The Valenzuela City

CITIZEN'S CHARTER 2022

First Edition

CITY GOVERNMENT OF VALENZUELA

CITIZEN'S CHARTER
2022 (1st Edition)

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

Foreword

The City Government of Valenzuela has always been a firm believer that the road to a modern and world-class Valenzuela City shall be exemplified not only through delivering the basic government services, but also improving the lives of every Valenzuelano through streamlined procedures and uniformed standards and processes. This, coupled with honesty and integrity in our call of duty, form part of the foundation of the City to be recognized in numerous accolades while still improving on what we can do, what we can be, and what we can contribute more as public servants.

As a renowned business-friendly city in the country, we always strive to ensure competitiveness and promote the ease of doing business in Valenzuela City. We are one with the Anti-Red Tape Authority (ARTA) on the embodiment of the Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 with the publication of our Citizen‟s Charter 2021 (First Edition). We believe that these efforts will be our anchor to fight corruption, continue to improve on our services, and eliminate red-tape.

A partner for change, the City Government of Valenzuela shall continue to create an environment where professionalism, accountability, and ownership are our lifelong commitment not only as Valezuelanos but as Filipinos serving the country.

Tayo Na, Valenzuela!

Mayor REX Gatchalian
Valenzuela City

I. Mandate

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

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

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

II. Vision

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

III. Mission

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

IV. Service Pledge

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

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

V. List of Services (Internal and External)

Social Services Offices

Agriculture Office - External
- Clearance Application for Tree Cutting 18
- Certificate for Land Use for Agriculture and Non-Agricultural Land 19
- Seedling Disposal and Urban Gardening Lecture or Seminar 19

Cultural Affairs and Tourism Development Office (CATDO) - External
- Request for Information or Materials on Local History and Culture 22
- Request for Valenzuela City Band Performance 22
- Request for Group Visit at the Valenzuela City Museum 23

Cooperative Development Office - External
- Registration and Organizational Support and Assistance to All Registered Cooperatives 25
- Registration and Organizational Support and Assistance to Newly Registered Cooperatives 26

Population Management - External
- Pre-Marriage Orientation and Counseling 29

Social Welfare and Development Office - External
- Foster Care Program Application 32
- Adoption Program for Valenzuela City Residents 33
- Adoption Program for Filipino and Foreign Nationals 35
- Early Childhood Care and Development – Day Care 39
- Children in Need of Special Protection and Children at Risk (CNSP/CAR) 39
- Child Protection Center – Services for Victims of Abuses 41
- Government Internship Program (GIP) of the Youth Welfare Program 43
- Educational Assistance of the Youth Welfare Program 44
- Provision of Social Case Study Report and Certificate of Indigence for Scholarship of the Youth Welfare 45
- Provision of Financial Assistance for Medical Needs of Families in Crisis 46
- Balik-Probinsya Program of the Family Welfare Program 48
- Financial Assistance for Emergency Shelter Assistance of Families In-Crisis of the Family Welfare Program 49
- Financial Assistance for Families In-Crisis Needing Livelihood Assistance/Seed Capital 50
- Request for Pre-Marriage Counseling (PMC) Certificate 51
- Parent Program (RA 8972)/Solo Parent ID/ NHA Certification & Other Benefits of the Family Welfare Program 53
- Educational Assistance for Indigent Solo Parent or their Children 55

- Persons Living with HIV (PLHIV) Welfare Services 57
- Aftercare Program 58
- Women in Extremely Difficult Circumstances (WED-C) 62
- Violence Against Women and their Children 64
- Crisis Intervention Unit - Application for Medical Assistance 66
- Crisis Intervention Unit - Application for Balik-Probinsya 67
- Crisis Intervention Unit - Application for Certificate of Indigence/ Social Case Study Report 69
- Sagip Kalinga Program 70
- Educational Assistance Program (EAP) 72
- Emergency Shelter Assistance (ESA) 73
- Disaster Relief and Rehabilitation Program 75
- Person with Disability Programs 76
- Livelihood or Capital Assistance 81
- Elderly Welfare Program (Application for Gamot Handog para kay Lolo at Lola Booklet) 82
- Endorsement Letter to the Philippine Charity Sweepstakes Office/ Office of Vice President/ Office of Congressman WES Gatchalian/ Office of Sherwin Gatchalian for Medical Assistance 84
- Endorsement Letter to Philippine Red Cross Valenzuela Chapter- Requesting for Blood Plasma 85
- PhilHealth ID Para sa Masa 87
- Renewal of MDR PhilHealth ID Para sa Masa 88
- Provision of Assistive Devices such as Wheelchair, Cane and Crutches 89
- Provision of Free Cataract, Cleft Lip/ Palate and Club Foot Operation 90
- Issuance of VC Cares Family Health Card 91
- Application for Medical Assistance in 3S Centers 92
- Application for Balik-Probinsya – 3S Centers 94
- Application for Certificate of Indigence – 3S Centers 95
- Application for Social Case Study Report – 3S Center 97
- Burial Assistance – 3S Center 98
- Bahay Kalinga ng Valenzuela – For Admission 99
- Bahay Kalinga ng Valenzuela – For Discharge 100
- Bahay Pag-Asa ng Valenzuela – For Admission 101
- Bahay Pag-Asa ng Valenzuela – For Discharge or Reintegration 103

Valenzuela City Emergency Hospital (VCEH) - External

- Ambulance Conduction or Transfer of Patients 106
- Issuance of Official Receipt (OR) and Statement of Account 107
- Availment of PhilHealth Benefits for Admitted Patients 107
- Issuance of Medical Certificate 108
- Issuance of Birth Certificate 109
- Issuance of Death Certificate 110
- Availment of Outpatient Clinical Consult 111

- Availment of Emergency Room Services 113
- Availment of X-Ray Services at the Radiological and Imaging Section 114

Health Office - External
- Medical Consultation for Employees 117
- Issuance of Medical Certificate 118
- Issuance of Death Certificate 119
- Review of Death Certificate 120
- Laboratory Services at the Main Laboratory (Out-Patient Department) 122
- Health Permit for Food and Non-Food Handlers 123
- Issuance of Sanitary Permit to Operate 125
- Medical Consultation 127
- Maternal Care Services 128
- Availment of Prenatal Care Services 129
- Post-Partum Care 131
- Reproductive Health Service 132
- Expanded Program on Immunization Services 133
- Rabies Exposure Treatment 134
- Availment of Dental Service 135
- Dental Services and Certificate 136

Housing and Resettlement Office (HRO) - External
- Issuance of Electrical and Water Certification 140
- Request of Data or Documents for Research Purposes 141
- Request of Data or Documents for Projects Accomplishment Report 142
- Certification for People's Organization Accreditation 143

Local Economic and Investment Promotion Office (LEIPO) - External
- Business Matching 146
- Assistance and Government Linkaging 146

Office of Senior Citizens Affairs (OSCA) - External
- Application for Senior Citizen National Identification Card (OSCA ID), Medicine and Purchase Booklets 149
- Replacement of Lost Senior Citizen Identification Card (SCID) 151
- Filing of Senior Citizen Identification Card (OSCA ID) Change of Name, Date of Birth and Change of Address or Mutilation 153
- Application for Certification of Membership for Burial Assistance 155
- Certificate of Senior Citizen Membership or Non-Membership for any Legal Purposes 155
- Submission of Masterlist of Registered Senior Citizen per Barangay 156
- Centenarian Program 157
- Application for Availing Social Pension Program for Indigent Senior Citizens 158

Valenzuela City People's Park - External
- Lending of Property 161
- Use of Facilities 161

Persons with Disability Affairs Office (PDAO) - External
- Issuance of Persons with Disability Identification Cards 164
- Issuance of Persons with Disability Identification Cards (No valid I.D. presented) 166
- Issuance of Persons with Disability Certificate of Cancellation or Registration 169

Public Employment Service Office (PESO) - External
- Issuance of Referral Letter 172
- Accreditation of Direct Private Companies 173
- Accreditation of Private Recruitment Agencies or Contracting and Subcontracting Companies 173

Valenzuela City Command Center (VCC3) - External
- Request to View or Access Closed-Circuit television (CCTV) Footages 176
- Securing Closed-Circuit Television Footages 177

Valenzuela City Disaster Risk Reduction and Management Office (VCDRRMO) - External
- Emergency Medical Services 181
- Disaster Preparedness Trainings and Seminars 182
- Search and Rescue Assistance 183

Veterinary Services Office - External
- Adoption of Impounded Animals 186
- Animal Vaccination, Registration and Microchipping 186
- Application for Butcher's and Meat Handler's Identification Card 187
- Stray Animal Collection 188
- Redemption of Impounded Animals 189

Worker's Affairs Office (WAO) - External
- Legal Query and Counseling Assistance for Labor Issues and Concerns 193
- Labor - Management Education and Training Seminars 193
- Referral or Recommendation to PESO and Private Companies for Regular Job Employment 194

Planning and Engineering Offices
Environment and Natural Resources Office - External
- Company Compliance 197
- Community Complaints 197

Engineering Office - External
- Request for Repair and Maintenance of Public Property 199
- Request for Demolition on Public Roads 199
- Securing an Excavation Permit 200
- Preparation of Work Program (Schools Buildings, Government Buildings, Facilities, Roads, Drainages and Special Projects) 201

City Planning and Development Office - External
- Request for Planning Documents for Research Purposes 203
- Application on Local Zoning Board of Appeals 203

Office of the Building Official - External
- Issuance of Building Permit 207
- Issuance of Certificate of Occupancy 214
- Issuance of Electrical Permit or Certificate of Final Electrical Inspection (CFEI) 221
- Issuance of Mechanical Permit 226

Zoning Office - External
- Locational Clearance for Building Permit 232
- Locational Clearance of Business License 237
- Zoning Certification and Classification 239
- Locational Clearance of Subdivision Development 240
- Locational Clearance for Business License (Post Audit-Process) 242
- Locational Clearance - Denied 243
- Issuance of Inspection Report 244

Finance Offices

Assessor's Office - External
- Transfer of Ownership of Real Property to New Owner on the Basis of Transfer of Property 247
- Subdivision of Ownership of Real Property 249
- Consolidation of Ownership of Real Property 252
- Issuance of Certified True Copy of Tax Declaration 253
- Issuance of Certificate of Property Holdings and/or No Property Holdings 255
- Issuance of Certificate of Tax Map 256
- Issuance of Certificate of Certificate of No Improvement 258
- Appraisal and Assessment of Real Property 260

Business Permits and Licensing Office (BPLO) - External
- Securing a New Business Permit 264
- Renewal of Business Permit 268
- Additional Line of Business 271
- Certified True Copy of Business Permit and/or Barangay Clearance 273

- Certification of Business Record 275
- Retiring a Business Operation 276
- Securing an Occupational Permit 278
- Securing a Special Permit 279
- Business Tax Exemption 282
- Small and Home-based Business Tax Exemption 284
- Correction of Entry 287
- Amendment of Trade Name 288
- Transfer of Location / Business Address 290
- Online Business Permit Application and/or Renewal 291

Civil Registry Office - External
- Correction of Clerical or Typographical Error in the Civil Register 295
- Issuance of Certificate of Finality 299
- Marriage License 299
- Timely Registration of Marriage 301
- Late Registration of Marriage 302
- Timely Registration of Birth 303
- Late Registration of Birth 304
- Timely Registration of Death 307
- Registration of Court Decrees and Orders 307
- Registration of Legal Instruments 309
- Issuance of Certified True Copies of Documents registered with the Civil Registry Office 311

Geographical Information System (GIS) / Data Management Office - External
- Request for GIS Maps with Data analysis - Administrative Boundaries (City/Barangay), Road Network, Building Footprints, Land Use/Zoning etc. 316
- Request for GIS Maps with data Analysis - Road Networks, Landmarks, Disaster Prone Areas (Flood, Fire, Liquefaction, Etc.) 316
- Request for GIS Datasets such as Shapefiles, KMZ files, Excel Files, etc. (Filtered, Analyzed, or Alike) 317
- Data Verification such as Street Names, Locations, Barangay Boundaries, etc. 318
- Data Updating such as Parcels, Business Tagging, Zoning, etc. 318

Treasurer's Office - External
- Receipt of Payment of Business Taxes 321
- Receipt of Payment of Real Property Taxes 321
- Issuance of Real Property Tax Clearance 322
- Issuance of Certification Related to Business License and Fees 324
- Receipt of Payment of Real Property Transfer Tax 325
- Issuance of Community Tax Certificate - Individual 326

- Issuance of Professional Tax Receipt (PTR) 328
- Disbursement of Financial Assistance 328
- Payment of Obligations to Suppliers, Contractors, Business Enterprises, and Other Government Agencies 329
- Sealing of Weight and Measure Instruments 330
- Examination of Books of Accounts 331
- Issuance of Accountable Forms 332

Administrative Offices

Accounting Office - External

- Issuance of BIR Form 2306 and/or 2307 to Job-Order/Contract of Service Workers and Consultants 335
- Issuance of BIR Form 2306 and/or 2307 to Suppliers/ Contractors/ Service Providers 336
- Monthly Preparation of Disbursement Vouchers for the Remittance of Withholding Taxes to the Bureau of Internal Revenue (BIR) 337
- Issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) 339
- Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Government Service Insurance System (GSIS) 341
- Issuance of Certification of Premium and Loan Amortization Remittances made to Home Development Mutual Fund (PagIBIG) 342
- Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Home Development Mutual Fund (PagIBIG) 344
- Issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation (PhilHealth) 345
- Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums to Philippine Health Insurance Corporation (PhilHealth) 346
- Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Valenzuela City Government Employees Cooperative (VCGEC) 348

Internal Audit - Internal/ External

- Pre-Audit – Vouchers and Payrolls 351
- Pre-Audit – Liquidation of Cash Advance and Payroll for Salaries and Wages 354
- Pre-Audit – Purchase of Goods/Services and Infrastructure Projects thru Bidding 357

Administrative and Records Office - External

- Issuance of Mayor's Clearance 362
- Issuance of Marriage Solemnization 363
- Request for Authentication and Certification of Indigency, Residency, 365

Good Moral Character, Terminal Claims and PSA Registration of Churches
- Request for Referral, Recommendation and Endorsement Letter 367
- Receiving or Recording of Letters and Communications 369
- Issuance of Permit on the Use of City Hall Facilities 371
- Provision of Event Materials 372
- Issuance of Travel Order and Authority to Attend 379
- Issuance of Permit for Photo and Video Shoot Coverage in All Government Facilities of Valenzuela City (for television, movie, show tapings, etc.) 373

Budget Office - Internal/ External
- Processing of Purchase Requests as to Availability of Funds 376
- Issuance of Obligation Requests for Purchase Request of Goods and Infrastructure 377
- Processing of Letter Requests and Budgetary Requirements as to Availability of Funds 378
- Processing of Overtime Pay, Terminal Leave Pay and Training Request as to Availability of Funds 379
- Obligations of Payrolls, Vouchers and Financial Assistance 380
- Preparation of Annual Budget 381
- Review of Sangguniang Barangay's Annual Budget 382
- Review of Sangguniang Barangay's Supplemental Budget 384
- Review of Sangguniang Kabataan Annual and Supplemental Budget 385

Digital Communications Unit (DCU) - External
- Request for Posting on Valenzuela City's Online Media Accounts 388
- Online Inquiries and Complaints 389

Human Resources Management Office (HRMO) – Internal/ External
- Request for Service Record 392
- Issuance of Certificate of Employment 392
- Employees' Clearance of Accountabilities 393
- Filing of Complaints on City Officials and Employees 395

Information & Communication Technology Office (ICTO) - Internal
- Issuance of recommendation for I.T. equipment purchase 398
- Technical Support Service 398
- Issuance of System/ Application User Access 399
- Office Internet Access Service 399

Legal Office - External
- Notarization of Legal Documents 402
- Preparation of Legal Documents – Constituents 403
- Preparation of Legal Documents - Private Sector 405

- Preparation of Legal Documents – Government 406
- Availing of Free Legal Advice or Counseling 409
- Assistance to Meetings, Committee Hearings and/or Public Hearings 410
- Assistance in the Drafting of City Ordinance/s, Resolution/s and/or Executive Order/s 411
- Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Constituents 413
- Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Government 415
- Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Private Sector 418
- Issuance of Certificate/s 421
- Granting of Business Tax Exemption to Small and Home-based Business 422
- Requests For Information, Documents, and/or Public Records - Constituents 425

Procurement Office – Internal/ External
- Processing of Purchase Requests – For Alternative Mode of Procurement 428
- Processing of Purchase Requests – For Competitive Bidding 429
- Preparation of Purchase Order 429

Property Office – Internal/ External
- Receiving Documents 432
- Outgoing of Documents 432
- Preparation of Inspection and Acceptance Reports (IAR) 433
- Preparation of Property Acknowledgment Receipt and Inventory Custodian Slip 434
- Property Accountability Clearance 435
- Application and Renewal of Building Insurance 436
- LTO Registration and Insurance of Motor Vehicles 437
- Insurance Claims 439
- Requisition and Issuance Slip for Diesel and Gasoline 440
- Preparation of Purchase Request, Purchase Order, Voucher, IAR and Summary Report 441
- Issuance of Voucher Payment for Utilities 441
- Issuance of Trip Ticket 443
- Preparation of Requisition and Issue Slip (RIS) 444

