, 8ft x 12ft or depending on client request on requested size specification		None		
Document 3: Flash drive containing the PSD format of the file and a request letter (for LED)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel / PIO Writer / PIO Artist/ PIO Head
2. Receives the „Client Copy” of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.			
3. Receives feedback on the request.	3. If approved, PIO personnel assigns artist and writer to			



	draft the layout. PIO personnel sends layout and details to the supplier for printing and to PIO IT personnel for LED Advertisement posting (from file given).			
4. Receives tarpaulin and logs on the receiving log book.	4. PIO personnel releases tarpaulin to the client.			
TOTAL		None	20 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:	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		Public Information Office, 3rd Floor Executive Building		
For additional details, the following must be provided: Event details Program briefer		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Writer / PIO Photographer / PIO Videographer / PIO Head
2. Receives the „Client Copy” of the JO signed and received by PIO personnel.	2. PIO Head approves / disapproves request.			
3. Receives feedback on the request.	3. If approved, PIO personnel assigns artist and writer to draft the layout. PIO personnel sends layout and details to the supplier for printing and to PIO IT personnel for LED Advertisement posting (from file given).			
4. Receives tarpaulin and logs on the receiving log book.	4. PIO personnel releases tarpaulin to the client.			
TOTAL		None	7 days	

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:	Highly Technical



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: List of recipients Program briefer / Event details		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel /Governance Tours and Related Events Unit personnel
2. Receives the „Client Copy“ of the JO signed and received by PIO personnel.	2. PIO Head approves/disapproves request. PIO personnel checks availability of materials requested			
3. Receives feedback on the request.	3. PIO personnel releases materials.			
4. Receive requested materials	4. PIO personnel releases requested materials - either in soft or hard copy (depending on the request)			
TOTAL		None	20 days	



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:	Highly Technical			
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: List of recipients Program briefer / Event details		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel /Governance Tours and Related Events Unit personnel
2. Receives the „Client Copy“ of the JO signed and received by PIO personnel.	2. PIO Head approves/disapproves request.			
3. Receives feedback on the request.	3. If approved, PIO personnel assigns artist to draft the layout. PIO personnel prints the			



	certificates or sends it to the requestee.			
4. Receives certificates.	4. PIO personnel releases certificates.			
TOTAL		None	20 days	



CITY EXTERNAL SERVICES OFFICES
PUBLIC ORDER AND SAFETY GROUP (POSG)
PUBLIC SAFETY DIVISION (PSD)

External Services



1. Request for Rendering Inspection (Anti-Squatting)

Monitoring of Informal Settlers and reporting to concern authorities.

Office or Division:	Public Safety Division - Anti-Squatting TaskForce (ASTF)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of subject of complaint or request		To be endorsed by the complainant		
2. Complaint or request letter to be forwarded to the Office of Officer-In-Charge, Public Order and Safety Group				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward endorsement/request letter	1. Receive the endorsement/request letter	None	3 minutes	Frontline Personnel ASTF Office
	1.1 Conduct inspection/monitoring and appropriate action (Apprehension or issuance of notice of violation)	None	3 days	ASTF Leader ASTF Office
	1.2. Feedback/letter reply to requestee for the action taken	None	30 minutes	Frontline Personnel ASTF Office



	and/or to other government offices concerned if needed			
	1.3. Forward reply/endorsement letter to complainant/requestee and/or concerned office if needed	None	30 minutes	Liaison Officer Public Safety Division
TOTAL		None	3 days, 1 hour and 3 minutes	

2. Request of Assistance (Bantay Bayan)

Office or Division:	Public Safety Division – Bantay Bayan			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All government agencies, LGU"s, GOCC"s, and other government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with complete details addressed to the CESO Head / Officer-in-Charge		Concerned offices and LGU"s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter containing details and information	Accept the letter Call and schedule a meeting	None	1 day	Designated secretary per District



2. Attend scheduled meeting	2. Assess, clarify and verify the details of the said request	None	2 days	Designated secretary per District
3. Wait for approval	3. Approval	None		Public Safety Head
TOTAL		None	3 days	

3. Claiming of Confiscated Goods

Procedure for ambulant/illegal vendors to claim their confiscated goods.

Office or Division:	Public Safety Division – Sidewalk Clearing Operations Group (SCOG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Ambulant/Illegal Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SCOG Claim Stub		Apprehending SCOG personnel		
Barangay Clearance with picture		Barangay where client presently residing		
1 Valid I.D.		Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sidewalk Clearing Operations Group (SCOG) and submit the Claim Stub, Barangay Clearance with picture & (1) valid I.D.	1. Check the Claim Stub, Barangay Clearance with picture & (1) valid I.D.	None	10 minutes	Frontline Personnel SCOG Office
	1.1. Provide an order of payment			



2. Proceed to Cashier submit the order of payment and pay the required charges	2. Accept order of payment and cash	PHP 500 - PHP1,000 and PHP 100 impounding fee per day or fraction	10 minutes	Cashier Redemption Office
	2.1. Issue an official receipt			
3. Present official receipt to SCOG	3. Instruct the client to execute a notarized Deed of Undertaking not to violate again	None	5 minutes	Frontline Personnel SCOG Office
4. Sign Deed of Undertaking and have it notarized	4. Accept the notarized undertaking and issue a gate pass for confiscated goods	None	1 hour	Frontline Personnel SCOG Office
4.1. Proceed to SCOG and submit the notarized undertaking				
5. Proceed to Action Center Impounding Area and present the gate pass and official receipt to Impounding Officer	5. Verify gate pass & official receipt	None	15 minutes	Impounding Officer Action Center Impounding Area
	5.1. Release confiscated goods			
TOTAL		PHP 500 - PHP1,000 and PHP 100 impounding fee per day or	1 hour and 40 minutes	



	fraction		
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4. Issuance of SCOG Clearance

Issued to applicants of Private Registration and Private Supervision Permit (For Business Purposes)

Office or Division:	Public Safety Division – Sidewalk Clearing Operations Group (SCOG)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip and VCTO related documents		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SCOG and present the Referral Slip and other VCTO documents	1. Accept the form and verify if the owner had any derogatory record to SCOG	None	10 minutes	Frontline Personnel SCOG Office
	1.1. Issue SCOG Clearance and advise the applicant to proceed to VCTO- TRU			
TOTAL		None	10 Minutes	

5. Rendering Inspection as Requested

Service covers sidewalk clearing inspection, monitoring and/or operation



Office or Division:	Public safety division – sidewalk clearing operations group (SCOG)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Government and Private Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Details of subject of complaint or request Complaint or request letter to be forwarded to the Office of Officer-In-Charge, Public Order and Safety Group		To be endorsed by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will call and relay the details of the subject of his/her complaint/request.	1. Log the details of complaint	None	15 minutes	Frontline Personnel SCOG Office
	1.1 Conduct inspection/ monitoring of subject complaint and appropriate action (Apprehension or issuance of notice of violation)	None	3 days	SCOG Team Leader/ Inspector SCOG Office
	1.2. Will endorse to other government offices concerned if needed	None	20 minutes	Frontline Personnel SCOG Office



	1.3. Forward endorsement letter to concerned office	None	30 minutes	Liaison Officer Public Safety Division
2. Client will forward a formal complaint with complete details of the subject of his/her complaint/request	2. Received the endorsement/request letter	None	3 minutes	Frontline Personnel SCOG Office
	2.1 Conduct inspection of subject complaint and appropriate action (Apprehension or issuance of notice of violation)	None	3 days	SCOG Team Leader/ Inspector SCOG Office
	2.2. Reply letter to complainant for the action taken and/or endorsement letter to other government offices concerned if needed	None	30 minutes	Frontline Personnel SCOG Office
	2.3. Forward response letter to complainant/requestee and/or endorsement letter to concerned office	None	30 minutes	Liaison Officer Public Safety Division
TOTAL		None	6 days, 2 hours and 8 Minutes	

6. Receiving, Acting and Endorsing Letter



Service covers inspection, Monitoring and / or operation concerning illegal vendors and sidewalk obstructions.

Office or Division:	Public safety division – sidewalk clearing operations group (SCOG)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	SCOG and other Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter		To be endorsed by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward endorsement/ request letter	1. Receives the endorsement/ request letter	None	3 minutes	Frontline Personnel SCOG Office
	1.1 Conduct inspection/ monitoring and appropriate action (Apprehension or issuance of notice of violation)	None	3 days	SCOG Team Leader/ Inspector SCOG Office
	1.2. Feedback letter reply to requestee for the action taken and/or to other government offices concerned if needed	None	30 minutes	Frontline Personnel SCOG Office



	1.3. Forward reply/endorsement letter to complainant/ requestee and/or concerned office	None	30 minutes	Liaison Officer Public Safety
TOTAL		None	3 days, 1 hour and 3 minutes	

CITY EXTERNAL SERVICES OFFICES

MOTORPOOL OFFICE

Internal Services



1. Issuance of Spareparts Inventory (Motorpool Division)

Services covers the request for issuance of spare parts inventory in Motorpool.

Office or Division:	Motorpool Division		
Classification:	Simple		
Type of Transaction:	G2G		
Who may avail:	Property Division / Commission on Audit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Request / Intent		Requestee	
Request through phone call			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of request	1. Receive the request letter	None	3 minutes	Motorpool 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 and 6 minutes	
2. Request through phone call	2. Forward the request to the Officer-In-Charge	None	3 minutes	Officer-In-Charge
	2.1. Conduct actual inventory and updating of previous inventory		3 Days	Inventory Staff
TOTAL		None	3 days and 3 minutes	

CITY EXTERNAL SERVICES OFFICES



**PUBLIC SANITATION AND CLEANLINESS OFFICE
CLEAN AND GREEN DIVISION (PSCG-CGD)**

External Services

1. Trimming of Trees

This service covers requests for trimming of trees on the community.

Office or Division:	PSCO - Clean and Green Division
Classification:	Simple
Type of Transaction:	G2G, G2C



Who may avail:		Residents who own trees within their premises Barangay Officials, other agencies in Val-LGU, public schools and universities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available) with attached photos of trees to be trimmed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request (Walk-In)	1. Receive and Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In- Charge for approval	None	20 minutes	Officer-In-Charge
	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 40 minutes	
2. Request through phone call	1. Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In- Charge for approval	None	20 minutes	Officer-In-Charge
	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned



TOTAL	None	7 days and 40 minutes	
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***NOTE:**

The provision of service might be delayed:

- during special occasions and events such as Election Period, New Year, Christmas Season, fiestas, Brigada Eskwela, Alalay sa Undas, Pasko para sa Lolo't Lola (July and December), and other special events that need urgent manpower assistance of Clean and Green personnel
- during fortuitous events, such as typhoons, storms, earthquakes and other natural phenomenon where massive clean-up operation is needed.

2. Grass Cutting

This services includes grass cutting limited only to public or open spaces in the community.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Open spaces requested by concerned residents and by barangay officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request (Walk-In)	1. Receive and Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In-Charge for approval	None	20 minutes	Officer-In-Charge



	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 40 minutes	
2. Request through phone call	1. Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In-Charge for approval	None	20 minutes	Officer-In-Charge
	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 40 minutes	

***NOTE:**

The provision of service might be delayed:

- during special occasions and events such as Election Period, New Year, Christmas Season, fiestas, Brigada Eskwela, Alalay sa Undas, Pasko para sa Lolo't Lola (July and December), and other special events that need urgent manpower assistance of Clean and Green personnel
- during fortuitous events, such as typhoons, storms, earthquakes and other natural phenomenon where massive clean-up operation is needed.

3. Pick-Up Debris / Branches of Trees / Scrapwoods

This service includes the cleaning of trimmed branches of trees or debris.



Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents Barangay Officials, other agencies in Val-LGU, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request (Walk-In)	1. Receive and Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In-Charge for approval	None	20 minutes	Officer-In-Charge
	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 40 minutes	
2. Request through phone call	1. Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Forward the request to Officer-In-Charge for approval	None	20 minutes	Officer-In-Charge



	3. Conduct area inspection and schedule the provision of service	None	3 - 7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 40 minutes	

***NOTE:**

The provision of service might be delayed:

1. 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
2. during fortuitous events, such as typhoons, storms, earthquakes and other natural phenomenon where massive clean-up operation is needed.