Public Information Office (PIO) – Internal/ External
- Request for Copies of Photos and Videos 446
- Request for Governance Tours and Related Events 447
- Request for Official Wedding Photos 448
- Request for Mayor's Message 449

- Request for Official Tarpaulins and LED Advertisements 449
- Request for Photo or Video Coverage and Documentation 451
- Request for Tokens and Souvenirs 452
- Request for Official Certificates 453

External Services Offices

Public Safety Division - External
- Anti-Squatting Task Force (ASTF)
  - Request of Rendering Inspection 456
- Bantay Bayan
  - Request of Assistance 457
- Sidewalk Clearing Operations Group (SCOG)
  - Claiming of Confiscated Goods 457
  - Issuance of SCOG Clearance 459
  - Rendering Inspection as Requested 459
  - Receiving, Acting and Endorsing Letter 461

Motorpool Division - External
- Issuance of Spareparts Inventory 464

Public Sanitation and Cleanliness Group (PSCG) - External
- Clean & Green - External
  - Trimming of Trees 466
  - Grass Cutting 468
  - Pick-Up Debris / Branches of Trees 470
  - Tree Cutting 472
  - Water Rationing (Tubig Patrol Unit) 473
- Flood Control - External
  - Declogging of Drainage 474
  - Issuance of Waterway Clearance 476
  - Request for Waterpump 476
  - Request for Dredging 478
  - Removal of Water Lilies and Floating Garbage 479
- Waste Management Office (WMO) - External
  - Door-to-Door Waste Collection 480
  - Information Education Campaign (Waste Management) 481
  - Clean-up Drives 482
  - Sunday Clearing Operation 482
  - Remopping 483
  - DENR, DILG and MMDA Projects and Programs 483

Public Order and Safety Group (POSG) – External
- Traffic Management Office (TMO) – External
  - Request Traffic Assistance 486

- Claiming of Wheel-Clamped Vehicle 486
- Claiming of Impounded Vehicle 487
- Claiming of Apprehended Driver‟s License 489
- Traffic Clearance Application for Maynilad New Water Service Connection 492
- Traffic Clearance Application for Road and Drainage Project (Barangay/City Projects) 492
- Traffic Clearance Application for Road and Drainage Project (DPWH/MMDA Projects) 494
- Traffic Clearance Application for Utility Provider‟s Service Maintenance and Rehabilitation Projects 495
- Traffic Clearance Application for Utility Provider‟s Service Enhancement Projects 496
- Truck Regulation Exemption Pass (TREP) Application 497
- Traffic Clearance Application for Sidewalk Modification Activity 498
- Traffic Clearance Application for Internet Service Installation 500
- Request of Traffic Signages and Lane Markings 500

- Valenzuela City Transportation Office (VCTO) - External
  - New or Renewal Application of Private Pedicab Permit 503
  - Renewal Application of Public Pedicab Permit 504
  - New and Renewal Application of Private Pedicab Supervision Permit 506
  - New and Renewal Application of E-Trike Private Permit 508
  - Renewal Application of Public E-Trike Permit 510
  - New and Renewal Application of E-Trike Supervision Permit 511
  - New and Renewal Application of E-Bike Permit 513
  - New Application and Renewal of Motorized Tricycle Operator‟s Permit (MTOP) 514
  - Certificate of Franchise 515
  - Dropping of Franchise 517
  - Private Tricycle Registration Permit 519
  - Private Tricycle Supervision Permit 521
  - Tricycle for Hire Supervision Permit 523
  - Public Utility Vehicle Drivers ID 524
  - Releasing of TODA Body Number Plates 526

Ad hoc and Regulatory Offices

Livelihood Office - External
- Livelihood Training 528

People's Law Enforcement Board (PLEB) - External
- PLEB Clearance 530
- Filing of Cases (With Jurisdiction) 530
- Filing of Cases (Without Jurisdiction) 531

Task Force Disiplina - External
- Issuance of Muffler Clearance 534

Valenzuela Anti-Drug Abuse Office (VADAO) - External
- Community Based Rehabilitation Program (Outpatient Program) 536
- In-House Rehabilitation Program (Inpatient Program) 538
- Plea Bargaining PWUD 539

Higher Education
Pamantasan ng Lungsod ng Valenzuela - External
- Dr. Pio Valenzuela Scholarship Program 543
- Processing of Certificate of Employment (COE) 545
- Processing of Biometrics Report 546
- Processing of Overtime Pay for Employees 546
- Processing of Monthly Attendance Report 547
- Processing of Notice of Renewal of Appointment of PLV Faculty 547
- Processing of Leave Application 548
- Application of Good Moral Certificate 549
- Approval Request to Conduct Activities 550
- Request or Claiming of Yearbook 551
- Payment Procedures 551
- PLV College Admission Test 552
- SHS Admission Test 554
- Request for Student Academic Records 555

Valenzuela City Polytechnic College - External
- Request of School Records 562
- Enrolment Procedure - College Department 567
- Enrolment Procedure - Senior High School Department 569
- Enrolment Procedure - Non-Formal Department 572
- Application for Competency Assessment 573

Valenzuela City Online Services 578

Feedback and Complaints 819

List of Offices 820

SOCIAL SERVICES OFFICES

CITY AGRICULTURE OFFICE

External Services

1. Clearance Application for Tree Cutting

The cutting of trees requires a permit to prevent soil erosion and flooding of areas.

Office or Division:	City Agriculture Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Tax Declaration	City Assessor‟s Office
Certificate of Ownership Barangay Clearance	Barangay Hall
Tree Cutting Clearance Form	City Agriculture Office
Pictures and Request Letter	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up clearance form for tree cutting and submit requirements: - Barangay Clearance - Pictures - Request letter	1. Check completeness of accomplished form and requirements	None	20 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.1 Inspection of site Actual pictures of trees		20 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.2. Recommending approval to the Mayor			
	1.3. Approved by the City Mayor		15 minutes	*City Agriculture Office personnel (Agri. Tech.)*
2. Receive message or call for the status	2. Proceed to DENR or PhilCOA Note: In case of hazardous situation, immediate cutting of tree must be done with documentation at proper authority	None	15 minutes	*City Agriculture Office personnel (Agri. Tech.)*

TOTAL:	None	1 hour and 10 minutes	

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

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 Agriculture Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Tax Declaration Number	City Assessor's Office
Transfer Certificate of Title number	City Assessor's Office
Picture of the land	None

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire and submit requirements such as Tax Declaration number and Transfer Certificate of Title number with attached picture of the land	1. Check completeness of presented documents	None	10 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.2. Site inspection with documentation		30 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.3. Submit recommendation based on the inspection		15 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.4. Approval of Certification			*City Agriculture Office (OIC)*
	TOTAL:	None	55 minutes	

3. Seedling Disposal and Urban Gardening Lecture or Seminar

This lecture or seminar aims to increase food production sufficiency by providing free seedlings and technical assistance to the constituents. It will also promote self-reliance and livelihood to the communities.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents only			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of Letter of Request for: -Acquisition of vegetable seedlings - Lecture on Urban Gardening	1. Receive Letter of Request	None	10 minutes	*City Agriculture Office personnel (Agri. Tech.)*
	1.2. Set schedule at the convenient time of both parties		10 minutes	*City Agriculture Office personnel (Agri. Tech.)*
2. Pick up the requested vegetable seedlings at the City Nursery of Barangay Lingunan	2. Release of the requested vegetable seedlings		30 minutes	*Plant Propagator*
3. Set the venue for the lecture	3. Conduct lecture and demonstration		3 hours	*City Agriculture Office personnel (Agri. Tech.)*
TOTAL:		None	3 hours and 50 minutes	

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:	G2G			
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	None	1 hour	*Mayor's Office staff*

	schedule of the City Band and forwarded to the Chief of Staff for approval			
	1.1. Once approved, the request is forwarded to CATDO for implementation			
	1.2. CATDO coordinates with the requesting party			
	TOTAL:	None	1 hour	

3. Request for 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. 1.2. 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 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 1.1. Provide client an application form of endorsement for business permit.	None	15 minutes	*Frontline Personnel of the Cooperative Development Office*
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*
	2.2. Endorse client for Assessment Window to determine the payment for Business Permit License Office		5 minutes	*Frontline Personnel of the Cooperative Development Office*

TOTAL	None	27 minutes	

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

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

Office or Division:	Cooperative Development Office
Classification:	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
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Existing Cooperative:	
Photocopy of Certificate of Compliance	Cooperative Development Authority Manila Extension Office
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 1.1. Provide client an application form of endorsement for	None	5 minutes	*Frontline Personnel of the Cooperative Development Office*

	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*
3. Proceed to the Cooperative Development Office	3. Check compliance of client to Business Permit License Office and City Legal Office requirements	None	2 minutes	*Frontline Personnel of the Cooperative Development Office*
	3.1. Issuance application form of endorsement for business permit		2 minutes	*Frontline Personnel of the Cooperative Development Office*
	3.2. 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

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

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	None	1 hour and 30 minutes	*Accredited CPMO Pre*

	twice a week, Tuesday and Thursday mornings			*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	PHP 50	1 hour and 53 minutes	

SOCIAL SERVICES

SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

1. Foster Care Program Application

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
Who may avail:	All Valenzuela City Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Police Clearance	Police Clearance Office
2.Marriage Certificate (if married)	PSA, Local Civil Registry
3.Medical Certificate	Private/ Public Clinic or hospital certified by licensed physician
4.Three (3) Character Reference (work, friends, neighbors)	Client
5.Income Tax Return (BIR) Latest	BIR
6.Psychological Evaluation (as need arises)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client needs to attend the orientation on foster care program	1. Social worker provides endorsement/ referral of client to DSWD-NCVR for orientation	None	20 minutes	*Social Worker*
2. Submit all necessary requirements	2. Social worker to conduct validation/ home visitation and further case management including home study report and submit documents	None	14 days (upon submission of requirements)	*Social Worker*

	to DSWD-NCR for processing and approval			
3. Client should wait for notice for possible matching	3. Worker attends foster care matching for presentation to matching committee	None	20 days	*Social Worker*
	TOTAL	None	34 days and 20 minutes	

2. Adoption Program Application for Valenzuela City Residents

The adoptive families (Valenzuela City residents) 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
Who may avail:	All Valenzuela City Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Attendance on foster care orientation	DSWD-NCR
2. Police Clearance	Police Clearance Office
3.Marriage Certificate (if married) SECPA form	PSA, Local Civil Registry
4. Medical Certificate	Private/ Public Clinic or hospital certified by licensed physician
5. Three (3) Character References	Client
6.Birth certificate of applicant SECPA Form (authenticated copy)	PSA
7. Latest Income Tax Return (BIR)	BIR
8. Psychological Evaluation (as need arises)	

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 documents (requirements submitted by the applicant)	None	20 days	*Social Worker*
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 DSWD-NCR 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	None	20 days	*Social Worker*

	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 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	

3. 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
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	Consulate

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.	
-Certificate of residence in the Philippines	Bureau of Immigration or Department of Foreign Affairs
-Two (2) Character References from non-relatives 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	None	20 days	*Applicant Social Worker*

	submitted by the applicant)			
3. Wait for the issuance of the CDCLAA	3. The certification will be issued once the petition/ application is in sufficient in form and in substance, if not, the DSWD-NCR will send a letter regarding on their observation/ recommendation for compliance.	None	20 days	*Applicant 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 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	None	20 days	*Applicant Social Worker*

	the matching.			
	TOTAL	None	80 days	

4. 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			
Who may avail:	All children ages 3 – 4 ½ years old			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Birth Certificate of the child – one (1) photocopy only		LCR, PSA		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the nearest day care center	1. Conduct interview with the parent on child‟s personal profile	None	10 minutes	*Day care teacher*
	TOTAL	None	10 minutes	

5. Children in Need of Special Protection and Children at Risk (CNSP/CAR)

The CNSP shall refer to all persons below 18 years of age, or those 18 years old and over but are unable to take care of themselves because of physical and mental disability or condition; those who are vulnerable to or victims of abuse, neglect, exploitation, cruelty, discrimination and violence (armed conflict, domestic violence) and other analogous conditions prejudicial to their development.

Office or Division:	City Social Welfare and Development Office- CPC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be a citizen of Valenzuela city Victim of abuse 18 years old and below

	Sexually or physically-abused children; Children in commercial sexual exploitation; Children in conflict with the law; Children involved in armed conflict; Working children or victims of child labor; Children in various circumstances of disability; Children directly affected by HIV/AIDS and other sexually-transmitted disease (STD) Street children Children in substance abuse Mentally challenged children Abandoned children/ children without primary caregiver; Displaced children/refugee children Children in hazardous situation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Walk-in/ referral client report may be processed when there was a report	Client / victim of abuse
2.Treatment Plan (Aftercare Plan) from the residential facility	The head of a public or private hospital, medical clinic or similar institution, as well as the physician and nurse who attended to the needs of the abused child. Teachers and administrators of public schools Parole and probation officers Government lawyers Law enforcement officers Barangay officials (BCPC) Correction officers such as jail guards Other government officials and employees whose work involves dealing with children The child victim her/himself The parent or legal guardian of the victim The grandparent or relative of the child victim up to a first cousin The Barangay Chairman One of a group of 3 or more persons who have personal knowledge of the abuse.
3. Referral Report of child abuse cases from the following authorities as required by law	Child Protection Office
4. Filled-Up Intake Interview Form	Barangay
5. Written Reports/Blotter of the Referring Party	Referring Party
6. Proof of Identification or references of	

the CNSP and the CNSP him/herself	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to Desk 1 for basic information.	1. Filling-up, with the help of the client, documents useful in the aftercare program, such may include, but not limited to, the following: i) Aftercare Agreement Form, ii) Intake Form/ Psychosocial Form	None	5 minutes	*Assign Front liner worker / Social Worker*
2. Submit self for initial interview.	2. Prepare and facilitate the program in accordance with the assigned topic/ format, as well as the aspect of logistics, and other incidental measures to ensure the execution of the said activity.	None	45 minutes	*Social Worker*
	TOTAL	None	50 minutes	

6. Child Protection Center – Services for Victims of Abuses

The Child Protection Center aims to provide complete one-stop shop services for minors who are victims, composed of – legal, psychological, medical and police assistance. An "all-in" safe haven for children experiencing neglect, discrimination, cruelty, exploitation, and other conditions which hinder the development of the minors. The Center further provides complete services to the children that will give them much needed emotional respite after the trauma they went through.