4. Water Rationing

Provides delivery of water to residents in different Barangays.

Office or Division:	PSCO - Clean and Green Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents who are affected of certain water interruption; regular customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request (if available)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request (Walk-In)	1. Receive and Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner



	2. Conduct area inspection and schedule the provision of service	None	1 - 3 days	Tubig Patrol Supervisor with Water Truck team
TOTAL		None	3 days and 20 minutes	
2. Request through phone call	1. Log the request to "Request Form"	None	20 minutes	Clean and Green Staff / Frontliner
	2. Conduct area inspection and schedule the provision of service	None	1 - 3 days	Tubig Patrol Supervisor with Water Truck team
TOTAL		None	3 days and 20 minutes	

***NOTE:**

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

5. Tree Cutting

This service covers requests for 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 Barangay Officials, other agencies in Val-LGU, public schools and universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request with attached photos of trees to be cut		Letter of request with attached photos of trees to be cut		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the letter of request (Walk-In)	Forward the client to City Agriculture Office	None	20 minutes	Clean and Green Staff / Frontliner
2. The Client will secure all necessary requirements or permits to City Agriculture Office	The length of time to secure permits depends on the actions taken by the client and CAO.			City Agriculture Office (CAO)
	Conduct area inspection and schedule the provision of service if the permit is already issued	None	3-7 days	Area Supervisor / Team Assigned
TOTAL		None	7 days and 20 minutes	

***NOTE:**

The provision of service might be delayed:

- depending on the nature of trees to be cut.
- during special occasions and events such as Election Period, New Year, Christmas Season, fiestas, Brigada Eskwela, Alalay sa Undas, Pasko para sa Lolo't Lola (July and December), and other special events that need urgent manpower assistance of Clean and Green personnel
- during fortuitous events, such as typhoons, storms, earthquakes and other natural phenomena where massive clean-up operation is needed.



CITY EXTERNAL SERVICES OFFICES
PUBLIC SANITATION AND CLEANLINESS OFFICE
FLOOD CONTROL DIVISION (PSCO-FCD)

External Services



1. Declogging of Drainage

Request for Cleaning and Clearing of Drainage.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Residents, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/ Request through phone call		Requesting Client/Resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request at office/ Request through phone call	1. Clarification, receive and log of request on logbook	None	3 - 5 minutes	Flood Control Division Admin
	2. Forward request to assigned officer for schedule	None	5 - 10 minutes	Flood Control Division Admin
	3. Approval of request	None	3 - 5 minutes	Officer in Charge
	4. Conduct site inspection	None	1 day	Inspector



	5. Dispatch group to assigned operation **	None	1 - 7 day/s	Dispatcher and Group Assigned
	6. Conduct work inspection if work is done properly	None		Inspector
TOTAL		None	8 days and 20 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 request.
2. Depends on the situational problem of drainage (length and/or area, type of obstruction, etc).

2. Issuance of Waterways Clearance

Request of clearance comply with the requirements embodied under the Environmental Laws and Civil Code of the Philippines

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Establishments near waterways			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Title (Duplicate Copy)		Registry of Deeds		
Site Development Plan		Requesting Client		
Drainage Plan		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the requirements at the office.	1. Receive and assessment of the following requirements	None	4 - 5 minutes	Engineer



	2. Forward to Officer in Charge for site inspection and evaluation	None	1 - 2 day/s	Officer in Charge
	3. Release of clearance	None	1 day	Engineer
TOTAL		None	3 days and 5 minutes	

3. Request for Water Pump

A Request for clearing and pumping out of overflowing water from the surface.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Barangay Officials Residents			
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. Receive and log of request on logbook	None	3 - 5 minutes	Flood Control Division Admin
	2. Forward request to assigned officer for schedule		5 - 10 minutes	Flood Control Division Admin
	3. Approval of request		3 - 5 minutes	Officer in Charge
	4. Conduct site inspection		1 day	Inspector



	5. Dispatch group to assigned operation**		1 - 7 day/s	Dispatcher and Group Assigned
	6. Conduct work inspection if work is done properly			Inspector
TOTAL		None	8 days and 20 minutes**	

****Note:** Can take up to 2-3 weeks depends on the availability of group of Kamineros due to the following:

1. If there is a large number of request/ pending request.
2. Depends on the situational problem of drainage (length and/or area, obstruction, etc)

4. 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	None	3 - 5 minutes	Flood Control Division Admin



	2. Forward request to assigned officer for schedule		5 - 10 minutes	Flood Control Division Admin
	3. Approval of request		3 - 5 minutes	Officer in Charge
	4. Conduct site inspection for mobilization of heavy equipment		1 - 3 day/s	Officer in Charge and/or Inspector
	5. Request sipload from Motorpool Division for transporting backhoe and barge in the designated area		3 - 4 day/s (depend on the availability of the equipment)	Motorpool Division
	6. Mobilization of heavy equipment (backhoe) to the designated area		1 - 3 day/s	Motorpool Division
	7. Perform dredging of creek/river		2 weeks - 1 month (depend on the length and area of creek/river)	Backhoe Operator
	8. Site inspection after dredging		1 day	Officer in Charge and/or Inspector
TOTAL		None	1 mo, 11 days and 20 minutes	

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 operator.



5. Request of Waterlilies and Floating Garbage

A Request of clearing waterlilies and floating garbage from waterways.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Client/Resident		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request at office	1. Receive and log of request on logbook	None	3 - 5 minutes	Flood Control v Admin
	2. Forward request to assigned officer for schedule		5 - 10 minutes	Flood Control Division Admin
	3. Approval of request		3 - 5 minutes	Officer in Charge
	4. Conduct site inspection		1 day	Inspector
	5. Dispatch group to assigned operation **		1 - 7 day/s	Dispatcher and Group Assigned
	6. Conduct work inspection if work is done properly			Inspector
TOTAL		None	8 days and 20 minutes**	

****Note:** Can take up to 2-3 weeks depends on the availability of group of Kamineros /



Bantay Ilog due to the following:

1. If there is a large number of request/ pending request.
2. Depends on the situational problem of drainage (length and/or area, obstruction, etc)

6. Issuance of Flood Protection Elevation Certificate

A Request of certificate compliance with the requirements embodied under the Comprehensive Land Use Plan 2019 - 2028 (Zoning Ordinance) Sec. 51.

Office or Division:	Public Sanitation and Cleanliness Office - Flood Control Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Flood Protection Elevation Form		Flood Control Office		
Photocopy of Transfer Certificate of Title		Registry of Deeds		
Photocopy of License and PTR of the professional who signed and sealed the form		Professional who signed and sealed the form		
Architectural - Elevation Plan		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the requirements	1. Receive and assessment of the following requirements/ compliances	None	5 - 15 minutes	Engineer
	2. Forward to Officer in Charge for Assessment, Evaluation and Approval		10 minutes - 1 day	Officer in Charge
	3. Process and release of Flood		30 minutes	Engineer



	Protection Elevation Certificate		
TOTAL	None	1 day and 45 minutes	

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



CITY EXTERNAL SERVICES OFFICES
PUBLIC SANITATION AND CLEANLINESS OFFICE
WASTE MANAGEMENT DIVISION (PSCO-WMD)

External Services

1. Door-to-Door Waste Collection



Efficient daily collection of domestic garbage/ waste as per scheduled route. .

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In case of delayed collection.				
Illegally dumped garbage on public domain, roads and street corners.				
Illegally dumped mixed waste on vacant private lots.				
Request for garbage collection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Thru phone calls	1. Collect Garbage and investigate reason of delay within the day	None	1 day	WMD Inspector WMD Garbage Collectors
2. Thru phone calls and social media	2. Collect Garbage		1 day	WMD Garbage Collectors
3. Thru phone calls, social media, and walk-in	3. Investigate and furnish written endorsement to TFD for inspection/apprehension.		2 days	WMD Inspector
	Collection upon recommendation of TFD.		3 days	Task Force Disiplina



4. Thru phone calls, walk-in, written communication letter	4. Assess garbage requested for collection if domestic waste or Industrial waste. * in case of domestic waste, collection shall be scheduled *in case of industrial waste, inspector to recommend private hauler.		3 days	WMD Inspector WMD Garbage Collectors
TOTAL		None	2 days	

2. 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			
Who may avail:	Barangay Council, Constituents, Homeowners, TODA/PODA and Schools.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for Information Education Campaign on proper waste management and disposal.		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter	Receives letter,	None	1 day	Information



indicating schedule (Date) and venue of IEC. Walk-in scheduling. Thru Phone Calls.	Confirm availability and schedule.			Education Campaign Personnel
	Bring flyers for distribution during conduct of IEC.			
TOTAL		None	1 days	

3. Clean-up Drives

Provide assistance for clearing operations during barangay clean-up drives in terms of garbage collection.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from barangay for clean-up drives assistance.		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communication Letter	Schedule one (1) Truck for Collection of garbage	None	1 day	WMD Garbage Collectors
TOTAL		None	1 days	

4. Sunday Clearing 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			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection report of Inspector		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Through phone calls or walk-in	Assess first the garbage and schedule the truck for collection of bulky waste and clearing & cleaning operations.	None	1 day	WMD Inspector WMD Garbage Collectors
TOTAL		None	1 days	

5. Remopping

Daily 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			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Daily Routine		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Garbage Collection	None	1 day	WMD Garbage Collectors
TOTAL		None	1 days	

6. DENR, DILG and MMDA Projects and Programs

Initiating SWM projects and programs to clean and rehabilitate Manila Bay and Tributaries and Submission of reports needed by the NGA's.

Office or Division:	Waste Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	National Government Agencies and Valenzuela City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinating Meetings	Attend coordinating seminars/ workshop meetings hosted by the National Government Agencies before implementing the project	None	3 days or as scheduled by host NGA	Officer-in-Charge and office staff/ Representative as appointed
TOTAL		None	3 days	



CITY EXTERNAL SERVICES OFFICES
PUBLIC ORDER AND SAFETY GROUP (POSG)
TRAFFIC MANAGEMENT DIVISION (POSO-TMD)

External Services



1. Claiming of Wheel-Clamped Vehicle

Procedure on how to settle and release wheel clamping vehicle.

Office or Division:	Traffic Management Division - Redemption Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UOVR - (Unified Violation Receipt)		Redemption Center		
Certificate of Registration (OR/CR)		Land Transportation Office		
Valid ID (Any Government or Company ID)		Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window Clamping and submit the necessary requirements	1. Check if all requirements have been met and issue order of payment	Motorcycle ₱ 1,000.00 Light Vehicle	3 minutes	Redemption Office/ Admin. Office
2. Pay the required fees.	2. Accept payment and issue Official Receipt	₱ 2,000.00 Heavy Vehicle	2 minutes	Cashier from CTO
3. Proceed to places of clamping.	3. Inform/Call TMD/Towing Personnel to unlock wheel clamp vehicle	₱ 5,000.00	15 minutes	Towing Unit



TOTAL	Motorcycle	20 Minutes	
	₱ 1,000.00		
	Light Vehicle		
	₱ 2,000.00		
	Heavy Vehicle		
	₱ 5,000.00		

2. Claiming of Impounded

Procedure on how to settle and redeem impounded vehicle.

Office or Division:	Traffic Management Division - Redemption Center			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UOVR - (Unified Violation Receipt)		Redemption Center		
Certificate of Registration (OR/CR)		Vehicle Vendor/Company		
Authorization Letter		Registered Owner		
Valid ID of Vehicle Owner & Authorized Person to claim		Government Offices		
Notarized Secretary Certificate (If the Registered Owner is a Corporate or Company)		Corporate/ Company Secretary		
Certificate of Ownership (If Repossessed from Motor Company)		Motor Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
1. Proceed to Window 1 and submit the necessary requirements.	1. Checking if all requirements have been provide order of payments.	Motorcycle ₱ 1,000.00 Light Vehicle	2 minutes	Redemption Unit/Admin. Office
2. Pay the required fees.	2. Accept payment and issue Official Receipt	₱ 2,000.00 Heavy Vehicle	2 minutes	Cashier from CTO
3. Proceed to places of clamping.	3. Inform/Call TMD/Towing Personnel to unlock wheel clamp vehicle	₱ 5,000.00	15 minutes	Towing Unit
TOTAL		Motorcycle ₱ 1,000.00 Light Vehicle ₱ 2,000.00 Heavy Vehicle ₱ 5,000.00		





CITY EXTERNAL SERVICES OFFICES

VALENZUELA CITY TRANSPORTATION OFFICE (VCTO)

External Services



1. New or Renewal Application of Private Pedicab Permit

Procedure in applying New/Renewal Private Pedicab Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Pedicab Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance for Private Pedicab		Concerned Barangay		
Two (2) copy of resent 2x2 photo		Applicant		
Voter's Certification		Commission on Election (COMELEC)		
PODA Clearance (if intended for Personal Use)		Concerned PODA President		
Business Permit (if intended for Business Purpose)		Business Permit and Licensing Office (BPLO)		
Certification from School and Photocopy of School ID of Students (if intended for School Service)		School Principal		
Certificate of Ownership (renewal)		Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1.1 Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.1 Receive and review the application form	None	3 minutes	Frontline Personnel
	2.2 For New Applicant: Assign Control Plate and Stencil Number	None	3 minutes	Frontline Personnel



3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of pedicab	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5. Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	5.1. Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. For New Applicant: Release Certificate of Ownership, Regulatory sticker and Control Plate For Renewal: Stamp Certificate of Ownership and Release Regulatory sticker	None	2 minutes	Frontline Personnel
	6.2 Marking of Stencil for New Applicant	None	5 minutes	Roadworthiness Inspection
	TOTAL	See below list	32 minutes	

New Applicant: PHP 150.00 Registration Fee: PHP 50.00 Control Plate: PHP 75.00
 Pedicab Driver's Permit For
 Renewal: PHP 100.00 Renewal
 Fee: PHP 75.00
 Pedicab Driver's Permit Late Penalty: PHP 100.00



2. Renewal Application of Public Pedicab Permit

Procedure in applying Public Pedicab Permit

Office or Division:	Valenzuela nCity nTransportation Office			
Classification:	Simple			
Type of Transaction:	Valenzuela City Transportation Office			
Who may avail:	Simple			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Concerned Barangay		
Two (2) copy of resent 2x2 photo		Applicant		
Voter's Certification		Commission on Election		
Certificate from PODA President		PODA President		
Certificate of Ownership		Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of pedicab	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window	5. Accept order	PHP	4 minutes	Cashier from



2 (Cashier) and pay the required fees	of payment and cash	100.00- Renewal Fee, PHP 75.00 - Pedicab		Treasurer's Office
	5.1. Issue an official receipt	Driver's Permit, PHP 100.00 - Late penalty	4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. Stamp Certificate of Ownership and Release regulatory sticker	None	4 minutes	Frontline Personnel
TOTAL	PHP 100.00- Renewal Fee, PHP 75.00 - Pedicab Driver's Permit, PHP 100.00 - Late penalty		26 inutes	

3. New and Renewal Application of Private Pedicab Supervision Permit

Procedure in applying New and Renewal Pedicab Supervision Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pedicab Owners outside jurisdiction of Valenzuela City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance (residential)	Concerned Barangay from applicants point of origin



Barangay Clearance (Supervision Permit)	Concerned Barangay from applicants point of destination			
Two (2) copy of resent 2x2 photo	Applicant			
Government Issued ID	Applicant			
Certificate of Ownership (renewal)	Pedicab Regulatory Unit			
PODA Clearance (for Personal Use)	Concerned PODA President			
Business Permit (for Business Purpose)	Business Permit and Licensing Office (BPLO)			
Certification from School and Photocopy of School ID of Students (if intended for School Service)	School Principal			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1.Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3.Conduct Road worthiness Inspection and take photos of Pedicab	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4.Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5. Accept order of payment and cash	See attached price list	4 minutes	Cashier from Treasurer's Office
	5.1. Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. For New Applicant: Release Certificate of	None	3 minutes	Frontline Personnel



	Ownership and Supervision sticker For Renewal: Stamp Certificate of Ownership and Release supervision sticker			
TOTAL	PHP 300.00- Supervision Fee, PHP 100.00- Filing Fee PHP 50.00- ID Card, PHP 50.00- Regulation Sticker PHP 50.00- Not for Hire Sticker Surcharge: 25% of total Supervision permit and 1% for every succeeding month		25 minutes	

4. New and Renewal Application of E-Trike Private Permit

Procedure in applying New and Renewal E-Trike Private Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	E-Trike Owners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Clearance	Concerned Barangay
Two (2) copy of recent 2x2 photo	Applicant
Certification of Sales	Motor Company



Voter's Certification		Commission on Election		
PODA Clearance (for Personal Use)		Concerned PODA President		
Business Permit (for Business Purpose)		Business Permit and Licensing Office (BPLO)		
Certification from School and Photocopy of School ID of Students (if intended for School Service)		School Principal		
Certificate of Ownership (renewal)		Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.1 Receive and review the application form	None	3 minutes	Frontline Personnel
	2.2 Assign Control Plate to new applicants	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of E-Trike	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. For New Applicant: Release Certificate of	None	3 minutes	Frontline Personnel



	Ownership, regulatory sticker, not for hire sticker and Control Plate For Renewal: Stamp Certificate of Ownership and Release regulatory sticker and not for hire sticker			
	TOTAL	See below list	28 minutes	

PHP 300.00- Supervision Fee

PHP 100.00- Filing Fee

PHP 50.00- ID Card,

PHP 50.00- Regulation Sticker

PHP 50.00- Not for Hire Sticker

Surcharge: 25% of total Supervision permit and 1% for every succeeding month



5. Renewal Application of Public E-Trike Permit

Procedure in applying Public E-Trike Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	E-Trike Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Concerned Barangay		
Two (2) copy of resent 2x2 photo		Applicant		
Certification of Sales		Motor Company		
Voter's Certification		Commission on Election		
Certificate from E-TRODA President		PODA President		
Certificate of Ownership		Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of E-Trike	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay	5.1 Accept order of payment and	See below list	4 minutes	Cashier from Treasurer's Office



the required fees	cash			
	5.2 Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. Stamp Certificate of Ownership and Release regulatory sticker and Fare Matrix	None	3 minutes	Frontline Personnel
	TOTAL	See below list	25 minutes	

PHP 200.00- Registration Fee

PHP 150.00- License Plate (for first time registrants)

PHP 50.00 - Control Plate

PHP 50.00 - ID Card

6. New and Renewal Application of E-Trike Supervision Permit

Procedure in applying New and Renewal E-Trike Supervision Permit

Office or Division:	Valenzuela City Transportation Office		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	E-Trike Owners outside jurisdiction of Valenzuela City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Barangay Clearance (residential)		Concerned Barangay from applicants point of origin	
Barangay Clearance (Supervision Permit)		Concerned Barangay from applicants point of destination	
Two (2) copy of resent 2x2 photo		Applicant	
Government Issued ID		Applicant	
Certificate of Ownership (renewal)		Pedicab Regulatory Unit	
Endorsement Letter		T. R. U. of Origin City	



PODA Clearance (if intended for personal use)		Concerned PODA President		
Business Permit (if intended for Business Purpose)		Business Permit and Licensing Office		
Certification from School and Photocopy of School ID of Students (if intended for school service)		School Principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1. Assess all requirements and provide application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of E-Bike	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. For New Applicant: Release Certificate of Ownership and supervision sticker 6.1. For Renewal: Stamp Certificate of Ownership and Release supervision sticker	None	3 minutes	Frontline Personnel
	TOTAL	See below list	25 minutes	



PHP 400.00- Supervision Fee; PHP 200.00- Filling Fee; PHP 50.00- Regulation Sticker
 PHP 50.00- ID Card

7. New and Renewal Application of E-Bike Permit

Procedure in applying New and Renewal E-Bike Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	E-Bike Owners outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Concerned Barangay		
Two (2) copy of resent 2x2 photo		Applicant		
Certification of Sales		Motor Company		
Voter's Certification		Commission on Election		
Certificate of Ownership (renewal)		Pedicab Regulatory Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Pedicab Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of E-Bike	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel



5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	For New Applicant: Release Certificate of Ownership, regulatory sticker and control plate For Renewal: Stamp Certificate of Ownership and Release regulatory sticker	None	3 minutes	Frontline Personnel
	TOTAL	See below list	25 minutes	

PHP 150.00- License Plate (for first time registrants)

PHP 50.00- Regulation Stickers

PHP 50.00- ID Card

8. New Application and Renewal of Motorized Tricycle Operator's Permit (MTOP)

Procedure in applying New and Renewal MTOP

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Tricycle Operator/Franchisee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LTO Official Receipt/ Certificate of Registration (OR/CR)	Land Transportation Office
Barangay Clearance	Concerned Barangay
TODA Certificate	TODA President



Original MTOP and Franchise with Official Receipt		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.1 Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of Tricycle	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Process an order of payment	None	3 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	PHP 100.00- MTOP (per year), additional fees for late renewal: PHP 100.00 - MTOP Penalty	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
6. Proceed to Tricycle Regulatory Unit	6. Stamp the MTOP and Release Regulatory Sticker	None	3 minutes	Frontline Personnel
TOTAL		PHP 100.00- MTOP (per year), additional fees for late	27 minutes	



		renewal : PHP 100.00 - MTOP Penalty		
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9. Certificate of Franchise

Procedure in applying Certificate of Franchise

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operator/Franchisee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Official Receipt/ Certificate of Registration (OR/CR)		Land Transportation Office		
Barangay Clearance		Concerned Barangay		
TODA Certificate		TODA President		
Original MTOP and Franchise with Official Receipt		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements	1.Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3.Conduct Road worthiness Inspection and take photos of Tricycle	None	5 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4.Process an order of payment	None	3 minutes	Frontline Personnel



5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	PHP 300.00-Registration Fee,	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt	PHP 100.00-Filing Fee PHP 50.00-Registration Fee	4 minutes	
6. Proceed to Tricycle Regulatory Unit	6.1 Photocopy receipt/order of payment and acquire stamp for surrendered franchise	None	4 minutes	Frontline Personnel
	6.2 Instruct franchisee to come back and follow-up retrieval of "approved" renewed Certificate of Franchise/MTO P	None	4 minutes	Frontline Personnel
Once LTO Registration has been attained				
7. Proceed to VCTO to claim new regulatory sticker and fare matrix	7.1 Check if all requirements have been duly accomplished	None	4 minutes	Frontline Personnel
	7.2 Release New Regulatory Sticker and Fare Matrix	None	4 minutes	Frontline Personnel
TOTAL	PHP 300.00-Registration Fee, PHP 100.00 Filing Fee PHP 50.00-Registration Fee	38 minutes (LTO registration not included)		



10. Dropping of Franchise

Procedure in applying Dropping of Franchise

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Operator/Franchisee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Official Receipt/ Certificate of Registration (OR/CR)		Land Transportation Office		
Original Notarized Affidavit of Dropping		Notary Public		
Original MTOP and Franchise with Official Receipt		VCTO		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Tricycle Regulatory Unit and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Surrender Certificate of Franchise and MTOP	2. Accept Certificate of Franchise and MTOP	None	3 minutes	Frontline Personnel
3. Proceed to Window 1	3. Process an order of payment	None	3 minutes	Frontline Personnel
4. Proceed to Window 2 (Cashier) and pay the required fees	4.1 Accept order of payment and cash	PHP 100.00- Dropping Fee, PHP 250.00-	4 minutes	Cashier from Treasurer's Office