Office or Division:	City Social Welfare and Development Office- CPC
Classification:	Simple

Type of Transaction:	G2C			
Who may avail:	Must be citizen of Valenzuela city Victim of abuse 18 years old and below (Physical, verbal, sexual, psychological)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Walk in client and report may be processed when there was a report from the victim of abuse		Client / victim of abuse		
1. Referral Letter from WCPD		Women and Children Protection Desk		
2. Blotter Report from Barangay		Barangay		
3. Presence of Guardian and victim of abuse		Victim / Guardian		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office of CPC together with the guardian/s and police officer	1. Register and check the requirements Endorses requirements/ client to the assigned social worker depending on the availability of the social worker	None	5 minutes	*Assigned Front liner worker / Social Worker*
2. Submit self for initial interview.	2. Social worker assesses the case.	None	30 minutes	*Social Worker*
3. Prepares self for joint interview	3. Client, social worker, police officer on duty and a doctor conducts a joint interview	None	1 hour	*Assigned Social Worker Police Officer on duty, Doctor and victim of abuse*
4. Client readies for Medico Legal	4. Social worker refers to doctor for medical purposes and check up	None	30 minutes	*Doctor and Nurse on Duty*
5.Client referred to Counselling and scheduling of session	5. Social worker refers the client for counseling with a psychometrician	None	10 minutes	*Social worker/ Psychometrician*

	and schedules the session.			
6.Client referred for mental assessment	6. For mental assessment, psychosocial first aide to be conducted by MDT	None	5 min	*Social Worker/ Psychometrician*
	TOTAL	None	2 hours and 20 minutes	

Note: Processing time may vary depending on client case

7. Government Internship Program (GIP) of the Youth Welfare Program

Provision of opportunities to in-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:	Simple			
Type of Transaction:	G2C			
Who may avail:	Out-of-School Youth			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. One (1) pc. 2x2 latest picture with white background		Client		
2.Photocopy of Birth Certificate (3 copies)		Philippine Statistics Authority (PSA)		
3.Photocopy of Class Card/Registration Form/Form 137 (3 copies)		School last attended		
4.Photocopy of Valid ID of Guardian and the Applicant (3 copies)		Government agency		
5.Barangay Certificate of Indigence of the Applicant-GIP Purpose – one (1) original, two (2) photocopies		Barangay		
6. Duly Accomplished Kasunduan Form		CSWDO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*
2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO personnel*

3. Submission of requirements	3. Social worker‟s assessment	None	3 minutes	*CSWDO personnel*
4. Attendance to the orientation	4. Prepare for the orientation	None	1 hour	*CSWDO personnel*
5. Wait for the call of the social worker	5. Deployment	None	10 minutes	*CSWDO personnel*
	TOTAL	None	1 hour and 21 minutes	

8. Educational Assistance of the Youth Welfare Program

The educational assistance program provides assistance to the youth under the youth welfare program to be able to stay in school to complete their studies.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Out-of-School Youth			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Barangay Certificate of Indigence of the Applicant Purpose: Educational Assistance One (1) original, two (2) photocopies		Barangay		
2. Three (3) photocopies of Parents or Guardian‟s Valid ID		Government Agency		
3. Three (3) photocopies of Student‟s ID		School attended		
4. Three (3) photocopies of Registration Card or Certificate of Enrollment		School attended		
5. Statement of Account from School		School attended		
6. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*
2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO*

				personnel
3. Submission of requirements	3. Social worker‟s assessment	None	3 minutes	*CSWDO personnel*
4. Claiming of stub for possible date of releasing	4. Give claim stub for follow-up	None	2 minutes	*CSWDO personnel*
5. Wait for the call of the social worker	5. Releasing	None	10 minutes	*CSWDO personnel*
	TOTAL	None	23 minutes	

9. Provision of Social Case Study Report and Certificate of Indigence for Scholarship under the Youth Welfare Program

Social Case Study Report is being issued to clients who need the documents for financial assistance, medical assistance, referrals, etc.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Barangay Certificate of Indigency (Purpose: CSWDO Requirements)		Barangay		
2. Student‟s ID (Photocopy)		School attended		
3.Parents/Guardian Valid ID (Photocopy)		Government Agency		
4. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room), Latest Billing of Water and Electricity (Photocopy)		Client		
5. Letter from School		School attended		
6. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*

2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO personnel*
3. Submission of requirements	3. Social worker‟s assessment	None	3 minutes	*CSWDO personnel*
4. Waiting for releasing	4. Make a social case study/ certificate of indigence	None	5 minutes	*CSWDO personnel*
5. Waiting for releasing	5. Releasing of certificate	None	4 minutes	*CSWDO personnel*
	TOTAL	None	20 minutes	

10. Provision of Financial Assistance for Medical Needs of Families in Crisis

Program to help families in crisis situations meet their medical needs through financial assistance.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parents/substitute parents, solo parents, families in-conflict, families with problems in relationships, unemployed family heads, needy adults and socially-depressed barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Certificate of Barangay Indigency with a purpose of seeking medical assistance from CSWDO – Two (2) photocopies	Assigned Barangay Hall
2.Medical Certificate/Medical Abstract/Certificate of Confinement with Doctor‟s Diagnosis or impression If requesting Medicines: Updated medicine prescription with price quotation If requesting laboratory work-ups: laboratory request from the doctor with price quotation For unpaid hospital bill: Running bill or promissory note from the hospital For other treatments like chemotherapy or	Any hospital or clinic where patient undergoes medical treatment

dialysis: Treatment protocol with price quotation – Two (2) photocopies				
4.Valid identification card of patient and client address in Valenzuela from the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·PWD I.D ·Solo Parent ID – Two (2) photocopies		COMELEC, GSIS, LTO, PDAO offices and CSWDO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client submits all documents: original barangay indigency and two (2) photocopies of all the requirements	1. Verify client's data from record Register and check validity and completeness of requirement	None	5 minutes	*Social worker*
2. Prepare for interview	2. Focal person conducts further interview to verify documents submitted and prepares Social Case Study Report	None	1 hour	*Social Worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation (case-to-case basis)	None	1 day	*Social Worker*
4.Return on the scheduled date of release and present valid ID	4. Releasing of financial assistance (every Wednesday and Friday)	None	10 minutes	*Social Worker*
	TOTAL	None	1 day, 1 hour and 15 minutes	

11. Balik-Probinsya Program of the Family Welfare Program

Program for families-in-crisis who opted to go back to their home province.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Parents/substitute parents, solo parents, families-in-conflict, families with relationship problems, unemployed family heads, needy adults and socially-depressed barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Barangay Indigency (with a purpose: seeking for CSWDO Requirements) – Two (2) photocopies	Assigned Barangay Hall
2.Valid identification card of patient and client address in Valenzuela from the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·PWD I.D ·Solo Parent ID - Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO

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 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. Acknowledges Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further	None	1 day	*Social Worker*

	assessment or collateral investigation (case to case basis)			
4. Return on the scheduled date after home visitation	4. Purchase of Transportation Ticket	None	40 minutes	*Social Worker*
5. Prepares family for departure	5. Conveys Families to Terminal/Port	None	3 hours	*Social Worker Assigned CSWDO Driver and Escorts*
	TOTAL	None	1 day, 4 hours and 45 minutes	

12. Financial Assistance for Emergency Shelter Assistance of Families In-Crisis of the Family Welfare Program

Program to help families in crisis situations be provided with emergency shelter assistance through financial assistance.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Parents/substitute parents, solo parents, families-in-conflict, families with relationship problems, unemployed family heads, needy adults and socially-depressed barangays			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Certificate of Barangay Indigency (with a purpose: seeking for CSWDO Requirements) -Two (2) photocopies		Assigned Barangay Hall		
2.Valid Identification card of patient and client address in Valenzuela from the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·PWD I.D ·Solo Parent ID -Two (2) photocopies		COMELEC, GSIS, LTO, PDAO offices and CSWDO		
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 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	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	

13. Financial Assistance for Families In-Crisis Needing Livelihood Assistance/Seed Capital

The service is provided to productive families who want to start up small business or expand a business to augment their family income.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
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 Has the skill to run a small-scale business (based on assessment)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Certificate of Barangay Indigency (with a purpose: seeking for CSWDO Requirements) -Two (2) photocopies	Assigned Barangay Hall
2. Valid Identification card of patient and client address in Valenzuela produce from the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO

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 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 for further assessment; if approved provide for home visitation	None	1 hour	*Social Worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	*Social Worker*
	TOTAL	None	1 day, 1 hour and 5 minutes	

15. Request for Pre-Marriage Counseling (PMC) Certificate

It is one of the pre-requisites before soon to be married couples can secure 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:	Simple
Type of Transaction:	G2C
Who may avail:	Couples contemplating to marry after a month 18 to 25 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate of the Couple -Two (2) photocopies	Client
2. Fill-up the PMC Application Form	CSWDO- Family welfare Unit
3. Valid Identification card of patient and client address in Valenzuela produce by the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO
4. Prepare PHP 50.00 for clearance fee	Treasurer‟s Office

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 Register and check validity and completeness of requirement	None	5 minutes	*Social worker*
2. Prepare for interview	2. Focal person conducts further interview to both partner with counseling for further assessment	None	1 hour	*Social Worker*

3.Secure order of payment and Marriage Expectation Inventory Questionnaire	3. Provided MEIQ and Order of Payment	None	10 minutes	*Social Worker*
4.Pay PMC fee and secure Official Receipt	4. Received payment and issue Official Receipt	PHP 50 per couple	10 minutes	*City Treasurer's Office, Ground Floor, Finance Building*
5.Attend Pre-Marriage Counseling at the specified venue	5. Conducts Pre-Marriage Counseling	None	5 hours	*Accredited Pre-Marriage Counselor & Social worker*
6. Receive your PMC Certificates after the seminar	6. Give your PMC Certificates after the seminar	None	5 minutes	*Accredited Pre-Marriage Counselor & Social worker*
	TOTAL	PHP 50	6 hours and 30 minutes	

16. Parent Program (RA 8972)/ Solo Parent ID/ NHA Certification and Other Benefits of the Family Welfare Program

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:	Simple
Type of Transaction:	G2C
Who may avail:	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; 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; 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; 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; Parent left solo or alone with the responsibility of parenthood due to legal separation orde facto separation from spouse for at least

	one (1) year, as long as he/she is entrusted with the custody of the children; 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; Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year. 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; Any other person who solely provides parental care and support to a child or children; Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents 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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance (purpose: Solo Parent ID) – Two (2) photocopies	Assigned barangay
2. Affidavit of Separation/ if separated (Notarized) – Two (2) photocopies	Legal Office
3. Certificate of Detention from Jail Warden (if spouse is detained) – Two (2) photocopies	BJMP
4. Death Certificate of Spouse (if widow/widower) – Two (2) photocopies	PSA
5. Checklist from NHA if Solo Parent is qualified for Relocation with Family Picture – Two (2) photocopies	NHA
6. Birth Certificate of Minor Children/PWD adult certified by Medical Doctor – Two (2) photocopies	PSA
7. Two (2) pcs of 1 x 1 ID picture	Client
8. Valid identification card of patient and client address in Valenzuela from the ff: ·Voter‟s I.D/ Voter‟s Certification ·UMID I.D	COMELEC, GSIS, LTO, PDAO offices and CSWDO

·Driver"s License ·PWD I.D ·Solo Parent ID -Two (2) photocopies				
9. 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. Client submits all documents: original barangay indigency and provide two (2) photocopies of all the requirements	1. Verify client's data from record Register and check validity and completeness of requirement	None	5 minutes	*Social worker*
2. Prepare for interview	2. Focal person conducts further interview to both partner with counseling for further assessment	None	1 hour	*Social Worker*
3. Client receives Solo Parent ID or Certification	3. Issuance of Solo Parent ID/NHA Certification	None	2 minutes	*Social worker*
4. Acknowledge Claim Slip or Home Visit Schedule Slip	4. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	*Social Worker*
	TOTAL	None	1 day, 1 hour and 7 minutes	

17. Educational Assistance for Indigent Solo Parents or their Children

Provision of educational assistance to solo parent or children of solo parent who are in college level and found to be indigent. It is given to the client twice a year or every semester.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children of indigent solo parent who are in school, in college or the student is enrolled in either formal and non-formal schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assign Barangay Hall
2. Birth Certificate of the student/client	PSA
3. BIR Certification of No Income (Parents)/ITR if available	BIR
4. Medical Certificate of the student/client	Any hospital/ clinic client requesting
5. Certificate of Registration and Latest Grades of the student/client	School
6. Valid Identification card of patient and client address in Valenzuela with the ff: ·Solo Parent ID	CSWDO

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 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 for further assessment and preparation for case study report	None	1 hour	*Social Worker*
3. Acknowledges schedule of release of educational assistance	3. Student/client admitted to the program upon approval of the OIC	None	15 minutes	*Social Worker*
4.Follow up/ releasing	4. Assist the client	None	10 minutes	*Social Worker*

for assistance	for the releasing			
TOTAL		None	1 hour and 30 minutes	

18. Persons Living with HIV (PLHIV) Welfare Services

It provides persons living with HIV and their families a inancial Support Program which is in a form of medical and livelihood assistance which is one of the services to be provided by the government agencies in the effort of mainstreaming them in their communities.

Office or Division:	City Social Welfare and Development Office-Persons living with HIV(PLHIV) Welfare Services
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	People living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1.Certificate of Barangay Indigency	Assigned Barangay Hall
2.Confirmatory Certificate (that he/she is diagnosed as PLHIV	Any hospital/clinic client requesting
3.Any valid Identification card of patient and client address in Valenzuela with the ff: ·PWD ID ·Voter ID/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·Solo Parent ID	CSWDO, COMELEC, SSS, LTO

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 Register and check validity and completeness of requirement	None	5 minutes	*Social worker*
2. Prepare for interview	2. Focal person conducts further	None	1 hour	*Social Worker*

	interview with counseling for further assessment, preparation for case study report and Psychosocial Services			
3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya); Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc	None	10 minutes	*Social Worker*
	TOTAL	None	1 hour and 15 minutes	

19. Aftercare Program

"Aftercare" is a general term used to describe any ongoing or follow-up treatment for substance abuse that occurs after an initial rehab program. The CSWDO provides aftercare program for recovering drug dependents.

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Recovering Drug Dependents (RDDs) from various Treatment and Rehabilitation Centers (TRCs) undergoing outpatient treatment and monitoring for a minimum of eighteen (18) months under the CSWDO
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Court Order/ Release Order or Endorsement Letter	Respective Courts ordering the said inclusion of the client to the aftercare program of the office, or the latter requirement in special cases to be provided by the VADAC/ VADAO or other endorsing party.
2.Treatment Plan (Aftercare Plan) from the residential facility	From the referring agency, respective Treatment and Rehabilitation Centers, as well as from other concerned party depending on the case.
3.Valid government issued Identification Cards	Client
4.Other pertinent documents to Aftercare Treatment and Monitoring (certificate of completion TESDA courses, certification of completion of residential rehabilitation center)	Respective TRCs, VADAO/VADAC

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Contact with the RDD	1. Filling-up, with the help of the client, documents useful in the Aftercare program, such may include, but not limited to, the following: i) Aftercare Agreement Form, ii) Intake Form/ Psychosocial Form	None	20 minutes	*Recovering Drug Dependent Aftercare Program Social Workers*
2. Monthly Group work Session/ Family Session and other ACP related activities not mentioned below	2. Prepare and facilitate the program in accordance with the assigned topic/ format, as well as the aspect of logistics, and other incidental measures to ensure the execution of the said activity.	None	3 hours	*Aftercare Program Social Workers Recovering Drug Dependent Relatives/ Family members of recovering drug dependents.*

3. Random Drug testing	3. Schedule, coordinate, and endorse the clients to the Valenzuela Medical Center for the (free) monthly drug test requirement, as part of the program. As alternative in case of failure on the part of the client to participate on the said activity (without valid reason), the said client will be instructed to secure the same on his own expense. If client resulted positive during the initial drug test conducted at Valenzuela Medical Center, client‟s respective barangay will be taped for the confirmatory result which costs Php1, 000.	None	1 hour	*Recovering Drug Dependent Aftercare Program Social Workers Valenzuela Medical Center Respective Barangays*
4. Intensive Community Involvement Program (ICIP)	4. As part of the requirement for graduation/ termination of the Aftercare Program, every client should be able to devote 10 days or 80 hours, within the span of the 18	None	10 days	*Recovering Drug Dependents 2.Barangay Community Service Coordinator(BCSC)/ Barangay Anti-Drug Abuse Council (BADAC) 3.Aftercare*

	months program, to voluntary community works. Referral form will be secured and forwarded to BADAC of Barangay relating to such activity.			*Program Social Worker*
5. Drug Dependency Evaluation, Terminal Evaluation	5. After considerable fulfillment of the aftercare goals, requirements and other requisites to termination, provided that the client has not been involved to any negative activities within the community, no recent positive drug test results, and is already assessed as ready for termination, the same shall be instructed to undergo Drug Dependency Evaluation to determine the next phase of his/ her treatment, otherwise TERMINATION of his inclusion to the program is already possible.	None	1 hour	*Valenzuela Anti-Drug Abuse Council (VADAC)/Valenzuela Anti-Drug Abuse Office (VADAO)* *City Health Office (CHO)* *Recovering Drug Dependent (RDD)* *Aftercare Program social worker*
6. Referral to other agencies base on client‟s needs and assessment of case manager	6. Client may be referred to other agencies if he/she sought help available/ offered by the latter such	None	15 minutes	*Recovering Drug Dependents* *Aftercare program social worker* *Concerned*

	as but not limited to employment, educational assistance, and others			*agency/ Department*
	TOTAL	None	10 days, 5 hours and 35 minutes	

20. Women in Extremely Difficult Circumstances (WED-C)

Refers to victims and survivors of sexual and physical abuse, illegal recruitment, prostitution, trafficking, armed conflict, women in detention, victims and survivors of rape and incest, and such other related circumstances which have incapacitated them functionally.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Battered/Abused women Victims of Involuntary prostitution Victims of Illegal recruitment Victims of Rape/Incest/Sexual Harassment Victims of Armed Conflict Women in Detention Note: For services/assistance to WED-C such as educational assistance, medical assistance, Balik-Probinsya assistance, livelihood assistance/Seed capital, emergency shelter assistance, financial assistance to augment temporary basic needs, etc., please refer to programs and services/ intervention for families in-crisis for the standard requirements and flow.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assigned Barangay Hall
2. Birth Certificate of the Student/client	PSA
3. BIR Certification of No Income (Parents)/ITR if available	BIR
4. Medical Certificate of the student/client	Any hospital/ clinic client requesting
5. Certificate of Registration and Latest Grades of the student/client	School
6. Any valid Identification card of patient/client address in Valenzuela with	COMELEC, GSIS, LTO, PDAO offices and CSWDO

the ff: ·Pwd ID ·Voter ID/ Voter‟s Certification ·UMID I.D ·Driver‟s License ·Solo Parent ID				
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 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 for further assessment, preparation for case study report and psychosocial services	None	1 hour	*Social Worker*
3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya); Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc	None	10 minutes	*Social Worker*

TOTAL	None	1 hour and 15 minutes	

22. Violence Against Women and their Children

Refers to any act or a series of acts committed by any person against a woman who is his wife, former wife, or against a woman with whom the person has or had a sexual or dating relationship, or with whom he has a common child, or against her child whether legitimate or illegitimate, within or without the family abode, which result in or is likely to result in physical, sexual, psychological harm or suffering, or economic abuse including threats of such acts, battery, assault, coercion, harassment or arbitrary deprivation of liberty.