		Penalty fee per year for non-renewal of MTOP		
	4.2 Issue an official receipt		4 minutes	
5. Proceed to Tricycle Regulatory Unit and claim Certificate of Dropping	5.1 Check if all requirements have been duly accomplished	None	4 minutes	Frontline Personnel
	5.2 Issue Certificate of Dropping	None	4 minutes	Frontline Personnel
	TOTAL	PHP 100.00- Dropping Fee, PHP 250.00- Penalty fee per year for non-renewal of MTOP	25 minutes	

11. Private Tricycle Registration Permit

Procedure in applying Private Tricycle Registration

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Private Tricycle Owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LTO Official Receipt/ Certificate of Registration with sidecar (OR/CR)	Land Transportation Office (LTO)
Barangay Clearance for Private Tricycle Registration	Concerned Barangay
Voter's Certification	Commission on Election



One (1) copy of resent 2x2 photo	Applicant			
TODA Clearance (if intended for Personal Use)	Concerned TODA President			
SCOG Clearance (Business Purpose)	Sidewalk Clearing Operations Group (SCOG)			
Business Permit (if intended for Business Purpose)	Business Permit and Licensing Office (BPLO)			
Certification from School and Photocopy of School ID of Students (if intended for School Service)	School Principal			
Note: Color of sidecar must be gray, galvanized or stainless color for personal use and business purpose skeletal with panel board 2ft x 2ft,for student service the whole sidecar must be painted yellow with black stripe in front and rear together with the print marking "SCHOOL SERVICE" that should be three (3) inches in height.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements	1.Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2.Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3.Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Frontline Personnel
4. Proceed to Side Walk Clearing Operations Group Office and get SCOG Clearance (if intended for Business Purpose)	4.Give SCOG Clearance to the client if no pending apprehension	None	3 minutes	SCOG Frontline Personnel
5. Proceed to CESO Admin for Approval (for student service only)	5.Double check the application form and requirements and approved the permit	None	3 minutes	CESO Admin Frontline Personnel
6. Proceed to Window 1	6.Issue an order of payment	None	4 minutes	Frontline Personnel



7. Proceed to Window 2 (Cashier) and pay the required fees	7.1 Accept order of payment and cash	PHP 100.00-Registration Fee, PHP 100.00-Registration Sticker	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
8. Proceed to VCTO and claim registration sticker and control plate	8.1 Check if all requirements have been duly accomplished	None	4 minutes	Frontline Personnel
	8.2 Release registration sticker, not for hire sticker and control plate	None	4 minutes	Frontline Personnel
	TOTAL	PHP 100.00-Registration Fee, PHP100.00-Registration Sticker	31 inutes	

12. Private Tricycle Supervision Permit

Procedure in applying Private Tricycle Supervision Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Private Tricycle Owner outside jurisdiction of Valenzuela City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LTO Official Receipt/ Certificate of Registration with sidecar (OR/CR)	Land Transportation Office (LTO)
Barangay Clearance for Private Tricycle Registration	Concerned Barangay



Government Issued ID	Applicant
One (1) copy of recent 2x2 photo	Applicant
TODA Clearance (if intended for Personal Use)	Concerned TODA President
SCOG Clearance (Business Purpose)	Sidewalk Clearing Operations Group (SCOG)
Business Permit (if intended for Business Purpose)	Business Permit and Licensing Office (BPLO)
Certification from School and Photocopy of School ID of Students (if intended for School Service)	School Principal
Endorsement from T.R.U of Origin City	T.R.U. of Origin City

Note: Color of sidecar must be gray, galvanized or stainless color for personal use and business purpose skeletal with panel board 2ft x 2ft, for student service the whole sidecar must be painted yellow with black stripe in front and rear together with the print marking "SCHOOL SERVICE" that should be three (3) inches in height.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Frontline Personnel
4. Proceed to Side Walk Clearing Operations Group Office and get SCOG Clearance (if intended for Business Purpose)	4. Give SCOG Clearance to the client if no pending apprehension	None	3 minutes	SCOG Frontline Personnel
5. Proceed to CESO Admin for Approval	5. Double check the application form and requirements and approved	None	3 minutes	CESO Admin Frontline Personnel



	the permit			
6. Proceed to Window 1	6. Issue an order of payment	None	4 minutes	Frontline Personnel
7. Proceed to Window 2 (Cashier) and pay the required fees	7.1 Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	7.2 Issue an official receipt		4 minutes	
8. Proceed to VCTO and claim registration sticker and control plate	8.1 Check if all requirements have been duly accomplished	None	4 minutes	Frontline Personnel
	8.2 Release supervision sticker and not for hire sticker	None	4 minutes	Frontline Personnel
TOTAL	See below list	31 minutes		

PHP 150.00- Supervision Fee (Personal and Student Service)

PHP 250.00 - Supervision Fee (Business Purpose)

PHP 100.00 - Filing Fee

PHP 50.00 - Regulation Sticker

PHP 50.00 - Not for Hire Sticker

PHP 50.00 - ID Card

13. Tricycle for Hire Supervision Permit

Procedure in applying Tricycle for Hire Supervision Permit

Office or Division:	Valenzuela City Transportation Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Tricycle Owner outside jurisdiction of Valenzuela City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LTO Official Receipt/ Certificate of Registration for Hire (OR/CR)	Land Transportation Office (LTO)
Barangay Clearance (Residential)	Concerned Barangay from applicants point of origin
Barangay Clearance for Supervision Permit	Concerned Barangay from applicants point of destination



One (1) copy of resent 2x2 photo		Applicant		
TODA Certificate		TODA President		
Certificate of Franchise		TRU of Origin City		
Mayor's Permit		Mayor's Office of Origin City		
Government Issued ID		Applicant		
Endorsement from T.R.U. of origin city		T.R.U. of Origin City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Valenzuela City Transportation Office and submit necessary requirements	1. Assess all requirements and provides application form to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished application form	2. Receive and review the application form	None	3 minutes	Frontline Personnel
3. Roadworthiness Inspection	3. Conduct Road worthiness Inspection and take photos of tricycle	None	3 minutes	Roadworthiness Inspector
4. Proceed to Window 1	4. Issue an order of payment	None	4 minutes	Frontline Personnel
5. Proceed to Window 2 (Cashier) and pay the required fees	5.1 Accept order of payment and cash	See below list	4 minutes	Cashier from Treasurer's Office
	5.2 Issue an official receipt		4 minutes	
6. Proceed to VCTO and claim registration sticker and control plate	6.1 Check if all requirements have been duly accomplished	None	4 minutes	Frontline Personnel
	6.2 Release supervision sticker and fare matrix	None	4 minutes	Frontline Personnel
	TOTAL	See elow list	29 minutes	



PHP 300.00 - Supervision Fee
 PHP 100.00- Filing Fee
 PHP 50.00 - Regulation Sticker
 PHP 50.00 - Not for Hire Sticker
 PHP 50.00 - ID Card

14. Public Utility Vehicle Drivers ID

Procedure in applying PUV ID

Office or Division:	Valenzuela City Transportation Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	PUJ, Bus, UV Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Official Receipt/ Certificate of Registration (OR/CR)		Land Transportation Office (LTO)		
One (1) copy of resent 2x2 photo		Applicant		
Certificate of Membership (JODA)		JODA President		
Certificate of Franchise/Extension of Validity/Notice of Hearing		Land Transportation and Franchising Regulatory Board (LTFRB)		
Driver's License		Land Transportation Office (LTO)		
Note: Needs to attend the Public Utility Vehicle Professionalization Program (PUVPP) Seminar for New Applicant				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CESO Admin Office and submit necessary requirements	1.Assess all requirements and provides Drivers Information Sheet to client	None	3 minutes	Frontline Personnel
2. Fill up and submit accomplished Drivers Information Sheet	2.Receive and review the Drivers Information Sheet	None	3 minutes	Frontline Personnel
	2.1. Issue claiming Stub	None	3 minutes	Frontline Personnel



	and assign date of PUVPP Seminar for New Applicants Assign date of Claiming for Renewal			
	2.2. Print out the ID and Encode it to the System	None	5 minutes	Frontline Personnel
	2.3. Bring the ID to Mayor's Office for it to be signed	None	2 days	Frontline Personnel
3. Return to CESO Admin Office on the scheduled claiming date and sign logbook for acknowledgement	3. Release the ID and let them sign at the back with thumb mark	None	4 minutes	Frontline Personnel
	TOTAL	None	2 days and 18 minutes	

15. Releasing of TODA Body Number Plates

Procedure in releasing TODA Body Number Plates

Office or Division:	Valenzuela City Transportation Office, Public Order and Safety Group			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	TODA Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt with Order of Payment		VCTO		
Certificate of Franchise and MTOP		VCTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CESO Admin Office and present the Official	1.1 Check if the client already renewed their	None	3 minutes	CESO Admin. Frontline Personnel



Receipt with Order of Payment or Certificate of Franchise and MTOP	Franchise and MTOP			
	1.2 Verify the Receiving Copy if not yet claimed	None	3 minutes	Frontline Personnel
2. Sign the receiving copy for acknowledgement	2. Give the Body Number Plate to the Client	None	3 minutes	Frontline Personnel
	TOTAL	None	9 minutes	



ADMINISTRATIVE OFFICES
PROCUREMENT OFFICE
Internal Services



1. Processing of Purchase Requests– For Alternative Mode of Procurement

Office or Division:	GSO - Procurement Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Layout, if necessary		Public Information Office		
ICTO Recommendation Letter, if I.T. Equipment		ICTO		
Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request to Procurement Office	1. Accept the Purchase Request and endorse to the buyers for canvassing of price from prospective suppliers	None	1 day	Procurement Office Staff
	1.1. Send Request for Quotations to at least three (3) prospective suppliers	None	3 days	Buyers
	1.2. Prepare the Abstract of Proposal/ Quotation/ Bid and send to the Bids and	None	1 day	Buyers



	Awards Committee for signature.			
	TOTAL	None	5 days	

2. Processing of Purchase Requests - For Competitive Bidding

Office or Division:	GSO - Procurement Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lay-out, if necessary		Public Information Office		
ICTO Recommendation Letter, if I.T. Equipment		ICTO		
Recipients		End-user		
Budget Proposal, for Events		End-user		
Purchase Request		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Purchase Request to Procurement Office	1.Accept the Purchase Request and endorse to the Buyers for canvassing of price from prospective Suppliers	None	1 day	Procurement Office Staff
	1.1. Indicate the estimated cost in the Purchase Request.	None	3 days	
	1.2. Forward the Purchase Request to	None	1 day	Buyer



	Budget Office for Budget Certification.			
	1.3. Prepare the Approved Budget for the Contract (ABC).	None	1 day	Buyer
	TOTAL	None	5 days	

3. Preparation of Purchase Order

Office or Division:	GSO - Procurement Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various Offices of the City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved purchase request		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Prepare the Purchase Order and send to the Mayor's Office for approval.	None	1 day	Buyer
	1.1. Accept the approved Purchase Order and send to the supplier for delivery.	None	1 day	Buyer
	TOTAL	None	2 days	



ADMINISTRATIVE OFFICES
PROPERTY OFFICE
Internal/ External Services



1. Receiving Documents

Incoming documents for preparing of IAR with inventory custodian slip and property acknowledgment receipt.

Office or Division:		Property and Supply Management Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Government agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) and Purchase Request (PR) Sales Invoice & DR / Warranty Certificate Certification/recipients		Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliveries of vouchers for IAR from procurement	1. Checking of requirements for receiving	None	5 minutes	Property Personnel
	1.1. If incomplete return the documents to procurement		5 minutes	Property Personnel
	1.2. If complete the documents will receive for IAR/ ICS /PAR		5 minutes	Property Personnel
TOTAL		None	15 minutes	



2. Outgoing of Documents

Outgoing of accomplished IAR / documents for transmittal to COA.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	COA / Procurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished IAR		Property and supply management division		
P.O / P.R.		Procurement Division		
Sales Invoice/ D.R.		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparing and checking of accomplished IAR / documents	1. Checking and photocopying of S.I/D.R/ P.O/P.R and IAR	None	15 minutes	Property Personnel
2. Transmittal of accomplished IAR	2. If complete, the documents will be delivered to COA		15 minutes	Property Personnel
3. Receiving of transmittal	3. Checking and receiving of accomplished IAR with photocopied documents		15 minutes	COA Personnel
4. Returning of documents and accomplished IAR with COA received	4. Return the vouchers to procurement for auditing		5 Minutes	Property Personnel
TOTAL		None	50 minutes	



3. Preparation of Inspection and Acceptance Reports (IAR)

Inspection and Encoding for IAR

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
P.O/ P.R. / OBR		GSO-Procurement		
Sales invoice/ delivery receipt/ warranty certificate		Supplier		
Certification/recipients				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver items to the assigned warehouse as per P.O.	1. Inspect the items upon receiving of warehouse man base on the P.O./ P.R.	None	7 days	Property Personnel
	1.1. Encoding and creating of inspection and acceptance report		7 days	Property Personnel
	1.2. Printing and signing of inspection acceptance report		1 day	Property Personnel
TOTAL		None	15 days	



4. Preparation of Property Acknowledgment Receipt and Inventory Custodian Slip

Creating/ encoding of PAR and ICS.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Various offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IAR & P.O / PR		Property / Procurement		
Sales invoice/delivery receipt/warranty certificate/recipients		GSO-Procurement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end user received the items delivered	1.Re-inspect the item	None	7 days	Property personnel
	1.1.Create the ICS or PAR & barcode stickers		7 days	Property personnel
	1.2.Printing of PAR/ICS with barcode stickers		1 day	Property personnel
	1.3.Sending of PAR/ICS to end user for signature		1 day	Property personnel
	1.4.Waiting to the end user to sign the par for the accountability of the delivered items		30 days	End User
	1.5.After signing of par or ICS, the end user sent back the documents to property office		30 days	End User



	1.6.After sent back the signed PAR/ICS it will be attached to IAR with documents & send back to procurement		1 day	Property Personnel
TOTAL		None	77 days	

5. Property Accountability Clearance

Employees securing property clearance (property accountability) Clearance for different purposes
(Resignation, terminal leave, travel and transfer of office, maternity leave etc.)

Office or Division:		Property and Supply Management Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Valenzuela City government employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees clearance accountability form		HRMO		
Record of accountability		Property and Supply Management Division		
Return slip / I&I report form if needed		Property and Supply Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure employees clearance accountability form	None	None	1 day	HRMO
2. Payment of clearance			1 day	CTO Cashier
3. Fill up clearance form completely, must be signed by the applicant & the department head				Department Head of Applicant
4. Secure record of accountability. Return slip, I&I report form if needed			1 hour	Property Personnel
5. Settlement/re-issuance of accountability with				Applicants Office/ Property Custodian of The Designated Applicant's Office



check is applicable				
6. Upon completion of PSMD requirements/ slip, proceed to PSMD for final checking & updating of record & for signature of PSMD head	1. Checking/ signing of clearance form		30 minutes	Department Head of PSMD
TOTAL		None	2 days, 1 hour and 30 minutes	

6. Application and Renewal of Building Insurance

Applying and Renewal of Building Insurance for the Government of Valenzuela City.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal Form Policy of GSIS		Property and Supply Management Division		
Cheque Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Waiting of statement of account from GSIS	None	15 days	GSIS/ Property Personnel
	1.1.Making of voucher for requesting of renewal or application of building insurance	None	5 minutes	Property Personnel



	1.2.The vouchers will sent to Budget / Accounting & Mayor's Office / Treasurer's Office Budget/ Auditing / signing of Mayor and preparing of cheque payment	None	15 days	Budget/Accounting/Mayor's Office/City Treasurer's Office
	1.3.Waiting cheque payment from CTO	None	15 days	CTO
	1.4.Upon release of cheque, the Property Office will settle payment to GSIS.	Paid by CGOV	1 day	Property Personnel
TOTAL		Paid by CGOV	46 days and 5 minutes	

7. LTO Registration and Insurance of Motor Vehicles

Registering All Motor Vehicle of the City Government of Valenzuela.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous OR/CR		Property and Supply Management Division		
Emission test result		Emission Testing Center c/o Driver		
GSIS Insurance		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.Application of new vehicle or renewal of vehicle's insurance at GSIS	None	3 days	Property Personnel



	1.1.Waiting of SOA from GSIS	None	15 days	GSIS Personnel
	1.2.Preparing voucher for requesting budget payment for insurance	None	5 minutes	Property Personnel
	1.3.Submit voucher	None		Property Personnel/ Budget/ Accounting/May or's Office/City Treasurer's Office
	1.4.Payment to GSIS		1 day	
	1.5.When cheque is released by CTO the Property Office will pay GSIS.	Paid by CGOV	1 day	Property Personnel
1.Emission test		Paid by CGOV	1 day	Driver of Motor Vehicles
2.Submitting emission test result		None	1 day	Driver of Motor Vehicles
None	2.LTO registration (bulk)	Paid by CGOV	3 days	Property Personnel
	2.1.Payment of emission testing center & LTO registration	Paid by CGOV	1 day	Property Personnel
	2.2.Waiting of OR/CR to release from LTO	None	3 days	LTO
	2.3.Claiming of OR/CR from LTO	None	1 day	Property Personnel
TOTAL		Paid by CGOV	30 days and 5 minutes	



8. Insurance Claims

Claiming Insurance of Motor Vehicles of the Valenzuela City Government.

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Assured Agency (CGO Valenzuela) and the third party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo Copy Of Car Registration and Current Official Receipt		Property and Supply Management Division		
Photocopy of Driver's License and Official Receipt		Driver of vehicle involved in the accident		
Original Copy of Police Report or Duly Notarized Driver's Affidavit		Police Dept. of the area where the accident happened		
Estimate Cost of Repair Damaged Vehicle		Auto repair shop where vehicle is to be repaired		
Trip Ticket		Department/division of the LGU		
Colored Pictures of The Vehicle		Driver of vehicle involved in the accident		
Photocopy of Policy Insurance		Property and supply management division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of the above-mentioned requirements	1. Provide a checklist of requirements to the driver involved	None	5 minutes	Property Personnel
2. Submit the original and photocopy of the requirements to PSMD for checking and evaluation	2. Check and evaluate submitted requirements to insure completeness and approval of insurance		15 minutes	Property Personnel
3. Wait for a text or call from PSMD if the insurance company has issued the letter of authority to repair	3. Submit the complete and checked documents to the auto repair shop for further evaluation		21 working days before notice of approval	Property Personnel



TOTAL	None	21 days and 20 minutes	
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9. Requisition and Issuance Slip for Diesel and Gasoline

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All drivers in various offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver's license - photocopy		Driver		
Updated OR/CR - photocopy		Driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare trip ticket of the day	1. Check if all the requirements are updated	None	5 minutes	Driver & Department Head
2. Prepare requisition slip with indicated date, plate number and liters needed.			5 minutes	Driver & Department Head
3. Submit photocopies of OR/CR & driver's license			5 minutes	Driver & Department Head
	1.1. Checking of requirements for the issuance of diesel and gasoline		5 minutes	Property Personnel
	1.2. Encoding of details for issuance of diesel and gasoline needed.		5 minutes	Property Personnel
TOTAL		None	25 minutes	



10. Preparation of Purchase Request, Purchase Order, Voucher, IAR, and Summary Report

Office or Division:		Property and Supply Management Division		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		All departments and offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase order and sales invoice		Gasoline and diesel supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase order and sales invoice	1. Prepare summary report	None	3 days	Supplier
	1.1. Prepare P.R. to be submitted by Procurement for approval		1 day	Property Personnel
	1.2. Prepare P.O. voucher and approved P.R. to be submitted to Budget Office		1 day	Property Personnel
	1.3. Preparing of IAR to be submitted to audit		1 day	Property Personnel
TOTAL		None	6 days	



11. Issuance of Voucher Payment for Utilities

Making voucher payment for utilities of City Government of Valenzuela

Office or Division:	Property and Supply Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account and Excel summary		GLOBE, SMART, PLDT, BAYANTEL, MERALCO, MAYNILAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliveries of bills by the service provider	1. Wait for the bill to deliver	None	10 days	Courier
	1.1. Check the bills if complete Ask or request the incomplete bills via email or call and personal go to service provide office		3 hours	Property Personnel
	1.2. Encode the bills to excel		1 day	Property Personnel
	1.3. Print the voucher and all the supporting documents		3 hours	Property Personnel
	1.4. Bring the voucher to Budget for issuing of OBR		2 hours	Property Personnel
	1.5. Bring back to property office for signature then back to budget for signature also		1 day	Budget
	1.6. Bring to Accounting Office for audit		1 day	Property/Budget
			2 days	Accounting Audit



	1.7. Bring to Treasurer's Office for cheque		1 day	Treasurer's Office
	1.8. Bring cheque to Mayor's Office for signature		1 day	Mayor's Office
	1.9. Bring back the cheque to Treasurer's Office to process the payment for the company will avail		1 day	Treasurer's Office
TOTAL		None	18 days and 8 hours	

12. Issuance of Trip Ticket

Giving authorization to use vehicle for official trip.

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated professional driver's license		Driver		
Updated OR/CR of motor vehicle		Driver		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up trip ticket form	None	None	2 minutes	Driver & Department Head
2. Submitting duly accomplished trip ticket form with driver's license & OR/CR of the vehicle	1. Checking the driver's license & OR/CR of vehicle		1 minute	Property Personnel
	1.1. If correct, the trip ticket is ready for approval & signature of PSMD department head		1 minute	Property Personnel & Department Head



	1.2. Returning approved trip ticket to the driver		1 minute	Property Personnel
	1.3. If not correct in filling trip ticket, it will be returned to the driver and rechecked again.		1 minute	Property Personnel
TOTAL		None	6 minutes	

13. Preparation of Requisition and Issue Slip (RIS)

Office or Division:	Property and Supply Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished RIS form		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up RIS form	None	None	5 minutes	End User / Department Head
2. Submitting duly accomplished RIS form	1. Checking the RIS form for approval & signature		1 minute per person	End User/ Property Personnel
	1.1. If incorrect, returning the slip for correction		1 minute	Property Personnel
	1.2. Returning approved trip ticket to the driver		1 minute	Property Personnel
	1.3. If correct, the RIS form is ready for approval & signature of PSMD department head		1 minute	Property Personnel & Department Head
TOTAL		None	9 minutes	



ADMINISTRATIVE OFFICE

PUBLIC INFORMATION OFFICE (PIO)

Internal / External Services



1. Request for Copies of Photos and Videos

Covers official requests for photos and videos of the City Government of Valenzuela.

Office or Division:	Public Information Office			
Classification:	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		
Flash Drive (for soft copy of files)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Head
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves / disapproves releasing of materials			
3. Receives feedback on the request	3. If approved, PIO personnel checks availability of materials requested			
4. Receives requested materials	4. PIO personnel releases requested materials - either in soft or hard copy (depending on the request)			
TOTAL		None	7 days	



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: - Target date, time, and expected duration of the event - Nature of the event/tour - Group/attendees/guests expected - Specific sites to be visited - Contact person and complete contact details - Any additional information		None		
Endorsement or referral letter of the requesting agency (if any)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Governance Tours and Related Events Unit	1. Personnel accepts and receives the requirements	None	20 working days	Governance Tours and Related Events Head and personnel / PIO Head
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			
3. Receives feedback on the event requested	3. Governance Tours and Related Events			
	Head and PIO Head approves request and			



	consolidates requirements across involved offices			
4. Receives final confirmation and programme	4. Personnel coordinates with offices and client on final arrangements			
TOTAL	None	20 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		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the PIO personnel of the following information for printing of photos: - Date of the wedding - Number assigned - Batch number (if applicable) - Special wedding (if applicable)	1. PIO personnel prints the official wedding photo of the client.	None	15 minutes	PIO Admin Personnel / PIO Artist
2. Receives the printed wedding photo.	2. PIO personnel releases photo.			
TOTAL		None	15 minutes	

4. Request for Mayor's Message

Covers requests for the City Mayor' Special Message

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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Writer / PIO Head
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves/ disapproves request			
3. Receives feedback on the request	3. If approved, PIO personnel assigns writer to draft the Mayor's Message			
4. Receive Mayor's Message either on hard or soft copy based on request	4. PIO personnel sends/releases Mayor's Message			
TOTAL		None	7 days	

5. Request for Official Tarpaulins and LED Advertisements

Covers requests for official tarpaulins on community billboards or event venues and LED advertisements (in front of the City Hall).