Office or Division:	City Social Welfare and Development Office-Violence against Women and their Children
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	A woman who is the wife or former wife of the of the abuser/ husband A woman with whom the abuser has or had a sexual or dating relationship A woman with whom the abuser had a common child/children(whether legitimate or illegitimate) A child/children of the abuser with whom the abuser committed abuse. Note: For services/assistance such as educational assistance, medical assistance, Balik-Probinsya assistance, livelihood assistance/Seed capital, emergency shelter assistance, financial assistance to augment temporary basic needs, etc., please refer to programs and services/ intervention for families in-crisis for the standard requirements and flow.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assign Barangay Hall
2. Initial intervention from Barangay VAW-C desk (blotter, referral letter, etc.) if there‟s any	Assign Barangay Hall
3. Medical Certificate (if any)	Any hospital/ clinic client requesting
4. Valid Identification card of patient and client address in Valenzuela with the ff: ·PWD ID ·Voter ID/ Voter‟s Certification	COMELEC, GSIS, LTO, PDAO offices and CSWDO

·UMID I.D ·Driver‟s License ·Solo Parent ID				
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 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 for further assessment, preparation for case study report	None	1 hour	*Social Worker*
3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya); Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc.	None	10 minutes	*Social Worker*
	TOTAL	None	1 hour and 15 minutes	

23. Crisis Intervention Unit – Application for Medical Assistance

Provision of financial assistance for medical needs to persons/families in crisis situations, specifically those belonging to the informal sector and other poor, marginalized, vulnerable, and disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office- CIU Unit
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Poor or indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantage individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City – one (1) original, two (2) photocopies	Barangay Hall
2. Valid identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) photocopies of the updated medical certificate or clinical abstract	Any hospital, company or supplier that produced the quotation (Note: The medical certificate and prescription must be from the same doctor only)
4.Three (3) photocopies of the updated medical prescription/laboratory request/hospital bills	Any hospital, company or supplier that produced the quotation (Note: The medical certificate and prescription must be from the same doctor only)
5. If the patient is 17 years old and below, three (3) photocopies of the birth certificate is needed	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for medical assistance	1. Register and check validity and completeness of	None	3 minutes	*Assigned Front liner worker/*

	requirements			
2. Client presents the requirements needed	2. Endorses requirements/client to the assigned worker Assigned worker conducts intake interview	None	3 minutes 1 day	
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation Assigned worker collects allthe application does all summary reports of application for the approval of department head	None	3 days	*Assigned worker for home visit*
4. Return on the scheduled date of release and present valid ID	4. Release voucher for Financial Assistance. Advises client to proceed to City Cashier‟s Office	None	15 minutes	*Assigned worker for releasing*
	TOTAL	None	4 days, 21 minutes	

24. Crisis Intervention Unit – Application for Balik-Probinsya

A provision of financial assistance for transportation needs or Balik-Probinsya to persons/families in crisis situations, specifically those belonging to the informal sector and other poor, marginalized, vulnerable, and disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office- CIU Unit
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela city Stranded individuals due to typhoons

	Victims of illegal recruitment Victims of pick pockets Having medical treatment in other places Individuals having family members died in other places			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City – one (1) original, two (2) photocopies		Barangay Hall		
2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies		COMELEC, GSIS, LTO and PDAO offices		
3. Contact personal or individual returning to their provinces		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for Balik-Probinsya Program Client present the requirements needed	1. Register and check validity and completeness of requirements Endorses requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker/*
2. Submit self for initial interview. Acknowledge Claim Slip or Home Visit Schedule Slip	2. Assigned worker conducts intake interview Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation	None	5 days	*Assigned social worker for home visit*
3. Acknowledges claim stub from FP or RSWs on Duty	3. Focal Person/RSWs on duty signs the SCSR - Approval of the OIC - Release of	None	3 days	*Department Head/ Social Worker Assign*

	Voucher			
TOTAL		None	8 days and 3 minutes	

25. Crisis Intervention Unit – Application for Certificate of Indigence or Social Case Study Report

Certificate of Indigency is a document that is sometimes required by the Philippine government or a private institution as proof of an individual's financial situation. The certificate is often required to avail of government services (i.e. educational scholarships, medical assistance, transportation, etc.)

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela city Poor or indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantage individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall
2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Original and photocopy of the Certificate of No Property from Municipal Assessor's Office	Municipal Assessor‟s office
4. Original and photocopy of the Certificate of No Business from the Municipal Treasury Office	Treasurer‟s Office
5. Photocopy of the Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR)	BIR

6. Assessment Report from the CSWDO or MSWDO		Requesting party or offices		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for Certificate of Indigence 1.1. Client present the requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/client to the assign worker	None	3 minutes	*Assigned Front liner worker*
2. Submit self for initial interview.	2. Assigned worker conducts intake interview 2.1. If the client completes the requirements, the assigned worker produces the Certificate of Indigence within the day	None	20 minutes	*Assigned worker*
	TOTAL	None	23 minutes	

26. 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, mendicants, street children, street families and adults. The public is also advised not to give alms in the streets, as this only encourages street children and beggars to frequent the thoroughfares or high-risk areas of Valenzuela city, thus posting risks not only to homeless but to others as well.

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

Office or Division:	City Social Welfare and Development Office

Classification:	Simple to Highly Technical			
Type of Transaction:	G2C			
Who may Avail:	Street children, street families, street adults (vagrant with mental disability and mendicants)			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
1. Medical Certificate		Barangay Health Center or VCEH		
2. Blotter Report		Barangay Hall		
3. Referral Letter		Barangay where the client was reached out		
4. Referral Letter for Institution		CSWDO (Main Office or 3S Annex)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Make phone call, radio call or personal request	1. Receive the call or request	None	5 minutes	*Frontline or Sagip Kalinga Personnel*
	1.1 Assess if nature of request can be granted	None	5 minutes	*Sagip Kalinga Personnel*
If verified and available for reach out:				
	2. Coordinate with the Barangay Peace and Order to conduct initial response	None	15 minutes	*Barangay Personnel or Tanod*
	3. Coordinate with VC Command and Coordinating Center (VCC3)	None	5 minutes	*Sagip Kalinga Personnel*
	4. Dispatch immediately the Sagip Kalinga Team	None	1 hour	*Social Worker*
	TOTAL	None	1 hour and 30 minutes	
If no team is readily available for reach out:				
	5. Coordinate with the Barangay Officials/ nearest TMO or Pedestrian Officer	None	10 minutes	*Frontline Personnel*

	6. Provide feedback to requesting party once coordinated	None	10 minutes	
2. Fill-up Feedback Form	7. Require client to fill-up Feedback Form	None	5 minutes	
	TOTAL	None	1 hour and 55 minutes	

27. Educational Assistance Program (EAP)

Beneficiaries can choose from assistance for tuition, allowance or for school supplies. This is for college, high school and elementary students only who are enrolled in private schools.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be a citizen of Valenzuela City Poor or indigent individuals or families needing assistance for education Members of informal sector, marginalized, vulnerable and disadvantage individuals Student enrolled in private schools For College Students: Presently Enrolled in a private school Family belongs to below poverty threshold. Members of informal sector, marginalized, vulnerable and disadvantage individuals Resident of Valenzuela City For High School and Elementary Students: Presently Enrolled in a private school Family Belongs to Poverty Threshold. Members of informal sector, marginalized, vulnerable and disadvantage individuals Resident of Valenzuela City Assessed as special case by the Focal Person
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall

2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela -Photocopy of Parents/Guardian Valid ID (3 copies) -Photocopy of Student‟s ID (3 copies)	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) copies of the Registration Card or Certificate of Enrollment	School where the client enrolled
4.Statement of Account from School	School where the client enrolled
5. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)	Client
6. Latest Billing of Water & Electricity Photocopy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for educational assistance Client presentsthe requirements needed	1. Register and check validity and completeness of requirements Endorses requirements/ client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2 Submit self for initial interview.	2. Assigned worker conducts initial interview	None	20 minutes	*Assigned worker*
	TOTAL	None	23 minutes	

28. Emergency Shelter Assistance (ESA)

Provision of timely and limited financial /materials assistance to demolished victims, street dwellers, victims of evictions, and relocatees to temporarily alleviate their present plight. 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- ESA
Classification:	Simple

Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Demolished/Evicted from Waterways/NLEX Poor or indigent individuals or families needing assistance for shelter Members of informal sector, marginalized, vulnerable and disadvantage individuals, demolished victims, street dwellers, victims of evictions, and relocatees Demolished/Evicted from Private and Government Poor or indigent individuals or families needing assistance for education Members of informal sector, marginalized, vulnerable and disadvantage

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall
2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need (2) photocopy	COMELEC, GSIS, LTO and PDAO offices
3. Human Resettlement Office Endorsement (1 original, 2 photocopies)	Human Resettlement Office in the City Hall
4. Three (3) photocopies of the Court Order/Notice of Violation	Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for assistance Client presentsthe requirements needed	1. Register and check validity and completeness of requirements Endorses requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2 Submit self for initial interview.	2. Assigned worker conducts intake interview	None	20 minutes	*Assigned worker*

3. Prepares self for home visit	3. Schedule home visit	None	3 days	*Assigned Social Worker*
4. Acknowledge claim stub schedule	4. Prepares Social Case Study Report for Approval of the OIC and provide claim stub	None	10 minutes	*Department Head/ Assigned Social Worker*
	TOTAL	None	3 days and 33 minutes	

29. Disaster Relief and Rehabilitation Program

Refers to program 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- DRRP			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Must be citizen of Valenzuela City Victims of manmade and natural disasters			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Victim‟s name must be included in the List of Victims/Survivors of Disaster as surveyed/monitored by the Social Workers at the Evacuation Center		Evacuation Center		
2. Victim must be present at the Evacuation Center		Evacuation Center		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Victim/ client visibility/ presence at the evacuation center	1. Master listing of evacuees present at the evacuation center	None	1 day	*Assigned Social Worker/ Assigned worker for Disaster Preparedness*

	2. Orientation on Evacuation Center rules and protocols			
TOTAL		None	1 day	

30. Person with Disability Program – Financial Assistance

Financial assistance will be given to vulnerable sectors of society such as persons with disabilities.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela citizens needing titanium materials, hearing aid kits and developmental and physical therapies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Barangay Indigency for Financial assistance - one (1) original and two (2) photocopies	Assigned Barangay Hall
2.Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela -Need three (3) photo copies of I.D	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) photocopies of the updated medical certificate or clinical abstract	Any hospital/clinic that was signed by the licensed physician, pediatrician and doctors
4. Three (3) photocopies of the updated medical quotation	Any hospital, company or supplier that produce the quotation
5. If the patient is 17 years old and below, three (3) photocopies of the birth certificate is needed	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for financial assistance	1. Social worker interviews the client and give the requirements	None	20 minutes	Social Worker

2. Submit all necessary requirements	2. Social worker checks the requirements, if ok, the social worker interviews the client for case study report, give the client follow up slip and call after 3 weeks	None	10 minutes	*Social Worker*
	The social worker compiles the requirements to give to the assigned worker to have the voucher of the case		10 minutes	*Assigned worker for voucher*
	2.2 The social worker compiles the requirements for the approval of department head		10 minutes	*Department Head*
	2.3. The assigned worker who produced the voucher will give the papers to the other worker assigned to process the papers in different offices such as Accounting, Audit, and Budget office‟s etc.		1 day	*Assigned worker*
3. Client should follow up his/her application	3. Social worker follows up to the assigned officer the status of client‟s application	None	1 day	*Social Worker*
4. Client goes to the office to claim the assistance	4. Social worker assists the client to claim the	None	1 day	*Social Worker*

	assistance			
	TOTAL	None	3 days and 50 minutes	

31. Person with Disability Program – Assistive Device

Through assistive devices, persons with disability will continue to be productive and contributing members of society, despite their disability.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability living in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) photocopies of the Barangay Indigency (assistive device purpose)	Assign Barangay Hall
2. Valid Identification card of patient and client produce by the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela -Need three (3) photo copies of I.D	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) photocopies of the Medical Certificate with doctor‟s recommendation to the patient to use wheel chair 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.Client goes to the office or referred by the homecare volunteer for applying assistive device	1. Social Worker conducts interview and for assessment and referral for assistive device	None	30 minutes	*Social worker*
	2. Social worker does a case study report or assessment/ home visitation report for	None	1 hour	*Social Worker*

	the referral of the client to have an assistive device and submitted to the assigned worker who processed the papers			
2.Client or Home care volunteer claims the assistive device	3. Social worker assists the client or homecare volunteer to claim the assistive device of the requirements are completes	None	1 day	*Social Worker / Homecare volunteer*
	TOTAL	None	1 day, 1 hour and 30 minutes	

32. Person with Disability Program – Request for GO Bag/Milk/Food Pack

Persons with disabilities can also request for a GO Bag, Milk and Food Pack to augment their daily needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Person with disability live in Valenzuela City / Referred by PWD Homecare Volunteer			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Barangay Indigency - one (1) original, two (2) photocopies		Barangay Hall		
2. Two (2) photocopies of the PWD I.D of the patient		Patient		
3. Assessment form from social worker		PWD unit assigned social worker		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Client goes to the office or referred by the homecare volunteer for requesting Go Bags/ Milk/ Food Pack	1. Social Worker conducts interview and for assessment for the request of Go bags, Milks and Food Pack	None	20 minutes	*Social worker/ Assigned worker for checking the requirements*
2. Client claims the request for Go bags/milk/Food pack	2. When the social worker completes the requirements with in the day and the assigned worker confirms the requirements, request will be granted	None	5 minutes	
	TOTAL	None	25 minutes	

33. Person with Disability Program – Request for Case Study Referral for Educational Assistance

One of the programs available for the PWDs is to help them to avail of educational assistance through the provision of case study referral.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability living in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency - one (1) original and one (1) photocopy	Barangay Hall
2. Valid identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Request for SCS from NGO for referral of educational assistance	PWD unit assigned social worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for social case study report	1. Social worker conducts intake interview	None	20 minutes	*Social worker*
2. Client presents the requirements needed	2. Social worker checks and verifies the requirements	None	3 minutes	
	3. Social worker conducts interview for the assessment of the case and do social case study report	None	15 minutes	
	TOTAL	None	38 minutes	

34. Livelihood or Capital Assistance

Refers to the services provided to productive individuals who want to start a small business to expand a business to augment their family income.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City who are: 18 -60 years old Physically and mentally fit Skilled to run a small-scale business (based on assessment)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City - one (1) original two (2) photocopies	Barangay Hall
2. Valid identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela	COMELEC, GSIS, LTO and PDAO offices

Need two (2) photocopies				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for Certificate of Indigence 2. Client presents the requirements needed	1. Register and check validity and completeness of requirements 2. Endorses Requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
3. Submit self for initial interview.	3. Assigned worker conducts intake interview - If, disapproved, refer to other Social Workers for other interventions or assistance appropriate for the client	None	20 minutes	*Assigned worker*
4. Prepares self for home visit	4. Schedule Home Visit	None	3 days	*Assigned Social Worker*
5. Client referred to orientation schedule on Basis Business Management Training (BBMT)	4. Assigned worker informs the client to attend the training before the assistance to release	None	2 days	*Assigned Social Worker or Partner NGO*
5. Acknowledge claim stub schedule	5. Prepares Social Case Study Report for Approval of the OIC and provide claim stub	None	10 minutes	*Department Head/ Assigned Social Worker*
	TOTAL	None	5 days and 33 minutes	

35. Elderly Welfare Program – Application for Gamot Handog para kay Lolo at Lola Booklet

Program which aims to establish mechanisms whereby the contribution of senior citizens is maximized, adopts measures whereby they are assisted and

appreciated by the community as a whole and establish a program beneficial to the senior citizens, their families, and the rest of the community that they serve.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Senior Citizens ages 60 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency Certificate for Gamot Handog para kay Lolo't Lola Booklet - one (1) original	Assign Barangay Hall
2. Three (3) photocopies of the latest Medical Certificate / Medical Abstract	Barangay Health Center or Clinic / Hospital
3. Three (3) photocopies of the latest Medicine Prescription	Any hospital or clinic where patient undergo check ups
4. Three (3) photocopies of the Senior Citizen ID	Office of the Senior Citizen Affairs
5. Two (2) pieces 1x1 picture	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits all documents original barangay indigency and photocopies of all the requirement	1. Verify client's data from record	None	2 minutes	*Social worker*
2. Prepares interview of Gamot Handog para kay Lolo't Lola Booklet application	2. Social worker does a case study report or assessment/ home visitation report for the referral of the client to have an assistive device and submitted to the assigned worker who processes the papers	None	1 hour	*Social Worker*
3.Client or home care	3. Social worker	None	1 day	*Social Worker /*

volunteer claims the assistive device	assists the client or homecare volunteer to claim the assistive device of the requirements are completes			*Homecare volunteer*
	TOTAL	None	1 day, 1 hour and 2 minutes	

36. Endorsement Letter to the Philippine Charity Sweepstakes Office/ Office of Vice President/ Office of Congressman WES Gatchalian/ Office of Sherwin Gatchalian for Medical Assistance

Refers to the provision of endorsement letters to the Office of the Vice President, Senator Sherwin T. Gatchalian, Congressman Wes Gatchalian, Office of the Senate and Philippine Charity Sweepstakes (PCSO) for the bonafide citizens in Valenzuela City who have inadequate resources for hospitalization/medication.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple to Complex (for Home Visitation)
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Poor or indigent individuals or families needing assistance for medical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Barangay Certificate of Indigency (claimant – immediate family member) and one (1) photocopy	Barangay Hall
2. Certified True Copy of Medical Certificate with Doctor‟s signature and license number	Any hospital where the patient admitted or check-up
3. Latest Protocol/Prescription of medicines or laboratory test in nine (9) government hospitals funded by Congressman WES Gatchalian (not more than six months from the date of issue).	Any hospital where the patient admitted or check-up Note: The medical certificate and the prescription was sign by same doctor only.
4. Quotation/temporary billing statement/final billing statement	Any hospital where the patient admitted/partner supplier where the quotation issued
5. Valid identification card of patient and client such as the ff:	COMELEC, GSIS, LTO and PDAO offices

·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for Endorsement Letter 2. Client presents the requirements needed	1. Register and check validity and completeness of requirements 2. Endorses requirements/client to the assign worker	None	3 minutes	*Assigned Front liner worker*
3. Submit self for initial interview.	3. Assigned Worker conducts intake interview - If, disapproved, refer to other social workers for other interventions or assistance appropriate for the client	None	20 minutes	*Assigned worker*
4. Prepares self for home visit	4. Schedule home visit	None	3 days	*Assigned Social Worker*
5. Acknowledges claim stub schedule	5. Prepares Social Case Study Report for Approval of the OIC and provide claim stub	None	10 minutes	*Department Head/ Assign Social Worker*
	TOTAL	None	36 minutes	

37. Endorsement Letter to Philippine Red Cross Valenzuela Chapter-Requesting for Blood Plasma

Provides endorsement letter to Philippine Red Cross – Valenzuela chapter for indigent Valenzuela residents needing Blood Plasma.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Poor or indigent individuals or families needing assistance for medical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) photocopy of the Barangay Certificate of Indigency (claimant – immediate family member)	Barangay Hall
2. one (1) photocopy of the request letter from the hospital indicating the type of blood and quantity	Any hospital where the patient admitted or check-up
3. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need one (1) photocopy (claimant: immediate family member and patient, if patient is mobile)	COMELEC, GSIS, LTO and PDAO offices/Patient or claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for Endorsement Letter 2. Client presents the requirements needed	1. Register and check validity and completeness of requirements 2. Endorses Requirements/client to the assign worker	None	3 minutes	*Assigned Front liner worker*
3. Submit self for initial interview.	3. Assigned worker conducts intake interview and does endorsement letter	None	20 minutes	*Assigned worker*
4. Receive Endorsement Letter	4. Issue Endorsement Letter	None	5 minutes	*Assigned Worker*

TOTAL	None	28 minutes	

38. PhilHealth ID Para sa Masa

This program of the Special Projects Unit facilitates and issues Philippine Health Family Card for Indigent constituents. Through the Family Health Card, indigent members and their dependents may avail of hospitalization benefits within the validity period of their card. Benefits include inpatient services such as allowances for hospital room and board, allowances for drugs and medicines and payment for professional fees.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela city Qualified Indigent family residing in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form	CSWDO- PhilHealth unit
2. One (1) photocopy of the Barangay Certificate of Indigency (claimant – immediate family member)	Barangay Hall
3. One (1) photocopy Marriage Contract	Client
4. Birth Certificate of Dependents (21 years old and below)	Client/PSA
5. One (1) photocopy citizens ID (parents of the qualified member) Need one (1) photocopy - Husband and Wife	Client/ Office of the Senior Citizen Affairs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for applying Philhealth I.D Para sa Masa	1. Register and check validity and completeness of requirements	None	3 minutes	*Assigned Front liner worker*
2. Client present the requirements needed	2. Endorses requirements/client to the assign worker	None	1 minute	*Assigned Front liner worker*
3. Fill up and submit accomplished	3. Assigned worker conducts	None	20 minutes	*Assigned worker*

Application Form together with other requirement	intake interview			
4. Claim schedule slip for the release of PhilHealth Card	4. Provide schedule slip for the issuance of PhilHealth Card	None	5 minutes	*Assigned Worker*
5. Follow up the application of I.D	5. Releasing of I.D for Philhealth	None	3 minutes	*Assigned Worker*
	TOTAL	None	32 minutes	

39. Renewal of MDR PhilHealth ID Para sa Masa

It refers to the issuance of renewal of PhilHealth ID Para sa Masa upon expiration.

Office or Division:	City Social Welfare and Development Office- SPO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Qualified Indigent family residing in Valenzuela City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Present expired PhilHealth Card	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for applying renewal Philhealth I.D Para sa Masa	1. Register and check validity and completeness of requirements	None	3 minutes	*Assigned Front liner worker*
2. Client presents the requirements needed	2. Assigned worker verifies the requirements	None	3 minutes	*Assigned worker*
3. Claim schedule slip for the release of PhilHealth Card	3. Provide schedule slip for the issuance of PhiliHealth Card	None	2 minutes	*Assigned Worker*
4. Follow up the application of I.D	4. Releasing of I.D for PhilHealth	None	3 minutes	*Assigned Worker*
	TOTAL	None	11 minutes	

40. Provision of Assistive Devices such as Wheelchair, Cane and Crutches

Provides wheelchair, cane and crutches to indigent disable constituents.

Office or Division:	City Social Welfare and Development Office- SPO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability live in Valenzuela City and request by the client, social worker and homecare volunteer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	City Social Welfare Development Office
2. Three (3) photocopies of the Barangay Indigency for Assistive device purpose	Barangay Hall
3. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela -Need three (3) photocopies of I.D	COMELEC, GSIS, LTO and PDAO offices
4. Three (3) photocopies of the Medical Certificate with doctor‟s recommendation to the patient to use wheel chair or crane	Any hospital or clinic where patient undergo check ups
5. One (1) whole body picture of the patient	Patient

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client referred by the social worker for Assistive device	1. Assigned worker validates and checks the requirements first	None	5 minutes	*Assigned worker*
2. Fill up Form	2. Social worker gives the assessment form and home visit report from home care volunteer information for validation	None	5 minutes	*Social Worker*

3. Client or home care volunteer claims the assistive device	3. Social worker assists the client or homecare volunteer to claim the assistive device of the requirements are completes	None	1 day	*Social Worker / Homecare volunteer*
	TOTAL	None	1 day and 10 minutes	

41. Provision of Free Cataract, Cleft Lip/ Palate and Club Foot Operation

Provides affordable cataract, cleft lip/palate and club foot operation to indigent citizens. The City will subsidize the medical laboratories of the operation in coordination with its NGO partners.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Person with disability living in Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished Application Form		City Social Welfare Development Office		
2. Two (2) photocopies of the Barangay Indigency for Assistive device purpose		Barangay Hall		
3. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela -Need two (2) photocopies		COMELEC, GSIS, LTO and PDAO offices		
4. Two (2) photocopies of the referral letter from Dr. Tan (CSWDO partner doctor for cataract patients)		Dr. L.C Tan Clinic Near at Old City Hall of Valenzuela		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client referred by the social worker for	1. Assigned worker validate	None	5 minutes	*Assigned worker*

Assistive device	and check the requirements first			
2. Fill up form	2. Assigned worker assists the client for filling up the form	None	5 minutes	*Assigned worker*
3. Client goes to the Clinic of Dr.Tan for check up	3. Assigned worker gives a referral letter to the client	None	10 minutes	*Assigned worker*
4. Upon confirmation of cataract diagnosis, the client must return to the office for another referral form for operation	4. Give referral letter for operation - Schedule client for check-up/operation in coordination with partner NGOs	None	3 months / 90 days	*Assigned worker*
	TOTAL	None	90 days and 20 minutes	

42. Issuance of VC Cares Family Health Card

Refers to the program of the LGU wherein indigent members and their dependents will be issued with VC Cares Family ID to avail of the following services for free:
-Medical Consultation/Medical Check Up
-Laboratory work-ups (e.g. x-ray, blood count/platelet, CBC, Urinalysis
-Confinement in the Valenzuela City emergency Hospital located in Barangay Dalandanan or at any Barangay Health Centers and Lying-In
-Philhealth Card
-CT Scan (Computed Tomography)

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Valenzuela Residents who are indigent: Age 21 to 59 years old Solo Parent

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form	City Social Welfare Development Office
2. Two (2) photocopies of the Barangay Indigency for assistive device purpose	Barangay Hall
3. Marriage Contract	Client

4. Birth Certificate of qualified dependents (20 years old below)	Client/PSA
5. Affidavit of Cohabitation (if not Married/Live-In)	Legal Office 2nd Floor New City Hall Building
6. Valid Identification card of patient and client produce by the ff: ·Voter‟s I.D ·Voter‟s Certification -Need two (2) photo copies of I.D	COMELEC
7. Two (2) copies of 1x1 colored photo ID picture with white background	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client goes to the office asking for renewal VC Cares Health Card	1. Register and check validity and completeness of requirements	None	3 minutes	*Assigned Front liner worker*
2.Fill up and submit accomplished Application Form together with other requirement	2. Assigned worker conducts intake interview	None	20 minutes	*Assign worker*
3.Claim schedule slip for the release of VC Care Card	3. Provide schedule slip for the issuance of VC Care Card	None	2 minutes	*Assigned Worker*
4. Follow up the application of I.D	4. Releasing of I.D	None	3 minutes	*Assigned Worker*
	TOTAL	None	28 minutes	

43. Application for Medical Assistance in 3S Centers

3S Centers or little city halls in every barangay are being utilized to provide application for medical assistance through CSWDO staff.

Office or Division:	City Social Welfare and Development Office – 3S Centers
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City who are: Resident of Barangay Karuhatan, Punturin, Ugong, GTDL, Marulas

	Poor indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantage individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and photocopy of the Barangay Indigency	3S Centers, Barangay Hall
2. Valid identification card of patient and client. ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) photocopies of the updated medical certificate or clinical abstract.	Hospital that provides medical records such as medical certificates and clinical abstract. Note that all medical records should be provided by the same doctor.
4. Three (3) photocopies of the updated medical prescription/laboratory request/hospital bills	Hospital, company or supplier that provides all the given requirements as well as the quotation of the prescription.
5. If the patient is 17 years old and below, three (3) photocopies of the birth certificate is needed	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to 3S Center/ Barangay Hall and request for Barangay Indigency Client presentstheir requirements needed	1. Register and check validity and completeness of requirements Endorse requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2. Interview	2. Assigned worker conducts interview and fill up intake form	None	10 minutes	*Assigned worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip/	None	3 days	*Assigned worker*

	Preparation for home visitation -Assigned worker collects and prepares all the application for approval of department head			*Department Head*
4. Return on the scheduled date of release and present valid ID	4. Releases voucher of medical assistance of client and proceed to 3S Center‟s Cashier.	None	10 minutes	*Assigned worker for releasing of cash*
	TOTAL	None	3 days and 23 minutes	

44. Application for Balik-Probinsya – 3S Centers

3S Centers or little city halls in every barangay are being utilized to provide Balik Probinsya assistance through CSWDO staff.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Must be a citizen of Valenzuela city Resident of Barangay Karuhatan, Punturin, Ugong, GTDL, Marulas Stranded individuals due to typhoons Victims of illegal recruitment Victims of pick pockets Having medical treatment in other places Individuals having family members died in other places

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City - one (1) original and two (2) photocopies	Barangay Hall
2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License	COMELEC, GSIS, LTO and PDAO offices

·PWD I.D address in Valenzuela Need (2) photocopies				
3. Personal contact number or contact number of relatives that will help both parties.		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask for Balik-Probinsya Program Client present the requirements needed	1. Register and check validity and completeness of requirements Endorses requirements/ client to the assign worker	None	3 minutes	*Assigned Front liner worker/ Assigned worker for home visit*
2. Interview Acknowledge Claim Slip or Home Visit Schedule Slip	2. Assigned worker conduct interview and fill up intake for reference Issue Claim Slip/home visit schedule slip/ preparation for home visitation	None	5 minutes 3 days	*Assigned social worker for home visit*
3. Acknowledge claim stub from Focal Person or Social Worker	3. Focal Person or Social Worker will sign the Social Case Study Report - Approval of the OIC - Release of Voucher	None	3 days	*Department Head/ Social Worker Assign*
	TOTAL	None	6 days and 8 minutes	

45. Application for Certificate of Indigence – 3S Centers

Residents can also request for Certificate of Indigence through the barangay‟s 3S Centers.

Office or Division:	City Social Welfare and Development Office

Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Resident of Barangay Karuhatan, Punturin, GTDL, Ugong, Marulas Poor or indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantage individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City - one (1) original and two (2) photocopies	Barangay Hall
2. Valid Identification card of patient and client such as the ff: ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Certificate of No Property from Municipal Assessor's Office, need one (1) original and two (2) photocopies	Municipal Assessor‟s office
4. Original and photocopy of the Certificate of No Business from the Municipal Treasury Office	Treasurer‟s Office
5. Photocopy of the Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR)	BIR
6. Assessment Report from the CSWDO or MSWDO	Requesting party or offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for Certificate of Indigence Client present the requirements needed	1. Register and check validity and completeness of requirements Endorses requirements/client to the assign worker	None	3 minutes	*Assign Front liner worker*

2. Submit self for initial interview.	2. Assigned worker conduct intake interview - If the client complete the requirements the assign worker produce the Certificate of Indigence within the day	None	20 minutes	*Assigned worker*
	TOTAL	None	23 minutes	

46. Application for Social Case Study Report – 3S Centers

Residents can also request for Social Case Study Report through the barangay‟s 3S Centers.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City who are: Resident of Barangay Kauhatan, Punturin, GTDL, Ugong, Marulas Poor indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantage individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original and two (2) photocopies of the Barangay Indigency	3S Centers, Barangay Hall
2. Valid identification card of patient and client. ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
3. Three (3) photocopies of the updated medical certificate or clinical abstract	Hospital that provides medical records such as medical certificates and clinical abstract. Note that all medical records should be provided by the same doctor.

4. Three (3) photocopies of the updated medical prescription/hospital bills		Hospital, company or supplier that provides all the given requirements as well as the quotation of the prescription.		
7.If the patient was 17 years old and below, three (3) photocopies of the birth certificate is needed		PSA		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to the 3S Center of the barangay and ask for barangay indigency 1.1. Client present their requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/ client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2. Ready for intake interview	2. Assigned worker conduct interview	None	10 minutes	*Assigned worker*
	TOTAL	None	13 minutes	

47. Burial Assistance – 3S Centers

Residents can also request for Burial Assistance through the barangay‟s 3S Centers.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City who are: Lives in Barangay Karuhatan, Punturin, GTDL, Ugong, Marulas Should be the nearest relative of the deceased For qualified registered Senior Citizens of Valenzuela City, obtain certification from the office of the Senior Citizens Affairs (OSCA)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original and photocopy of the Barangay Indigency	3S Centers, Barangay Hall

2. Original and photocopy of the General Intake Sheet	3S Centers, Barangay Hall
3. Valid Identification card of Claimant and Original Valid ID of the deceased or Proof of billing with address ·Voter‟s I.D ·UMID I.D ·Driver‟s License ·PWD I.D address in Valenzuela Need two (2) photocopies	COMELEC, GSIS, LTO and PDAO offices
4. Death Certificate with registry number (1) Certified True Copy (1) Photocopy	Funeral Service
5. Two (2) photocopies of the Original Funeral Contract or official Receipt	Funeral Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to the 3S Center for interview	1. Register and check validity and completeness of requirements	None	5 minutes.	*Assigned Front liner worker*
2.Submit filled-up Intake Sheet for Burial Assistance Form together with other requirements	2. Review Application and Requirements Endorse application for approval	None	5 minutes	*Assigned Worker*
3. Claim Check	3. Issue check	None	2 minutes	*Assigned worker*
4. Sign Receiving Copy	4. Affix client‟s signature on receiving copy	None	2 minutes	*Assigned Worker*
5. Encash Check at the Treasurer‟s Office	5. Process Client‟s Check	None	5 days and 2 minutes	*City Cashier*
	TOTAL	None	5 days and 16 minutes	

48. Bahay Kalinga ng Valenzuela – For Admission

A 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, adult and elderly 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. Admit clientwith complete documents and subject for initial physical examination screening	None	10 minutes	*Social worker/ Nurse on duty*
	TOTAL	None	10 minutes	

49. Bahay Kalinga ng Valenzuela – For Discharge

A 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, adult and elderly 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/ Adult Client ·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. Discharge client with complete documents	None	5 minutes	*Social worker in charge*
	TOTAL	None	5 minutes	

50. 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.