Office or Division:	Public Information Office
Classification:	Highly Technical
Type of Transaction:	G2G

Who may avail:		Government Offices / Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of the Job Order (JO) Form or email request		Public Information Office, 3rd Floor Executive Building		
Document 2: For additional details, the following must be provided: - Proposed layout - Soft copy of high-resolution pictures and logos - Size: 4ft. x 8ft., 4ft. x 12ft., 8ft. x 12ft. or depending on client request on requested size specification		None		
Document 3: Flash drive containing the PSD format of the file and a request letter (for LED)		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel / PIO Writer / PIO Artist / PIO Head
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves / disapproves request			
3. Receives feedback on the request	3. If approved, PIO personnel assigns artist and writer to draft the layout. PIO personnel sends layout and details to PIO IT personnel for LED Advertisement posting (from file given)			
4. Receives tarpaulin layout (soft copy)	4. PIO personnel releases tarpaulin layout (soft copy) to the client			

TOTAL	None	20 days	
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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:	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		Public Information Office, 3rd Floor Executive Building		
For additional details, the following must be provided: - Event details - Program briefer		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	7 working days	PIO Admin Personnel / PIO Writer / PIO Photographer / PIO Videographer / PIO Head
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves / disapproves request			
3. Receives feedback on the request	3. If approved, PIO personnel assigns writer (if needed), photographer and videographer			
4. Views photo/video coverage through social media posting	4. PIO personnel endorses Documentation / photo / video posting on social			

	media sites to the Digital Communications Unit (DCU)			
TOTAL		None	7 days	

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:	Highly Technical			
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: - List of recipients - Program briefer / Event details		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel / Governance Tours and Related Events Unit personnel
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves / disapproves request. PIO personnel checks availability of materials requested			
3. Receives feedback on the request	3. PIO personnel releases materials			
4. Receive requested materials	4. PIO personnel releases			

	requested materials - either in soft or hard copy (depending on the request)			
TOTAL		None	20 days	

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:	Highly Technical			
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: - List of recipients - Program briefer / Event details		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Form or email request to the PIO personnel	1. PIO personnel accepts and receives Job Order Form / acknowledges email request	None	20 working days	PIO Admin Personnel / Governance Tours and Related Events Unit personnel
2. Receives the "Client Copy" of the JO signed and received by PIO personnel	2. PIO Head approves / disapproves request			
3. Receives feedback on the request	3. If approved, PIO personnel assigns artist to draft the layout. PIO personnel prints the certificates or sends it to the requestee			

4. Receives certificates	4. PIO personnel releases certificates			
TOTAL		None	20 days	

HIGHER EDUCATION
PAMANTASAN NG LUNGSOD NG VALENZUELA
EXTERNAL SERVICES

1. Dr. Pio Valenzuela Scholarship Program

This is a scholarship program granted by the City Government of Valenzuela to deserving applicants of the Dr. Pio Valenzuela Scholarship Program.

Office or Division:	Pamantasan ng Lungsod ng Valenzuela		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	1) A natural born Filipino Citizen. 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. 4) A member of the community whose family has a total annual gross income of not more than P120,000.00 as evidenced by Income Tax Return (ITR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1) Download the application form. (Fillable online)		Visit https://www.valenzuela.gov.ph/files/pdfs/scholarships_form.pdf	
2) Attach a recent 2"x2" photograph (White Background) Insert a computer-generated format name using this format: LAST NAME, FIRST NAME, MIDDLE INITIAL		Any ID printing shop	
3) Certified True Copy (CTC) of Senior High School Report Card: With no grade lower than 85 per subject Gr.12 (1st & 2 nd Semester with G.W.A. of 85% & above) Gr. 11 (1 st & 2 nd Semester with G.W.A. of 85% & above)		Registrar's Office	
4) Certified True Copy of Junior High School Report Card: With no grade lower than 85 per subject Gr.10 (1 st to 4 th grading period with GWA of 85% & above)			

5) Certificate of Residency and Indigency of both Parent(s) Note: (Purpose for Dr. Pio Valenzuela Scholarship Program)	Barangay Office
6) For Employed Parent(s);	
Certified True Copy of latest Income Tax Return (ITR 2316) & Latest 1 month payslip	Company
For Unemployed Parent(s):	
Affidavit of Non-Filing of ITR Note: JOINT if parents are living in the same household/ and both legal guardians of their child. Purpose: For Dr. Pio Valenzuela Scholarship Program Affidavit of Guardianship(If the biological parents are deceased/and if the applicant is under the custody of relatives).	Any Notary Public
Certificate of Non-Filing of ITR	Bureau of Internal Revenue (BIR)
If parent(s) are working abroad:	
Copy of latest 2 months remittance	Remittance Center
Employment Contract	Philippine Overseas Employment Administration (POEA), Employer's Agency
7) Picture of actual street and residence. Residence sketch with landmarks from PLV Maysan Campus to residence. Note: (Google map screenshots are not allowed)	Applicant
8) PSA Certified Birth Certificate (Photocopy)	Philippine Statistics Authority (PSA)
9) Photocopy Certificate of Good Moral Character	Guidance Office
10) Medical Certificate (For Grantee-Scholar with medical health concerns)	Physician

11) School ID of Applicant		Registrar's Office		
Current Voter's Certificate of Parent(s)		Commission of Election (COMELEC)		
Remarks: Only those QUALIFIED applicants with complete requirements will be processed. Avoid sending multiple emails, just send one (1) email containing an application form.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Visit https://www.valenzuela.gov.ph/files/pdfs/scholarships_form.pdf	None	None	5 mins	Applicant
2) Fill up and submit the application form in correct format along with other requirements.	2.Assess the submitted application	None	5 mins	Applicant
	2.1 Reply a confirmation message that the application has been received		3 working days Assessment and Evaluation of application	Scholarship personnel
3) Schedule for face-to-face interview	3.1 The applicant will receive an email regarding the date and time of the interview. 3.2 Issuance of test permit.	None	5 mins	Scholarship personnel
4) Take the Qualifying Examination	3. Administer the Qualifying Examination	None	3 hours	Testing Coordinator
4) Be present during background investigation	4.Verify authenticity of submitted	None	20 mins	Scholarship Coordinator & CSWD officer

	documents through background investigation			
5) Releasing of successful applicants	5. The qualified applicants will receive an email.	None	For further announcement	Scholarship Coordinator
6) Attend the signing of contract and orientation of scholars	Facilitate the signing of contract and orientation of scholars	None	3 hours	Dr Pio Valenzuela Scholarship Advisory Committee, Grantee and Parents
TOTAL	None			

2. Processing of Certificate of Employment (COE)

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Letter of Request		Office of the Vice President for Administration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for COE request stating the purpose to the Office of the Vice President for Administration 2. To Receive the requested COE	1. The HR staff will receive the request letter. 2. For approval of the Vice President to process request. 3. Upon approval of the request letter the HR Staff will encode /	None	20 minutes	PLV personnel

	type the COE. 4. For coursing of the VP for Administration 5. Forward to the Office of the President for signature of the COE. 6. Release of the COE to requesting employee.			
TOTAL	None	20 minutes		

3. Processing of Biometrics Report/Daily Time Record

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometric Report		PLV HR - Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Biometric Report/Daily Time Record	1. Dow nloading, printing and checking the veracity of biometrics report/DTR submitted by the IT from the City Government of	None	1 Day	HR Staff

	<p>the permanent, casual and contractual employees of PLV.</p> <p>2. In instances that there are biometrics/DT R system error, discrepancy or any entry error, the employee concerned will accomplish the bio action form for reprocessing and correction of the biometric report.</p> <p>3. Upon completion of the biometric report/DTR, final downloading and reprocessing, printing and distribution of the biometric report/DTR to the employees for their signature.</p> <p>4. Submission of Biometric Report/Daily Time Record to</p>			
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	City HR			
TOTAL	None	1 Day		

4. Processing of Overtime Pay for Employees

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request of Over-Time Pay 2. Approved Request Letter to render overtime		Head of the Department City HR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign biometric Report	1. Preparation & encoding of request for overtime schedule/Authority to render overtime service. 2. Collation of approved overtime request per department for approval of City HR • Preparation / encoding of summary report for overtime	None	4 hours	HR Staff

	pay employees. . Accomplishment Report/ Biometric Report/DT R . Signature of Concerned Heads on Documents . 3. Submission of Accomplished Documents to City HR.			
TOTAL	None	4 hours		

5. Processing of Leave Application

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application		PLV HR- Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filled up Application for Leave Form	1. Received /Checked leave application. 2. Forward leave application to the Office of the VP for	None	15 minutes	HR Staff

	Administration for Signature 3. Upon receipt from the Office of the VP Administration, leave application will be transmitted to the City HRMO for signature and recording			
TOTAL	None	15 minutes		

6. Application of Good Moral Certificate

Office or Division:	OFFICE OF STUDENT AFFAIRS (OSA)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Student Affairs (OSA) for the request slip and order of payment	Verify and issue request slip and order of payment	None	2 minutes	OSA
2. Proceed to Cashier and pay the required fees	Accept payment and issue an official receipt	PHP 50	6 minutes	Cashier
3. Proceed to Guidance and Counseling Center to submit/file the request and the official receipt.	Accept the completed request slip and receipt then provide the claim stub to the client.	None	6 minutes	Guidance & Counseling Center

4. Claim the GMC	4. Release of GMC	None	3 working days	Guidance and Counseling Center
	TOTAL	PHP 50	3 days and 14 minutes	

7. Processing of Notice of Renewal of Appointment of PLV Faculty

Office or Division:	HR- ADMINISTRATIVE			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Hired Officials and Employees (Part-Time Lecturers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID for Presentation upon receipt of the Notice of Renewal of Appointment or Contract		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation of Faculty for each Semester. 2. Faculty member will proceed to the PLV-HR Office to sign and secure their copy of Notice of Renewal of their Appointment or contract to PLV	1. Conduct Orientation for Faculty Members per Semester. 2. Releasing of approved Notice and Contract to Faculty members	None	7 Days	HR Staff
	TOTAL	None	7 Days	

8. Approval Request to Conduct Activities

Office or Division:	OFFICE OF STUDENT AFFAIRS
Classification:	Simple
Type of Transaction:	G2C

Who may avail:		Students and Student Organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the OSA *be sure that you have considered the requirements set in the memo on communication flow/ management.	1.Record receiving and details	None	3 minutes	OSA
	1.1. Read all the received letters and check all the attachments/ requirements submitted and communicate queries and relevant concerns		1 day process Received letters 8am12nn will be endorsed to the VPAA by 3 PM Received letters from 1pm-5pm will be endorsed to the VPAA by 10 am the next day	OSA
	1.2.Endorse to the Vice President for Academic Affairs for Final Approval			OSA
	1.3.Check and provide appropriate			Office of the Vice President

	decision/approval			
2. Follow up and claim the letter with approval/ advise at the OSA	2. Record the remarks and release the letter 2.1. Provide a copy to the concerned office	None	Received letters from 8-12nn shall be followed-up by 2pm the next day. Received letters from 1-5pm shall be followed-up by 4 pm the next day.	OSA
	TOTAL	None	1 day and 3 minutes	

9. Request or Claiming of Yearbook

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit OSA, ask for availability of the yearbook Be sure that you graduated clearance	1. Check the availability of the yearbook and check the clients" clearance status from concern offices	None	10 minutes	OSA
2. Fill out the record book then claim your	2. Issue the yearbook	None	3 minutes	OSA

yearbook				
	TOTAL	None	13 minutes	

10. PLV College Admission Test

This service is available to all Senior High School graduates from any public or private schools in Valenzuela City, ALS completers and transferees who are bonafide residents of Valenzuela City as evidenced by their Certificate of Registration and other pertinent documents.