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. Admitting Officer is Notified	None	2 minutes	*Referring Party (CPC/CSWDO)*
2. Submit the Duly Requirements / Documents	2. Completeness of Admitting Documents is Checked	None	2 minutes	*Referring Party (CPC/CSWDO)*
3. Admission Conference	3. Case is Discussed and Signing of Kasunduan with Parents/Guardian	None	10 minutes	*Referring Pary / Center Social Worker*
4. Accomplish Admission Slip	4. Gathering of Basic Information about the CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*
5. Weighing, Height Measurement and Temperature Check	5. Determine Vital Signs and External Physical Condition	None	10 minutes	*Admitting Officer / Nurse on Duty*

and Interview on Medical History	of the CICL			
6. Body Search / Inspection and Inventory of Personal Belongings	6. Account Personal Belongings of CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*
7. Take Whole Body Picture	7. Photo Captured	None	2 minutes	*Admitting Officer / Nurse on Duty*
8. Introduce the Newly Admitted CICL to other Staffs/ Residents	8. Welcome CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*
9. Turn-Over CICL to Houseparent		None	2 minutes	*Admitting Officer / Nurse on Duty*
10. Conduct of Orientation on the Center's Program and Services, House Rules and Regulations and CICL's Responsibility while in the Center	10. Signing of Contract with CICL	None	10 minutes	*Trustees / Leaders with Supervision of House Parent*
11. Issuance of Basic Needs		None	5 minutes	*Houseparent on Duty*
TOTAL		None	58 minutes	

51. 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.

Office or Division:	Bahay Pag-Asa ng Valenzuela (CSWDO)
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	Children in conflict with the law (CICL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Parental Capability Assessment Report	LSWDO
2. Affidavit of Undertaking	Legal Office

3. Release Order	Court (RTC)
4. Clearance / Certification of No Pending Court Case	Court (MTC / RTC)
5. Discharge Paper	Center Social Worker
6. Identification Card	Receiving Parent/Guardian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Court Cases: Submit Parental Capability Assessment Report and/or Affidavit of Undertaking	1. Secure and Review PCAR	None	5 minutes	*Receiving Parent/Guardian / 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. Acknowledgement 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	

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 Servicepersonnel 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	

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 Orderof 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	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	None	5 minutes	*Information Clerk*
	1.1 Check completeness and correctness of entries			

2. Proceed to Registration Desk once number is called	2. Call out client number and proceed to encode client details	None	30 minutes	*Registration Desk Clerk*
3. Settlement of corresponding fees	3. Issue Official Receipt	PHP 50 (Valenzuela residents) PHP 100 (Non-Valenzuela Residents	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 Residents) Additional fees for ancillary procedures	4 hours and 30 minutes	

8. Availment of Emergency Room Services

Type of hospital treatment involving acute or urgent clinical care.

Office or Division:	VCEH - Emergency Room
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All clients needing emergency room services.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Card	VCEH
Any government-issued ID	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	6. Provide clinical re-assessment	None	Most urgent: 5 minutes	*ER Physician ER Nurse*

physicians and medical staff based on clinical results	based on clinical results		Urgent: 5 - 30 minutes Less urgent: 1 - 2 hours	
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	2. Issuance of official receipt	As stated on the bill	5 minutes	*Billing and Cashier Clerk*

fees				
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)

Internal/ 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	3.1.Record medical findings of attending	None		*Nurse/Midwife on duty*

Return Slip to Barangay Health Station filled up by attending physician of hospital where admitted	physician where patient was admitted for cross referencing purposes			
	TOTAL	None	50 minutes	

2. Issuance of Medical Certificate

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

Office or Division:	Medical Clinic, Valenzuela City Hall Annex Building			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela city residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Individual treatment record		Health facilities		
For Teachers ·Complete Blood Count (CBC) ·Urinalysis ·Chest x-ray (CXR) ·Drug Test ·Neuropsychiatric test		Laboratory facilities		
For applicants of Driver‟s License ·Drug Test ·Visual acuity test For students ·Results of chest x-ray		Laboratory facilities		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the City Employee‟s Clinic	1.Inquire about the patient‟s reason for consultation	None	5 minutes	*Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)*
	1.1.Obtain vital signs of the patient, record patient‟s data on treatment record chart	None	5 minutes	*Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)*

	1.2.Nurse/Midwife shall accomplish certificate form and refer to the physician on duty	None	5 minutes	*Nurse/Midwife City Employee's Clinic (City Health Medical Clinic)*
2. Proceed to the attending physician‟s room	2.Review the results/diagnostic tests, assess and examine client Signs the medical certificate form	None	10 minutes	*Physician on duty*
3. Claim Medical Certificate	3.Release the Medical Certificate	None	5 minutes	*Physician on duty*
	TOTAL	None	30 minutes	

3. Issuance of Death Certificate

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

Office or Division:	City Health Office / City Public Cemetery Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay certificate – stating that the deceased is a resident of the barangay		Barangay hall		
Properly filled up Death Certificate		Funeral service provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Proceed to the City Public Cemetery Management Unit	1.Check for the completeness and veracity of information If deceased died at home: a. Take down medical history of deceased as stated by the informant b. Review entries	None	10 minutes	*City Public Cemetery Management Unit personnel*

	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 b. Permit to Bury from the Prosecutor"s office			
2.Back to City Public Cemetery Unit	2.Review and signature by Reviewing office	None	5 minutes	*City Health Office*
	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	None	3 minutes 3 minutes	*City Public Cemetery Management Unit*

	availability of slot in the public cemetery and then refer			
	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 Health Office*
	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
• 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		None		

convenient date for schedule of laboratory test				
6. Go to City Health Annex Bldg. on the date of appointment	Check if the client is registered on the present day	None	3 minutes	*Sanitation Section Personnel*
Only if not yet paid…				
7. Receive the signed Order of Payment	Issue Order of Payment	None		
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	*Sanitation Section Personnel*
10. Submission of requirements	Checking and receiving of all requirements	None	3 minutes	*Sanitation Section Personnel*
11. Submit urine and stool sample to the laboratory	Accept and process specimen	None	20 minutes per specimen	*Sanitation Section 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		Urina-lysis-PHP 30 Feca-lysis-PHP 30 Health card-	2 hours and 25 minutes for all specimen (normal results)	

	PHP 50 CBC – PHP 60 (if needed) Chest x-ray result		

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 Establishment/Manufacturing/ if needed	Food and Drug Administration
Water Analysis: Micro Biological Physical/ Chemical (Water Station)	Accredited by DOH and Recognized Water Testing Laboratories by Valenzuela City Health Office
Certificate of Water Potability (Water Station)	Sanitation Unit
First Aider Training Certificate (Industrial Establishment/Manufacturing/ if needed)	Philippine Red Cross
DENR: Environmental Compliance Certificate, Certificate of Non-Coverage Waste Water Discharge Permit (Industrial Establishment/Manufacturing)	Department of Environment and Natural Resources
Pest Control Service Report (Food Establishment/ if needed)	Licensed Pest Controller

Pest Control Service Report (Food Establishment/ if needed)		Licensed Pest Controller		
Basic Occupational Safety and Health (BOSH) (Industrial Establishment/Manufacturing)		Department of Labor and Employment		
Pollution Control Officer Certificate (Industrial Establishment/Manufacturing)		Department of Environment and Natural Resources		
PDEA Certificate (if needed)		Philippine Drug Enforcement Agency		
PNP-Anti Fencing (Junkshop)		Philippine National Police		
SCC DOE		Department of Energy		
Infectious Waste MOA		Hazardous Waste Collector		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Renewal of Business Permit with the BPLO	1. Issue new Business Permit Issue Temporary Sanitary Permit	As stated in the BPLO fees	15 minutes	*BPLO personnel* *Sanitation Unit personnel*
2. BPLO sends List of Establishment who renewed their Business Permit	2.Schedule for Inspection	None	None	*SI Area Supervisor*
If with complete documentary requirements during inspection If without complete documentary requirements during inspection	2.1.Inspection of business establishments 2.2.Issue Sanitary Permit 2.3.Issue Sanitary Order No. 1 with 14 days period of compliance.	None	30-45 Minutes (small to medium scale establishment) 60-90 Minutes (large scale establishment) Follow up inspection after 14 days for non-compliant establishments	*SI Area Supervisor / Sanitary inspectors*
3. Submission of complete documentary requirements after issuance of SO1 Non-compliant business establishment after issuance of SO1	3. Issue Sanitary permit Follow up inspection after 14 days for non-compliant	None	2 hours	*Clerk / Encoder* *Sanitary Inspectors*

	establishments 3.2. Re-inspection and issuance Sanitary Order No. 2 with 7 days period of compliance.			
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	*Sanitary inspector*
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	None	10 minutes	*Nurse/Midwife on duty*
	1.1.Record vital signs			
	1.2.Refer the patient			

	to the physician 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**	**PROCESSING**	**PERSON**

		TO BE PAID	TIME	RESPONSIBLE
1.Acquire queue card number and wait to be called	1.Attend to client and check vital signs, blood pressure and weight	None	5 minutes	*Midwife*
	1.1.Record the age of gestation			
	1.2.Accomplish the homebased maternity record card Prepare a referral slip for CBC & urinalysis for the first visit		3 minutes	*Midwife*
2. Undergo prenatal examination and administration of tetanus toxoid immunization	2.Conduct prenatal examination	None	15 minutes	*Midwife*
	2.1.Inform client about the findings – Administer Tetanus toxoid immunization			
3.Undergo a brief health education	3.Inform client on the importance of proper nutrition and maternity care- Advocate the importance of breastfeeding, basic immunization and complete tetanus immunization	None	10 minutes	*Midwife*
4.Claim free ferrous sulfate with folic acid and prescription for other pre-natal multivitamins	4. Provide free ferrous sulfate with folic acid to all pregnant clients Issue prescription	None	3 minutes	*Midwife*
	TOTAL	None	36 minutes	

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 on duty*
2. Undergo routine assessment for pregnant women	2.Record the age of the patient and past medical history	None	3 minutes	*Midwife on duty*
	2.1.Access gravidity, last menstrual period and age of gestation	None	10 minutes	*Midwife on duty*
	2.2.Take vital signs, blood pressure, respiratory rate, pulse rate, and weight	None	10 minutes	*Midwife on duty*
3. Undergo Physical examination	3.Perform abdominal palpation on the client and inform the client of findings	None	5 minutes	*Midwife on duty*
4. Pay attention to findings and instructions of physician	4.Inform the client of the danger signs to watch out for	None	2 minutes	*Midwife on duty*
	4.1.Give mother health instruction on proper nutrition and maternity care	None	3 minutes	*Midwife on duty*
5. Undergo tetanus toxoid administration	5.Provide tetanus toxoid as schedule	None	2 minutes	*Midwife on duty*
6. Secure prescribed laboratory procedures	6.Give referral for routine urinalysis, CBC and initial ultrasound, Rpr, HBsAg, HIV Test.	None	2 minutes	*Midwife on duty*

7. Pay attention to instructions	7.Inform the mother on the next consultation and date	None	2 minutes	*Midwife on duty*
	TOTAL	None	41 minutes	

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	5.Give ferrous sulfate and Vitamin A	None	2 minutes	*Midwife on duty*

A	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 pay-ment (female sex worker) PHP 110 Smear PHP 60 RPR-PHP	5 minutes	*Casher*

		60		
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 pay-ment (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 queuecard	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 Building Animal Bite Centers (Malinta and GTDL 3S)
Classification:	Simple

Type of Transaction:	G2C			
Who may avail:	Referral for Rabies shot – history of animal bites			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Referral forms		Health facilities		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Clinic	1.Check the referral from a physician to administer rabies shot History taking	None	10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic*
2. For indigents, proceed to Step 3 District I - Malinta District II - GTDL	2.Check the referral form a physician to administer rabies shot	None	10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic*
3. Submit VCHO referral	3.Check Original Receipt/ referral Administer Rabies shot	None	10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Center*
	3.2. Schedule for next rabies shot	None	10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Center*
	TOTAL	None	40 minutes	

15. Availment of Dental Service

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

Office or Division:	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

	Different Barangay Health Centers
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 and register	1. Record pertinent data	None	2 minutes	*Dental Aide*
2. Undergo mouth examination	2. Examine mouth of patient	None	2 minutes	*Dentist*
3. Undergo routine checking of vital signs	3. Take vital signs	None	4 minutes	*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

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	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
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 INVESTMENT PROMOTION OFFICE (LEIPO)

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 LEIPO*
	1.1.Conduct preliminary interview		15 minutes	
	1.2.Refer client to the LEIPO Head for final interview			
2. Proceed to the LEIPO Head Officer for final interview	2.Conduct final interview with client	None	10 minutes	*LEIPO 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		2 minutes	*Frontline Personnel of LEIPO*
	TOTAL	None	28 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	1 minute	*Frontline Personnel of LEIPO*
	1.1. Conduct preliminary interview		15 minutes	
	1.2.Assessment of letter of request and livelihood proposal			
2. Proceed to the LEIPO Head Officer for final interview	2.Find available trainings offered by the NGAs	None	30 days	*LEIPO Head Officer*
3. Wait for contact of approval	3.Forward the proposal to the NGAs for approval			
4. Coordinate with LEIPO for the trainings	4.Determine and set schedule for training			*LEIPO and NGA*
	4.1.Conduct the training			
	TOTAL	None	30 days, 16 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; d) If the applicant has inconsistent/ conflicting accounts upon preliminary interview. The results of the home visitation shall determine if the applicant is eligible for issuance of OSCA ID and booklets.	None	5 minutes	*Frontline Personnel*

	Record the name of the applicant in the specified logbook Transcribe the name of the applicantin the senior citizen identification card, medicine and purchase booklets			
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 benefitsof 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
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	Government Offices

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				
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 validityof 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 tothe client.	None	3 minutes	*Frontline Personnel*
2. File for affidavit of lost OSCA ID	Provide instructions to the applicant the processof filing of the affidavitof lost ID 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	*Legal Office Personnel*
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 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

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	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	None	3 minutes	*Frontline Personnel*

supporting documents.	the applicant.			
Note: For applicants requesting for change of surname in their OSCA ID due to change of civil status, present copy of marriage certificate or CENOMAR				
2. File for Affidavit of Discrepancy	Provide instructions to the applicant the process of filing of the Affidavitof 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 Affairs

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 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 Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All senior citizens with request of certification of senior citizen membership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from any Government Agencies or Non-Government Agencies	Government and Non-Government Agencies

(NGO)				
2. Senior Citizen Identification Card (OSCA ID)		Office of the Senior Citizen Affairs		
3. Valid ID of representative and authorization letter (if representative will file for certification on behalf of the senior citizen)		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the request letter, along with the OSCA ID, valid ID of representative and authorization letter	Accept and validate the requirements Prepare the certification for eligible applicants	None	10 minutes	*OSCA personnel*
2. Claim and receive the certification	2.1 Issue certification to the applicant	None	3 minutes	*OSCA personnel*
	TOTAL	None	13 minutes	

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	Accept and validate the requirements Prepare the Data Sharing Agreement issue the Data Sharing Agreement to	None	1 day	*OSCA personnel*

Agreement	the client for Signature of Brgy. Chairman			
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	

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	None	5 minutes	*Assigned Staff*

	and submit to Accounting Dept.			
	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	

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

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	

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:	Property 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 Check the availability of the equipment Endorse letter of request toHead for the approval 1.4. Reserve and prepare the equipment to borrow.	None	10 minutes	*Property Personnel*
2. Claim of equipment to borrow	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 Transaction:	G2C, G2G			
Who may avail:	Clients, local and National Offices, NGO's, Private Sector			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		From the Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit a request letter indicating the date, time and the facility to be used	1. Check the availability of the facility Book/reserve if available on the date requested Prepare the Permit and the Rental Agreement Issue Orderof 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, Certification on Disability should be tally with the assessment tool.	None	5 days	*PDAO personnel and Head, physician*
	9.1. Encode and PWD ID making.	None	1 day	*PDAO personnel*
10. Call Persons with Disability Affairs Office on the scheduled date	10. Answer the call and give the information to the	None	5 minutes	*PDAO personnel*

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.	client			
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 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	5. Interview the client using the 8 pages assessment	None	20 minutes	

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.)	tool			
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.	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		None	5 minutes	*Any PDAO personnel can issue the approved PWD*

claim in the Persons with Disability Affairs Office every Monday and Thursday only.				*ID*
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	

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	2. Print the requested	None		

responsible person. In the absence of the client, their immediate family member with authorization will transact	document			
	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. Referral Letter

Provide employment assistance to jobseekers through counseling and referral.