Office or Division:	Office of the University Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior High School graduates from any public or private schools in Valenzuela City, ALS completers and transferees who qualifies with the admission requirements of the University.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished downloaded application form and printed in a long bond paper (handwritten forms will not be accepted)	PLV Website and PLV Office of Admissions FB Page
2. Certified True Copy of Grade 11 (1st and 2nd Semester of the Previous School Year) report card with GWA of 83% and above (two-sided copy)	Senior High School's Registrar's Office
3. Certified True Copy of Grade 12 (1st Semester of the Recent School Year) report card with GWA of 83% and above (two-sided copy)	Senior High School's Registrar's Office
4. Certified True Copy of School ID (front and back)	Senior High School's Registrar's Office
5. Photocopy of NSO/PSA Birth Certificate (must be a Filipino citizen). Bring the original copy for verification.	Philippine Statistics Authority (PSA)
6. Photocopy of Latest Voter's Certification issued by COMELEC stating that parent and the applicant is a Registered Voter of Valenzuela City. Bring the original for verification.	Commission on Elections (Comelec)
7. Two (2) recent COLORED Passport Size ID pictures in white background	Any Photo Studio

with handwritten name tag and signature (First Name, Middle Initial, Last Name, Name Extension)				
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	Registrar's Office Personnel
2.Secure Examination Permit	2.Issuance of Examination Permit	None	1 minute	Registrar's Office Personnel
3. Take the examination on scheduled date	3.Administer the examination and inform examinee on the release date of result	None	3 hours	Office of the University Registrar
	TOTAL		3 hours and 11 minutes	

11. Request for Student Academic Records

This service is available to all PLV graduates and students for various purposes (travel, employment, further studies, examinations etc.) who want to secure the following documents: Transfer Credential, Diploma, Certificate of Graduation, Certificate of Enrollment, Certificate of Grades, Certificate of Earned Units, Certified True Copy of documents and Transcript of Records.

Office or Division:	Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	PLV Graduates and PLV Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Initial Request: Accomplished General Clearance, Student ID and Authorization Letter indicating permission to apply and claim	Authorization Letter (Downloadable from the PLV Website)

requested document (in the absence of the client)				
For Succeeding Requests: Authorization Letter indicating permission to apply and claim requested document (in the absence of the client)		Authorization Letter (Downloadable from the PLV Website)		
For Certified True Copy: Original Document to be certified				
For Apostilled / CAV (Certification/Authentication and Verification) of Academic Records: Original Transcript of Records and Diploma				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Certified True Copy of Documents				
1. Present original copy of document to be certified	Checks the original document and Issues Order of Payment	None	1 minute	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Php. 50.00 /document (2 copies)	3 minutes	Cashier
3. Claim the requested document	Prepares and release the requested document	None	3 minutes	Registrar's Office Personnel
For Certificate of Graduation				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	1 minute	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Php. 50.00 /document	3 minutes	Cashier
3. Present the Official Receipt	Prepares and Issues the	None	5 minutes	Registrar's Office Personnel

	Certificate of Graduation			
For Transfer Credential				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Transfer Credential - Php. 50.00	3 minutes	Cashier
3. Present the Official Receipt	Issues Transfer Credential	None	3 minutes	Registrar's Office Personnel
For Certificate of Cumulative GWA/Course Description				
1. Requests for the document	Validates student identification and Issues Order of Payment	None	5 minutes	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Certificate of Cumulative GWA - Php. 50.00 Course Description - Php. 50.00 /page	3 minutes	Cashier
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	Registrar's Office Personnel
4. Presents Claim Stub on the scheduled date of release of the document (Processing Time - 3 working days)	Releases the document	None	5 minutes	Registrar's Office Personnel

For Apostilled/ CAV (Certification/Authentication and Verification) of Academic Records				
1. Requests for the document and presents original document to be authenticated	Validates student identification and Issues Order of Payment	None	5 minutes	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	CAV - Php. 200.00 / copy	3 minutes	Cashier
3. Present the Official Receipt	Prepares the Document	None	10 minutes	Registrar's Office Personnel
4. Claim the requested certification	Releases the document and gives instructions regarding submission of the document to CHED and DFA.	None	5 minutes	Registrar's Office Personnel
For Transcript of Record				
1. Submit the fully accomplished Clearance Form	Checks the submitted clearance and Issue Order of Payment	None	5 minutes	Registrar's Office Personnel
2. Present Order of Payment and Pay required fee	Accept Payment and Issue an Official Receipt	Transcript of Records - Php. 150.00 /page	3 minutes	Cashier
3. Present the Official Receipt	Issues the Claim Stub	None	3 minutes	Registrar's Office Personnel
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	Registrar's Office Personnel

	TOTAL	None		
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HIGHER EDUCATION

VALENZUELA CITY POLYTECHNIC COLLEGE (VALPOLY)

EXTERNAL SERVICES

1. Request for School 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
Request for Transcript of Records	Evaluates request, issues General Clearance Form	PHP 150 per page	5 working days	Office of the Registrar, Accounting Office
	All signatories will sign the General Clearance			
	Validates signatories and issues Order of Payment Form			
	Receives payment, issues, and prints Official Receipt (OR)			
	Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub			

	Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested			
Request for Diploma	<p>Evaluates request; issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 250 for second copy	5 working days	Office of the Registrar, Accounting Office
	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>			
	<p>Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub</p> <p>Gets Claim Stub and Documentary Stamps, pastes the stamp, dry</p>			

	seals, and releases credentials or documents requested			
Request for Honorable Dismissal	<p>Evaluates request, issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 50	1 day	Office of the Registrar, Accounting Office
	<p>Validates signatories and issues Order of Payment Form</p> <p>Receives payment, issues, and prints Official Receipt (OR)</p>			
	Receives OR and releases credentials or documents requested			
Request for Certificate of General Weighted Average (GWA)	<p>Evaluates request, issues General Clearance Form</p> <p>All signatories will sign the General Clearance</p>	PHP 50	5 working days	Office of the Registrar, Accounting Office
	Validates signatories and issues			

	Order of Payment Form			
	Receives payment, issues, and prints Official Receipt (OR)			
	Receives OR and attaches it to the duly signed General Clearance Form and issues a Claim Stub Gets Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested			
Request for Other Certifications	Evaluates request, issues General Clearance Form All signatories will sign the General Clearance	PHP 50	1 day	Office of the Registrar, Accounting Office
	Validates signatories and issues Order of Payment Form Receives payment,			

	issues, and prints Official Receipt (OR)			
	Receives OR and releases credentials or documents requested			
	Total		17 days	

2. Enrollment Procedures – College Department (New Students)

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Senior High School Graduates, High School Graduates (Old BEC), Alternative Learning System (ALS) Graduates, and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior High School Report Card/Form 138-A		Previous School		
2. Certificate of Good Moral Character		Previous School		
3. Philippine Statistics Authority (PSA) Birth Certificate		PSA		
4. Voter's ID or Voter's Registration Certification from the Commission on Elections (COMELEC)		COMELEC		
5. Passport-size latest colored ID picture with full name and white background				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Application Form	Provides Application Form (physical copy or via an online link posted on the ValPoly Facebook page)	None	5 – 10 minutes	Office of the Registrar

Submit all entry requirements to the school	Issues interview schedule to applicant upon submission of requirements	None		Office of the Registrar
Attend admissions interview as scheduled	Notifies applicant if he/she qualifies for admission through email	None		Office of the Registrar
Enroll via the link sent by the school				
ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library Office Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	TOTAL			

3. Enrollment Procedures – College Department (Old Students)

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Continuing ValPoly students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		ValPoly Assessment Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Fill out the Google Forms link to enroll	Provides links to Google Forms for enrollment of every year level; posts links to ValPoly Facebook page, Canvas LMS, and class group chats (GCs)	None	5 – 10 minutes	Office of the Registrar
ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library Office Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	Total		20 minutes	

4. Enrollment Procedures – Non-Formal Department

Office or Division:	Registrar		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Out-of-School Youth, High School Graduates, and Elementary Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Must be a resident of Valenzuela City		Office of the Registrar	
1. Filled out Application Form		Previous School	
2. Photocopy of Transcript of Records (TOR) (for 4-year or 2-year course graduates) or High School		PSA	
3. Photocopy of PSA Birth Certificate (must be a Filipino citizen)		COMELEC	

4. Proof of Residency (2018 Voter's Registration Certificate from the COMELEC that the parent/s or				
5. Two (2) pcs. recent passport-size colored ID pictures with white background and full name				
6. Chest X-ray		DOH Accredited Clinic		
7. Medical Certificate based on X-ray		DOH Accredited Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out and submit Certificate of Registration (COR)	Receives and signs the COR Gets the entry documents submitted, stamps student status as "Free" or "Payee"	None for students with "Free" status, PHP 1,500.00 for students with "Payee" status	3 – 5 minutes	Office of the Registrar
Present the filled-out Enrollment Form to the Clinic	Receives Medical Certificate, issues Medical Health Form, signs the COR	None	2 – 5 minutes	School Nurse/Staff
Assessment of Fees	Assesses fees and receives payment for Payees Prints and issues an Official Receipt (OR)	None	3 – 5 minutes	Accounting Office
Masterlisting	Encoding of Personal Data, Schedule, and Trainor	None	3 – 5 minutes	Office of the Registrar

ID Application	Processes the student's application for the ff IDs: a. Admin Office – School ID b. Library Office – Library ID c. Property Office – Property ID	None	5 – 10 minutes	IT Department, Librarian, Property Custodian
	Total		30 minutes	

5. Application for Competency Assessment

Office or Division:	ValPoly Assessment Center			
Classification:	Simple to Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Technical Vocational Education and Training (TVET) Graduates and Industry Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Application Form for Competency Assessment	Gives Application Form, Self-Assessment Guide, and Order of Payment	None	5 minutes	Processing Officer
Pay the Assessment Fee at the Accounting Office	Receives payment from the candidate	New Assessment Fees (based on TESDA	5 minutes	Accounting Office

		Circular No. 072, Series of 2021 and as adopted by ValPoly on 28 December 2021 through Resolution No. 2021-038, Series of 2021)		
Fill out Application Form for the Competency Assessment	<p>Receives the Application Form and issues Admission Slip</p> <p>Registers to TESDA Training Management Information System (T2MIS)</p>	None	1 minute	Processing Officer
	Encodes the candidate's information to the T2MIS	None	3 minutes	Data Encoder
	Prepares letter for Assessment Schedule, Appointment Letter of Competency Assessor, and request for Test Package	None	5 minutes	Data Encoder

	Signs the Assessment Schedule Request, Appointment Letter of Competency Assessor	None	5 minutes	Assessment Center Manager
	Submits a request to Technical Education and Skills Development Authority (TESDA) CAMANAVA	None	30 minutes	Liaison Officer
Waiting Period for Competency Assessment		None	4 working days	
	Informs the candidates of the Schedule of Competency Assessment	None	10 minutes	Processing Officer
Report for Competency Assessment	Prepares Attendance Sheet, Assessment Proceedings, and Performance Evaluation Form (for Assessor)	None	10 minutes	Processing Officer
Undergo Competency Assessment	Receives Test Package and conducts Competency Assessment	None	1 day	Competency Assessor
	Prepares Registry of Workers Assessed and Certified (RWAC)	None	30 minutes	Processing Officer