Office or Division:	PESO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Job Seekers, Students, Out-of-School Youth (OSY), Displaced Workers and Returning Overseas Filipino Workers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Clearance, Police Clearance, NBI Clearance, SSS, Employment History, Certificate of Previous Employment, PhilHealth ID, Birth Certificate, Diploma, TOR 1 copy of 2x2 picture	In the appropriate Govt. Agencies and Private Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Barangay Clearance	1. Check validity of of documents presented	None	3 minutes	*PESO personnel*
2. Submit all requirements and register	2. Provide application form (SRS Form 1)		3 minutes	*PESO personnel*
3.Fill up and submit SRS Form 1	3. Evaluate the authenticity of requirements (check the applicants height, weight, tattoo, ear pierce, colored hair, and other basic standard qualification set-forth by the employer)		10 minutes	*PESO personnel*
4. Proceed to waiting lounge and prepare for an interview	4. Job matching and interview, if necessary		20 minutes	*PESO personnel*
5. Claim the referral letter	5. Prepare the referral letter		3 minutes	*PESO personnel*
6. Prepare for dispatch	6. Dispatch client		3 minutes	*PESO personnel*
	TOTAL	None	42 minutes	

2. Accreditation of Direct Private Companies

Labor market information through solicitation of job vacancies

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Private companies/employer			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Company Profile, Bus. Permit/ License/ SEC Registration		Appropriate Government Agency		
List of Job Vacancies		Company		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Signify outsourcing of manpower supply through phone, e-mail, telefax and personal visit	1. Accommodate prospective employer by phone, fax, e-mail and personal visit	None	5 minutes	*PESO personnel*
2. Submit all requirements	2. Authenticate the requirements Post manpower requirements and screen qualified applicants invited for recruitment activities		10 minutes	*PESO personnel*
	TOTAL	None	15 minutes	

3. Accreditation of Private Recruitment Agencies/Contracting and Subcontracting Companies

Accreditation of Local Recruitment Agencies

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, Bus. Permit/License/SEC Registration		Appropriate Government Agency	
PRPA, D.O. 174, List of Job Vacancies, No		Company	

Pending Case, Certification of Mandatory Benefits				
Letter of Intent		Company		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Letter of Intent through e-mail, personal visit with complete requirements	1.Authenticate the requirements Post manpower requirements and screen qualified applicants Dispatch Applicants	None	3 days	*PESO personnel*
	TOTAL	None	3 days	

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 3. Judge, Justice Court	1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall 3. 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 3.City Heads-Management Reviews and Training Tools	1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building 3. Traffic Management Division, City Social Welfare Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written request and valid Identification	1. Receive request for evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV) review process.	None	10 minutes	*Duty Reviewing Officer / Duty Shift Supervisor*

	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 runtimeas 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 3. Judge, Justice Court	1. Mayor's Office, Office of the City Councilors, Public Information Office 2. Valenzuela City Police Station, Barangay Hall 3. 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 3.City Heads-Management Reviews and Training Tools	1. Valenzuela City Police Station 2. Valenzuela City Hall, 3rd Floor Legislative Building 3. 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 requestfor evaluation. Conduct initial interview and briefing on the closed-circuit television (CCTV) review process. Assist the requestor in filing upthe 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	2. Receive and check viewing form for completeness of requirements. Verify and determine the	None	10 minutes	*Duty Reviewing Officer / Duty Shift Supervisor*

with other requirements.	requested incident details according to time, date and location. 2.2. Validate the availability of footages for retention, preset, proximity/coverage, outages and unserviceability.			
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 runtimeas 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 natureof request can be granted	None	5 minutes	*VCDRRMO personnel*
	If verified: 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: Assess the scene of incident		2 minutes	*Team Leader*

	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 training proposal and budgetary requirements to the Office of the Mayor for approval		14 days	
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 Assess if natureof 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		10 minutes	
	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	None	30 minutes	
	TOTAL	None	1 hour and 27 minutes	

SOCIAL SERVICES OFFICES

VETERINARY SERVICES OFFICE

External Services

1. Adoption 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 valid I.D		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up and submit accomplished adoption form and present valid ID	1. Register client and file record	None	10 minutes (Monday to Friday)	*Admin Aide*
	1.1. Evaluation and application of approval	None	15 minutes	*Animal Keeper*
2. Claim adopted animal	2. Register adopted dog to new owner with microchipping and vaccination	None	10 minutes (Monday to Friday)	*Animal Keeper*
	TOTAL	None	35 minutes	

2. Animal Vaccination, Registration and 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.

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**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring pet to designated Registration/vaccination sites on scheduled date and time in every Brgy and present valid ID and Valtrace	1. Assess and evaluate health dogs	None	10 minutes (Monday to Friday)	*Veterinarian*
	2. Vaccination	None	5 minutes (Monday to Friday)	*Trained vaccinator*
	3. Microchipping	None	5 minutes (Monday to Friday)	*Vet trained inoculators*
	4. Dog registration	None	5 minutes	*Adolfo Sandagon/ Victoria de Jesus*
	TOTAL	None	25 minutes	

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

A process of issuing identification card to butchers working in slaughterhouses in the City of Valenzuela for data base 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 1.1. Prepare Butcher or Meat Handler's Card	None	15 minutes (Monday to Friday)	*Admin Aide*
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	PHP 50	28 minutes	

4. Stray Animal Collection

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. Stray animal collection shall be undertaken by the Animal Control Unit of the City Veterinary Services Office. Stray animals shall be collected and impounded in Valenzuela City Pound.

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**
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for stray animal collection through letter mail, email, or telephone	1. Interview client	None	10 minutes (Monday to Friday)	*Admin Aide/ BACT*
	1.1. Ask for location and other specifications			
	1.2. Check Available roving team and inform them of the site of requested stray animal collection	None	10 minutes (Monday to Friday)	*Admin Aide/ BACT*
2. Receive call / notice for confirmation	2. Advise client for the schedule of collection	None	5 minutes (Monday to Friday)	*Admin Aide/ BACT*
	TOTAL	None	25 minutes	

5. Redemption of Impounded Animals

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

Office or Division:	City Veterinary Services Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela City residents only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any valid I.D	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and fill	1. Check ID /	None	10 minutes	*Animal Keeper*

up animal description form	provide animal description form 1.1. Direct Client to pound area		(Monday to Friday)	
2. Present animal description form	2. Receive form Verify if the animal is present at the Kennel Recordand scan microchip	None	10 minutes (Monday to Friday)	*Animal Keeper*
3.Proceed to City Veterinary Services Office for redemption procedures	3. Record and process redemption papers	None	30 minutes (Monday to Friday)	*Admin Aide*
4. Pay the required fees / charges 4.1. Proceed to Treasurer's Office for payment	4. Issuance of Order of Payment	Dog fee: PhP 50 Impounding fee small animal: PhP 500 Large animal: PhP 1,000 Care fee/per day: PhP 200	5 minutes (Monday to Friday)	*Admin Aide* *Treasurer's personnel*
5. Proceed to City Pound to claim the animal	5. Receive redemption documents and Official Receipt copy and release the animal	None	10 minutes (Monday to Friday)	*Animal Keeper*
TOTAL		Dog fee: Dog fee: PhP 50 Impounding	1 hour and 5 minutes	

	fee small animal: PhP 500 Large animal: PhP 1,000 Care fee/per day: PhP 200		

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. 1.1. Note: For simple complaints call the respondent for possible settlement	None	10 minutes	*Frontline Personnel*
	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 OFFICES

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			
Type of Transaction:	G2B			
Who may avail:	None			
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	20 days	*CENRO Inspectors*
	TOTAL	None	20 days	

2. Community Complaints

Validation and Verification of Complaints

Office or Division:	City Environment and Natural Resources Office			
Classification:	Highly Technical			
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	20 days	*CENRO Inspectors*
	TOTAL	None	20 days	

PLANNING AND ENGINEERING OFFICES

ENGINEERING OFFICE

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	1. Assessment on	None	1 day	*Engineering Office*

barangays may request for demolition provided that it is built on public lands.	the site and location			*personnel, Head*
	1.2. Request for materials / PR		2 hours	
	1.3. Wait for the delivery of materials		2 days	
	1.4. 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. 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**
Request for improvements	Requestee

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 Conduct survey Preparationof work program Drafting ofplan 1.3. Schedule bidding	None	1 day 2 days 5 days 4 days 1 day	*Engineering Office personnel, Head*
	TOTAL	None	13 days	

PLANNING AND ENGINEERING OFFICES

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*
	TOTAL		20 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 Architecttural Plans 9Site Development Plan, Floor Plasn, Elevations and Sections) signed ans 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
1. Submit letter of Appeal on the	Received the letter of Appeal from clientele 1.1	Residential 1st filing fee Php. 3,	7 days	*Ms. Cecilia Simon L. Baeverfjord*

LZBA secretariat thru CPDO 1.1 Submission of complete requirements	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	000.00 Residential 2nd filing fee Php. 5, 000.00 Residential 3rd filing fee Php. 10, 000.00 Commercial 1st filing fee Php. 20, 000.00 Commercial 2nd filing fee Php. 40, 000.00 Commercial 3rd filing fee Php. 60, 000.00 Industrial 1st Filing Fee Php. 50,000.00 Industrial 2nd Filing Fee Php. 100,000.00 Industrial 3rd Filing Fee Php. 150,000.00		
	TOTAL		7 days	

PLANNING AND ENGINEERING OFFICES

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

Historic Site or with Historic Facility ¬ Submit Traffic Impact Statement if project is a potential Traffic Generating Development ¬ Submit Notarized Certificate of No Objection from affected neighbours if project has Firewall/Abutment on any side of the property (not included on the list) ¬ Submit Line and Grade Clearance from the City Engineer‟s Office if the project is affected by road widening and construction ¬ Submit Waterways Clearance from City Flood Control Division if the project is adjacent to or with waterways ¬ Submit Flood Protection Elevation Certification from City Flood Control Division if the project is within Flood Overlay Zone ¬ Submit soil test regarding soil and related conditions if the project is within the Liquefaction Overlay Zone	
- 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”) ¬ Architectural Documents (including Materials and Technical Specifications and Gen. Conditions) ¬ Civil/Structural Documents (including Soil Test and Structural Design Analysis, if applicable) ¬ Electrical Documents ¬ Mechanical Documents	Registry of Deeds, Private Professionals, Department of Labor and Employment (DOLE)

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

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

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

	assess the 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	None	10 minutes	*Evaluator of CZO*

	Payment of fees.			
	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 documents and provide remarks.	None	2 hours	*Evaluator of BFP*
	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	None	2 hours	*Admin*

	or prepared for endorsement to the concerned offices.			
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 Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	17 days, 13 hours and 52 minutes	

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**		
- 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 Building Permit and the issued Ancillary Permits - Four (4) sets photocopy of the Owner‟s copy of issued Fire Safety Checklist and its corresponding Fire Safety Evaluation Clearance - Four (4) sets of Compliant AS-BUILT PLANS reflecting all corrected comments made in the Issued Building Permit Plans signed and sealed by owner and all involved professionals - Clear 3R size Photographs of the completed structure showing substantial completion of front, sides, and rear areas (4 sets)		Office of the Building Official (OBO), Private Professionals		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness	None	1 hour	*Sorters of the OBO*

	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*
	1.4. 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 the submitted documents as well as the compliance of the same with the National Building Code and other statutory requirements. (Building,	None	1 day	*Building, Electrical, Mechanical, and Electronics Evaluators of the OBO*

	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 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,	30 minutes	*Building Official and Officer of the Day*

		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	None	30 minutes	*Building Official or his authorized representative*

	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
ELECTRICAL PERMIT 1 (WITH BP AND OP) - Original Electrical Permit Form (4 copies), completely filled up - Electrical plan - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Building Permit (BP) - Photocopy of Occupancy Permit (OP) - Photo of site - Yellow Card from MERALCO - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy ELECTRICAL PERMIT 2 (WITHOUT BP AND OP) - Original Electrical Permit Form (4 copies), completely filled up - Original Electrical Layout - Photocopy of PTR & PRC ID of Electrical Professionals with 3 original specimen signature - Original Electrical Barangay Clearance - Photocopy of Land Title (TCT) - Photocopy of Updated Tax Declaration and Tax Receipt - Photo of Site - Yellow Card from Meralco - If not owned, provide original notarized letter of consent from the lot owner - Provide Duplicate Copy	Office of the Building Official (OBO), Private Professionals

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

Meralco/Electrical Service Provider stating "secure CFEI" - One (1) copy of issued Wiring/Electrical Permit - One (1) set copy of Issued Electrical Plan - Four (4) sets copy of Compliant AS-BUILT Electrical Plan signed and sealed by owner and all involved professionals - 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 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*
	1.4. 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 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	None	2 hours	*Admin*

	or prepared for endorsement to the concerned offices.			
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 Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	10 days, 9 hours and 30 minutes	

4. Issuance of Mechanical Permit

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

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

Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
- 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 and current PTRs with dry seal and 3 specimen signatures (BLUE INK) 4. 4 sets of complete mechanical plans, details, and computations, signed and sealed by duly licensed professionals and signed by owners		Office of the Building Official, Private Professionals		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application and all required documents via the One Stop Shop Terminal and get claim stub.	1. The sorters of the Office of the Building Official (OBO) shall review, check and assess the completeness of the submitted 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	None	1 day	*Mechanical Evaluators of the OBO*

	Building Code and other statutory requirements.			
	1.3. Site Inspection shall be conducted.	None	7 days	*Inspectorate of the OBO*
	1.4. 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*
	1.5. 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,	30 mins	*Building Official and Officer of the Day*

		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	None	30 minutes	*Building Official or his authorized*

	Building Official or his authorized representative.			*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 Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	10 days, 8 hours and 30 minutes	

PLANNING AND ENGINEERING OFFICES

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)
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 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 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	None	1 day	*Building, Electrical, Mechanical, and Electronics Evaluators of the OBO*

	compliance of the same with the National Building Code and other statutory requirements. (Building, Electrical, Mechanical, Electronics)			
	1.10. Site Inspection shall be conducted.	None	7 days	*Inspectorate of the OBO*
	1.11. If the submitted documents are compliant upon evaluation and inspection, the Section Head shall conduct final evaluation and approval of such for assessment; otherwise, the application shall be endorsed for compliance.	None	1 day	*Section Head of the OBO*
	1.12. The fees will be assessed.	None	1 day	*Assessors of the OBO*
2. Return on the date indicated in the stub and inquire on the status of the application in the OBO. If the application is ready for	2. If the application is approved for payment, the Order of Payment shall be signed by the Building Official and	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*

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.	issued by the Officer of the Day to the applicant.	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	None	30 minutes	*Building Official or his authorized representative*

	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 Barangay, Fire Code, Zoning Ordinance, and the Local Revenue Code.	17 days, 14 hours and 30 minutes	

2. Locational Clearance of 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		See below list	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)	
2. Zoning Classification	
b. 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	*Receiving Officer*

2. Claim signed order of payment	2. Issue signed order of payment		2 Minutes	
3. Pay applicable 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 Certification	5. Issue zoning Certification		3 Minutes	*Frontline Personnel*
TOTAL		PHP 50 per title	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 (on the space allocated in the application form.)				
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	Filing Fee – PHP 50 Proces-sing Fee – PHP 2 per sqm	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 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		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	Filing Fee – PHP 50 Proces-	1 day and 21 minutes	

	sing 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)	Fees of inspec-ted new business will be updated in the BPLS and will be charged on the next business renewal	1 hour	*Zoning Administrator*
	1.1. Schedule Site Inspection			
	1.2. Conduct on-site inspection and take pictures		14 days	*Inspectors*
	1.3. Submits inspected business (daily)		15 Minutes	*Inspectors*
	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		5 Minutes	

	and OBO			
TOTAL		None	14 days, 2 hours and 52 minutes	

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

Office or Division:	Zoning Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Business owners securing exemption

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	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	Receives endorsement from BPLO	None	3 Minutes	*Zoning Office personnel*
	Schedule site inspection		3 Minutes	*Zoning Office personnel*
	Conduct site inspection and verification		5 days	*Zoning Office personnel*
	Submit report of inspection		30 Minutes	*Zoning Office personnel*
	Prepares report of site inspection to be submitted to		45 Minutes	*Zoning Office personnel*

	CSWDO			
TOTAL		None	5 days, 1 hour and 21 minutes	

FINANCE OFFICES

CITY ASSESSOR'S OFFICE

External Services

1. Transfer of Ownership of Real Property to New Owner on the Basis of Transfer of Property

To accommodate request of property owners who shall transfer real property ownership to another

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT)	Registry of Deeds
2. Photocopy of Duly Notarized proof of disposition of property - such as, Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property	Notary Public or copy from file submitted to Registry of Deed
3. Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue or copy from file submitted to Registry of Deed
4. Transfer Tax	Office of the City Treasurer or copy from file submitted to Registry of Deed
5. Official Receipt for Processing Fee payment	Office of the City Treasurer, Order of Payment with the Office of the City Assessor
6. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirement if transacted by representative:	
7. Photocopy of valid ID of representative	Authorized Representative
8.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:	
9. Real Property Tax (RPT) must be	Property owner, may be verified with the Office

currently paid, no delinquency/ies		of the City Treasurer		
10. Penalty of P2,000.00 per property for late filing if made after 60 days from registration in the Registry of Deeds		Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documentary requirements	1. Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 1, 2 or 3*
2. Receiving of Order of Payment	2.Issue Order of Payment for Processing Fee and Penalty for late transfer, if any.	PHP 100 per property; Penalty of PHP 2,000 per property, if any.	3 minutes	
	2.1.Prepare return slip		1 minute	
3. Payment of Processing Fee and Penalty, if any	3.Receive payment and Issuance of Official Receipt		5 minutes	*Cashier, Office of the City Treasurer*
4. Present Official Receipt and wait for processing of request	4.Issue return slip to client and prepare for Appraisal and Assessment based on Transfer	None	2 minutes	*Receiving Officer 1, 2 or 3*
	4.1.Prepare Field Appraisal and Assessment Sheet (FAAS)		5 minutes per property	*Receiving Officer 1, 2 or 3*
	4.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)		2 minutes per property	
	4.3.Request for Approval of NoA and TD		5 minutes per property	