	Has RWAC signed by the Processing Officer, Competency Assessor, and Assessment Center Manager	None	15 minutes	Processing Officer, Competency Assessor, Assessment Center Manager
	Submits the Competency Assessment documents at TESDA CAMANAVA	None	1 hour	Liaison Officer
Receive Competency Assessment Result Summary (CARS)	Releases CARS	None	5 minutes	Assessment Center Manager
Submit photocopy of Valid ID and fill out the Authorization Letter	Receives Photocopy of Valid ID with 3 original signatures and the authorization letter	None	5 minutes	Processing Officer
Pay the National Certificate Fee	Releases Order of Payment for National Certificate	PHP 50	5 minutes	Cashier
Pay the National Certificate Fee	Waits for the submission of Transmittal for National Certificate	None	30 minutes	Processing Officer
	Prepares the Transmittal for the National Certificate	None	30 minutes	Processing Officer
	Submits the request to TESDA CAMANAVA	None	1 hour	Liaison Officer
	Picks up the National	None	1 hour	Liaison Officer

	Certificates at TESDA CAMANAVA			
Claim the National Certificate	Releases the National Certificate	None	2 minutes Processing Officer	
	Total			

Schedule of Fees:

New Assessment Fees (based on TESDA Circular No. 072, Series of 2021 and as adopted by ValPoly on 28 December 2021 through Resolution No. 2021-038, Series of 2021)

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 (Full) | 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 22) | PHP 929.00 (COC 3) | PHP 963.00 (COC 4)

Hilot (Wellness Massage) NC II - PHP 500.00

Masonry NC II - PHP 1,535.00

Shielded Metal Arc Welding (SMAW) NC I - PHP 2,234.00

Shielded Metal Arc Welding (SMAW) NC II - PHP 2,697.00

Shielded Metal Arc Welding (SMAW) NC III - PHP 3,270.00

Tailoring - PHP 1,684.00 | PHP 836.00 (COC 1) | PHP 1,191.00 (COC 2)

6. Application for Payments and Refund

Office or Division:	ValPoly Accounting			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students, Teachers, Graduates, and Industry Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Collection of Payments		See list below	5 minutes	Accounting Office, Office of the Registrar
Get Order of Payment from the offices concerned				Guidance Officer
Certificate of Good Moral- Guidance Officer				I.T Department
Lost ID- IT Department Assessment Fees- Assessment Office				Assessment Office
Submit Order of Payment	Collects Order of Payment			Accounting Office
Pay for the requested document and other fees at the Window	Collects Payment			
Wait for the Official Receipt (OR)	Prints and issues Official Receipts (OR)			
Proceed to the offices concerned and present OR				
Collection of Refunds	Issues Refund Form		10 minutes	
Get Refund Form				
Fill out Refund Form				
Attach Registration Form				

Submit to the Officer-in-Charge	Receives and reviews the Refund Form and the attached Registration Forms			
Leave a contact number for follow-up	Collecting Officer fills out the Refund Form (lower half portion of the Refund Form)			Administration Office
	Submits the form to the Acting College President for approval			
	Inform the client/student Refund Form is ready for pick-up			
	Advise the client/student to proceed to the City Treasurer's Office for the refund			
Final processing of refund at the City Hall	Releases client's/student's refund		1 day	City Treasurer's Office
	TOTAL			

Transcript of Records - PHP 150.00 per page; Honorable Dismissal - PHP 50.00; Certifications/Certified True Copy - PHP 50.00; Lost Registration Forms, etc.- PHP 50.00; Completion Forms - PHP 50.00 ; Lost ID – PHP 100.00; Certificate of Good Moral Character - PHP 50.00

AD HOC AND REGULATORY OFFICES

LIVELIHOOD OFFICE

EXTERNAL SERVICES

1. Livelihood Training

Office or Division:	Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client requesting the Livelihood Training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Accept the letter request and log the request in logbook.	None	2 minutes	Office Staff
	1.1. Forward the request to the office head for signature/approval		5 minutes	Office Head
	1.2. Inform the client for the schedule/ date of livelihood training		5 minutes	Livelihood Focal Person
2. Attend the training	2. Prepare the materials needed in livelihood training/workshop.		2 days	Livelihood Focal Person
TOTAL	None	2 days and 12 minutes		

AD HOC AND REGULATORY OFFICES
PEOPLE'S LAW ENFORCEMENT BOARD (PLEB)
EXTERNAL SERVICES

1. PLEB Clearance

Issue PLEB clearance to PNP personnel for schooling, retirement, promotion, Medalya ng Mabuting Asal etc.

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All active PNP Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		People's Law Enforcement Board - Office		
Cedula				
Service Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up of application form	1.Receive the require documents and verify the PNP members	None	5 minutes	PLEB Staff
2. Payment for clearance fee	2.Receive the payment and issue official receipt	PHP 20	5 minutes	Revenue Collector
3. Releasing of clearance	3.Receive the official receipt and release the clearance	None	5 minutes	PLEB Staff
	TOTAL	PHP 20	15 minutes	

2. Filing of Cases (With Jurisdiction)

Decision on citizen complaints on cases filed before the board against erring officers and members of PNP

Office or Division:	People's Law Enforcement Board			
Classification:	Highly Technical			
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	15 minutes	PLEB Staff
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	7 days	PLEB Staff
3. Schedule the pre-hearing conference	3. Hearing and decision of the case	None	60 days	PLEB Board Member
	TOTAL	None	67 days and 15 minutes	

Note: As provided for under Sec. 16 Rule 17 of NAPOLCOM Memorandum Under Circular No. 2016-002, period to render decision.

Section 16. Period to Render Decision - The Disciplinary Authority shall decide the case within thirty (30) days from receipt of the Report of the investigation, or IAS resolution. With regard to the PLEB, each case shall be decided within (60) days from the time the case is filed before it.

3. Filing of Cases (Without Jurisdiction)

Decision on citizen complaints on cases filed before the board against erring officers and members of PNP

Office or Division:	People's Law Enforcement Board			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituent who has complaint to PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sinumpaang Salaysay / Complaint Affidavit		People's Law Enforcement Board - Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up complaint form	1. Interview the client and receive the complaint	None	15 minutes	PLEB Staff
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	2 days	PLEB Staff
	TOTAL	None	2 days and 15 minutes	PLEB Staff

AD HOC AND REGULATORY OFFICES

TASK FORCE DISCIPLINA (TFD)

EXTERNAL SERVICES

1. Issuance of Muffler Clearance

The clearance's being issued to the violators / Driver and owner of the vehicle pursuant to the City Ordinance 390

Office or Division:	Task Force Disiplina			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motorcycle Unit		Owner		
2. Presentation of One (1) Government Issued I.D		Any Government Agency		
3. OC / RC or Motorcycle Unit		LTO		
4. Official Receipt of Payment of the OVR		City External Services Office Redemption		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to TFD Office for Initial Assessment	1. Get the OVR, Inspect Physical Appearance of Muffler	None	2 minutes	Inspector
2. Go to testing area, and start the Motorcycle Engine	2. Test the Noise level (in its Half-Throttle) using Decibel Meter	None	3 minutes	Inspector
3. Present any Government Issued I.D with Official receipt of payment of the OVR	3. Encode and Process the muffler Clearance	None	3 minutes	Encoder
4. Wait for the Clearance to be release	4. Release the muffler clearance with signature of the Office Head	None	2 minutes	Office Head
	TOTAL	None	10 minutes	

AD HOC AND REGULATORY OFFICES
VALENZUELA ANTI-DRUG ABUSE OFFICE (VADAO)
EXTERNAL SERVICES

1. Community Based Rehabilitation Program (Outpatient Program)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) recent copy of the PWUD's drug test result taken one (1) day prior to the conduct of a Drug Dependency Evaluation (DDE)		DOH accredited diagnostic clinic/laboratory.		
One (1) Barangay Certificate of Residency		Barangay where the PWUD actually resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment – Drug Dependency Evaluation (DDE)	Initial screening and interview done by a DOH accredited physician that includes determination and taking of history of drug-use, family background, and physical and mental assessment.	None	45 minutes	DOH accredited DDE Physician
Treatment Planning	Involve the PWUD and his Family in planning the treatment, make individualized plan and creation of PWUD recovery map	None	60 minutes	PWUD, VADAO Social Worker, and Barangay Community Service Coordinator (BCSC)
PWUD Orientation	Establishment of Expectations	None	60 minutes	PWUD, VADAO staff, BCSC and

	with the PWUD			Uniformed Personnel for security assistance if necessary
Treatment Proper – Community Wellness Program (CBRP)	Therapeutic Community Program that includes individual and group counselling, medical services, ALS/Vocational Services (SIPAG) legal services, livelihood and financial lecturing, Recreational activities, family involvement, drug screening, behavioral monitoring, PWID management and home visits.	None	4 hours per week for sic (6) months plus After Care Monitoring (actual program)	PWUD, VADAO staff, BCSC, SIPAG pastors and uniformed personnel if necessary
PWUD Evaluation	Assessment of the response of PWUD to CWP, evaluation interview, behavioral report and drug test	None	7 days	PWUD, VADAO staff and BCSC
After Care Program	Includes counselling, home visit and interview	None	Twice a month for 6 months (actual program)	PWUD and BCSC
Engagement with the community	Reintegration of the PWUD to the Community	None	7 days	PWUD, BCSC, VADAO staff
	TOTAL	None	14 days, 2 hours	

			and 45 minutes (excluding CBRP and Aftercare Program)	
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2. In-House Rehabilitation Program (Inpatient Program)

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) recent copy of the PWUD's drug test result taken one (1) day prior to the conduct of a Drug Dependency Evaluation (DDE)		DOH accredited diagnostic clinic/laboratory.		
One (1) Barangay Certificate of Residency		Barangay where the PWUD actually resides		
Court Clearance issued by Regional Trial Court (RTC) and Metropolitan Trial Court (MTC)		RTC / MeTC		
Request for voluntary confinement/admission signed by the PWUD with 1 (one) valid ID.		To be submitted by the PWUD If the PWUD is a minor, the letter should be signed by the parent or legal guardian		
Notarized Court Petition for Confinement		Dangerous Drug Board (DDB) Representative, City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment – Drug Dependency Evaluation (DDE)	Initial screening and interview done by a DOH accredited physician that includes determination and taking of history of drug-use, family background, and physical	None	45 minutes	DOH accredited DDE Physician

	and mental assessment.			
PWUD submits the necessary documents	VADAO staff verifies the submitted documents (Application for Voluntary Confinement for Treatment and Rehabilitation, DDE, Court Order and Medical Certificate)	None	5 working days	VADAO staff
Scheduling for Admission	Arrangement of time and date of the PWUD's admission to the Treatment Rehabilitation Center (TRC)	None		
In-house Rehabilitations	Transporting the PWUD from Valenzuela City to TRC	None	1 day	PWUD, Petitioner and VADAO staff
	TOTAL	None	6 days and 45 minutes	

3. Plea Bargaining PWUD

Office or Division:	Valenzuela Anti-Drug Abuse Office (VADAO)
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	People who use drugs (PWUDs) who are residents of Valenzuela City and ordered by court of competent jurisdiction to undergo Community Based Rehabilitation Program
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Order directing the PWUD to undergo the Community Based Rehabilitation Program	Regional Trial Court

Original Copy of Certificate of Discharge		Bureau of Jail Management and Penology (BJMP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reporting	Immediately upon release from jail, the PWUD should report to VADAO	None	5 minutes	VADAO staff
Assessment and Verification	The VADAO representative will assess and verify the required documents	None		
Orientation	Explanation of the program that the PWUD will undergo and signing of Kasunduan Form	None	10 minutes	VADAO staff
Endorsement	The VADAO personnel will endorse the PWUD to undergo Community Wellness Program (CBRP) at the barangay where he/she actually resides	None	1 day	VADAO Staff
Treatment Proper – Community Based Rehabilitation Program	Therapeutic Community Program that includes individual and group counselling, medical services, ALS/Vocational	None	4 hours per week for sic (6) months plus After Care Monitoring	PWUD, VADAO staff, BCSC, SIPAG pastors and uniformed personnel if necessary

	Services (SIPAG) legal services, livelihood and financial lecturing, Recreational activities, family involvement, drug screening, behavioral monitoring, PWID management and home visits.			
	TOTAL	None	1 day and 15 minutes (excluding CBRP)	