5. Receiving of NoA and owner's copy of TD	5. Issue NoA and owner's copy TD	None	2 minutes per property	
TOTAL		PHP 100 per property; Penalty of PHP 2,000 per property, if any.	28 minutes	

2. Subdivision of Ownership of Real Property

To accommodate request of property owners who shall update their real property by virtue of subdivision of real property

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Transfer Certificate of Title (TCT)or approved Lot Technical Description, in case of untitled land	Registry of Deeds or Department of Environmental and Natural Resources (DENR) for Lot Technical Description
2. Approved Plan of Land	DENR or Land Registration Authority
3. Official Receipt for Processing Fee payment	Office of the City Treasurer, Order of Payment with the Office of the City Assessor
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirements if transacted by representative:	
5. Photocopy of valid ID of representative	Authorized Representative
6. 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:	
7. Real Property Tax (RPT) must be	Property owner, may be verified with the Office

currently paid, no delinquency/ies	of the City Treasurer
8. Penalty of P2,000.00 for late filing per property if made after 60 days from registration in the Registry of Deeds	Office of the City Treasurer, Order of Payment with the Office of the City Assessor
9. Photocopy of Duly Notarized proof of disposition of property - such as, Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real	Notary Public or copy from file submitted to Registry of Deed
10. Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue or copy from file submitted to Registry of Deed
11. Transfer Tax	Office of the City Treasurer or copy from file submitted to Registry of Deed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 1, 2 or 3*
2.Receiving of Order of Payment	2.Issue Order of Payment for Processing Fee and Penalty for late transfer, if any.	PHP 100.per property; Penalty of PHP 2,000 per property, if any.	3 minutes	
	2.1.Prepare return slip to client		1 minute	
3.Payment of Processing Fee and Penalty, if any	3. Receive payment and Issuance of Official Receipt		5 minutes	*Cashier, Office of the City Treasurer*
4. Present Official Receipt and wait for processing of request	4. Issue return slip to client and prepare for appraisal and assessment based on subdivision of property	None	2 minutes	*Receiving Officer 1, 2 or 3*
	4.1.Prepare Field Appraisal and		5 minutes per property	*Receiving Officer 1, 2 or 3*

	Assessment Sheet (FAAS)			
	4.2.Prepare Notice of Assessment (NoA) and Tax Declaration (TD)		2 minutes per property	
	4.3.Request for Approval of NoA and TD		5 minutes per property	
5.Receiving of NoA and owner's copy of TD	5.Issue NoA and owner's copy TD	None	2 minutes per property	
	TOTAL	PHP 100 per property; Penalty of PHP 2,000 per property, if any.	28 minutes	

3. Consolidation of Ownership of Real Property

To accommodate request of property owners who shall update their real property by virtue of consolidation of real property

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certified True Copy of Transfer Certificate of Title (TCT)or approved Lot Technical Description, in case of untitled land	Registry of Deeds or Department of Environmental and Natural Resources (DENR) for Lot Technical Description
2. Approved Plan of Land	DENR or Land Registration Authority
3. Official Receipt for Processing Fee payment	Office of the City Treasurer, Order of Payment with the Office of the City Assessor
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirement if transacted by representative:	

5. Photocopy of valid ID of representative	Authorized Representative
6. 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	
7. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner, may be verified with the Office of the City Treasurer
8. Penalty of P2,000.00 for late filing per property if made after 60 days from registration in the Registry of Deeds	Office of the City Treasurer, Order of Payment with the Office of the City Assessor
9. Photocopy of Duly Notarized proof of disposition of property - such as, Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the dispositon of real	Notary Public or copy from file submitted to Registry of Deed
10. Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue or copy from file submitted to Registry of Deed
11. Transfer Tax	Office of the City Treasurer or copy from file submitted to Registry of Deed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 1, 2 or 3*
2.Receiving of Order of Payment	2.Issue Order of Payment for Processing Fee and Penalty for late transfer, if any.	PHP 100 per property; Penalty of PHP 2,000 per property, if any.	3 minutes	
	2.1.Prepare return slip to client		1 minute	
3.Payment of Processing Fee and Penalty, if any	3.Receive payment and Issuance of Official Receipt		5 minutes	*Cashier, Office of the City Treasurer*

4.Present Official Receipt and wait for processing of request	4.Issue return slip to client and prepare for appraisal and assessment based on consolidation of property	None	2 minutes	*Receiving Officer 1, 2 or 3*
	4.1.Prepare Field Appraisal and Assessment Sheet (FAAS)		5 minutes per property	*Receiving Officer 1, 2 or 3*
	4.2.Prepare Notice of Assessment (NoA) and Tax Declaration (TD)		2 minutes per property	
	4.3.Request for Approval of NoA and TD		5 minutes per property	
5.Receiving of NoA and owner's copy of TD	5.Issue NoA and owner's copy TD	None	2 minutes per property	
	TOTAL	PHP 100 per property; Penalty of PHP 2,000 per property, if any.	28 minutes	

4. Issuance of Certified True Copy of Tax Declaration

The service aims 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 Record Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Know the tax declaration of property requested	Property owner

2. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirement if transacted by representative:	
3. Photocopy of valid ID of representative	Authorized Representative
4. 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	
5.Research Fee payment of P100.00 per history of Tax Declaration (per property)	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements and identification of property requested	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 4, 5 or 6*
2. Receiving of Order of Payment	2.Issue Order of Payment for Certification Fee	PHP 50 per property. Research fee of P100.00 per history of Tax Declaration, if any..	2 minutes	
3.Payment of Certification Fee	3.Receive payment and Issuance of Official Receipt		5 minutes	*Cashier, Office of the City Treasurer*
4.Present Official Receipt and wait for processing of request	4.Printing and preparation of certified true copy of tax declaration	None	5 minutes per property	*Receiving Officer 4, 5 or 6*
5.Receiving of certified true copy of tax declaration	5. Issue certified true copy of tax declaration	None	2 minutes	

TOTAL	PHP 50 per property. Research fee of P100.00 per history of Tax Declaration, if any.	17 minutes	

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

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

Office or Division:	Office of the City Assessor - Administrative and Record Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Property owner or authorized representative			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Know the tax declaration of property requested		Property owner		
2. Photocopy of government issued ID of owner or corporate secretary, in case of corporation		Property owner		
Additional Requirements if transacted by representative:				
3. Photocopy of valid ID of representative		Authorized Representative		
4. 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				
5.Research Fee of P100.00 per history of Tax Declaration (per property)		Property Owner		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.Submit documentary requirements	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 4, 5 or 6*
2. Receiving of Order of Payment	2.Issue Order of Payment for Certification Fee	PHP 50 per property and PHP 50 for No-Property Holdings	2 minutes	
3.Payment of Certification Fee	3.Issuance of Official Receipt		5 minutes	*Cashier*
4.Present Official Receipt and wait for processing of request	4.Printing and preparation of certificate	None	5 minutes per property	*Receiving Officer 4, 5 or 6*
5.Receiving of certificate	5.Issue certified true copy of tax declaration	None	2 minutes	
TOTAL		PHP 50 per property and PHP 50 for No-Property Holdings	17 minutes	

6. Issuance of Certificate of Tax Map

To accommodate request for tax map to properly 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, upon the request of the owner or his authorized representatives. However, the certification shall not be used as evidence for settling boundary disputes.

Office or Division:	Office of the City Assessor - Tax Mapping and Assessor Geographical Information System (AIS) Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Know the tax declaration of property	Property owner

requested	
2. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirement if transacted by representative:	
3. Photocopy of valid ID of representative	Authorized Representative
4. 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	
5.Research Fee of P100.00 per history of Tax Declaration (per property)	Property Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirements and identification of property requested	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 7, 8 or 9*
2. Receive Order of Payment	2.Issue Order of Payment for Certification Fee	P 100.00 per property. Research fee of P100.00 per history of Tax Declaration, if any.	2 minutes	
3.Payment of Certification Fee	3. Receive payment and Issuance of Official Receipt	None	5 minutes	*Cashier, Office of the City Treasurer*
4. Present Official Receipt and wait for processing of request	4.Printing and preparation of Tax Map Certificate	None	5 minutes per property	*Receiving Officer 7, 8 or 9*
5.Receiving of Tax Map Certificate	5. Issue certified true copy of tax declaration	None	2 minutes	

TOTAL	P 100.00 per property. Research fee of P100.00 per history of Tax Declaration, if any.	17 minutes	

7. Issuance of Certificate of Certificate of No Improvement

This service aims to accommodate request that will prove that the property is vacant, issued upon the request of the owner or his authorized representatives, otherwise the buildings/improvements located in the property shall be appraised and assessed for purpose of real property taxation. This can be the basis additional ad valorem tax on idle lands or possible discovery of undeclared building, structure or improvements, and for other purposes it may serve.

The transaction is considered a simple transaction because only compliance with the requirements are necessary for issuance of the requested record

Office or Division:	Office of the City Assessor - Tax Mapping and Assessor Geographical Information System (AIS) Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly accomplished request form or written request	Property owner
2. Proof of transfer - photocopy of the Duly Notarized Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the transfer of real property from one person to another	Notary Public
3. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner
Additional Requirements if transacted by representative:	
4. Photocopy of valid ID of	Authorized Representative

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				
6.Research Fee of P100.00 per history of Tax Declaration (per property)		Property Owner		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit documentary requirements and identification of property requested	1.Receive and check completeness of submitted documentary requirements	None	3 minutes	*Receiving Officer 9, 10 or 11*
	1.1.Verification if property is vacant		5 minutes per property	
2.Receiving of Order of Payment	2. Receive payment and Issuance of Official Receipt	P 50.00 per property. Research fee of P100.00 per history of Tax Declaration, if any.	2 minutes	
3.Payment of Certification Fee	3.Issuance of Official Receipt		5 minutes	*Cashier, Office of the City Treasurer*
4. Present Official Receipt and wait for processing of request	4.Printing and preparation of Certificate of No Improvement	None	5 minutes per property	*Receiving Officer 9, 10 or 11*
5.Receiving of certificate	4.Issue Certificate of No Improvement	None	2 minutes	
	TOTAL	P 50.00 per property. Research fee of P100.00 per	22 minutes	

	history of Tax Declaration, if any.		

8. Appraisal and Assessment of Real Property

To accommodate the compliance of the duty of the person with real property or making improvements thereon and the duty of the City Assessor to make declaration of real property. This service provides appraisal and assessment of real property as a basis of permanent record of property owned (land, building 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 Unit
Classification:	Complex
Type of Transaction:	G2C, G2B. G2G
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Duly accomplished request form or written request	Property owner
2. Proof of ownership - such as, but not limited to Notarized Lease Contract, if the owner of the building is not the owner of the land	Notary Public
3. Photocopy of Building / Construction Permit and / or Occupancy Permit	Property owner / Office of the Building Official
4. Floor Plan/ Approved Building Plan; Perspective (A-1) and Floor Plan (A-2)	Property owner / Office of the Building Official
5. 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
6. FOR RESIDENTIAL ONLY - In the absence of No. 3: Certification from Barangay of the Length of Period the building/improvement was built	Barangay
7. Current colored photos (building/structure and/or machinery)	Property owner
8. Photocopy of government issued ID of owner or corporate secretary, in case of corporation	Property owner

Additional Requirements if transacted by representative:				
7. Photocopy of valid ID of representative		Authorized Representative		
8.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				
9. Penalty of P2,000.00 per property for late declaration if request is made 60 days from date of completion or occupancy, whichever comes earlier		Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit documentary requirements	1.Receive and check completeness of submitted documentary requirements	None	10 minutes per property	*Receiving Officer 12 or 13*
2.Receiving of Return Slip	2. Prepare issuance of return slip and Appraisal and Assessment Process	None	2 minutes	*Receiving Officer 12 or 13*
	2.1.Log the request made within the day		Within the day of the request	*Receiving Officer 12*
	2.2. Assigning of the appraiser to conduct ocular inspection			
	2.3.Endorsement of the request to the appraiser		Next working day (morning)	
	2.4. Receiving and review of submitted documentary requirement in preparation for ocular inspection		Within 5 working days	*Appraiser Team 1, 2, 3 or 4*

	2.5.Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.6.For review and approval of FAAS		10 minutes per property	*Encoder 1 or 2*
	2.7.Prepare Notice of Assessment (NoA) and Tax Declaration (TD)		20 minutes per property	
	2.8.Request for Approval of NoA and TD		5 minutes per property	
3. Receiving of NoA and owner's copy of TD	3. Issue NoA and owner's copy TD		2 minutes per property	*Releasing Officer 1, 2 or 3*
Additional Process before Step 3, in case of late processing				
4. Receiving of Order of Payment	4. Issue Order of Payment for Penalty for late transfer, if any.	PHP 2,000 per property, if any.	3 minutes	*Releasing Officer 1, 2 or 3*
4.Payment of Penalty, if any	4.Issuance of Official Receipt		5 minutes, if any	*Cashier, Office of the City Treasurer*
	TOTAL	PHP 2,000 per property, if any.	7 days and 57 minutes	

FINANCE OFFICES

BUSINESS PERMITS AND LICENSING OFFICE (BPLO)

External Services

1. Securing a New Business Permit

All enterprises are required to secure a Mayor‟s Permit before the start of business operations.
All other requirements required by law, ordinance and rules are subject to “post-audit” process.
Post-Audit Process:
After client has secured the Mayor‟s Permit and Business License, the business establishment is subject for inspection by the relevant offices of the city.

Note:
Business tax fee is made quarterly except for residential, commercial apartments, lessor or sub-lessor and private warehouse

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)
Proof of business registration, incorporation, or legal personality (e.i. Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority registration)	Security 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)
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)
Occupancy Permit, if required by national law (e.g. Building Code and local laws), 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.)
Fire Safety Inspection Certificate	Bureau of Fire Protection

	(Basis: RA No. 9514, Fire Code of the Philippines)
Contract of Lease (if Lessee)	Lessor and/or land owner (Basis: DILG-DTI-DICT Joint Memorandum Circular No. 01, Series of 2016 dated August 30, 2016 and 3S Ordinance No. 322, Series of 2016)
Location of business (Sketch/Map)	Requestee
For authorized representative on the signature of applicant: Photocopy of valid ID of representative and authorization letter	Requestee (Basis: Data Privacy Act)
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 (5,000,000)	(Basis: DOLE Department Order No. 174, Series of 2017)
For cellsite 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: a. Franchise to Operate for Private market; b. Special Permit to Operate for “talipapa”.	Sangguniang Panlungsod (Basis: Ordinance No. 44, Series of 2006)
For Private entities operating Pre-School, Elementary and High School For establishment school originated in Valenzuela City: 1. Recommendation letter from Valenzuela Division Office of DepEd. 2. Permit to Operate issued by the Regional Office of DepEd. 3. Occupancy permit. For New Schools in Valenzuela City: 1.Recommendation letter from Valenzuela Division Office of DepEd.	DepEd Division Office and Regional Office (Basis: Ordinance No. 112, Series of 2014)

2. Duly stamped application form for permit to operate issued by the Division Office of DepEd. 3. Occupancy Permit. 4. Affidavit by the applicant undertaking to submit the Permit to Operate issued by DepEd prior the renewal of the business For New branches of established schools originated outside the City: 1.Recommendation letter from Valenzuela Division Office of DepEd. 2. Permit to Operate issued by the Regional Office of DepEd. 3. Any document or certificate issued by the Regional Office of DepEd stating the approval of the establishment of new branch within Valenzuela City. 4. Occupancy Permit.	
For video games and other similar: 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.	(Basis: Joint Memorandum Circular No. 01, Series of 2014, Ordinance No. 333, Series of 2016 and its IRR, E.O. No. 2017-262, Series of 2017)
For Small Town Lottery: considered illegal and unauthorized by the PCSO.	(Basis: PCSO Letter dated October 18, 2018).
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 – Submission of complete accomplished application form with attached documentary requirements	Verify and receive the application with attached documentary requirements Forward to	None	3 minutes	*Frontline personnel*

	assessment			
2.Assessment- 2.4. Receive the Application with assessment then proceeds to Cashier	Encode details and prepare assessment of taxes, fee and charges Note: If listed in negative list, issue a denied/ disapproved form stating the violation/s (Endorse to office head if not compliant/ not allowed to register the business) Forward the assessment for approval Sign the assessment Issue the signed assessment and application form	New business is computed based on the line of business, area and number of employees	10 minutes	*2.1 Frontline personnel* *2.3 BPLO Officer-in-Charge*
3. Pay and claim- Pay the required business taxes, fees, and/or other charges	Accept payment of taxes, fees and/or charges Issue an official receipt Forward to printing of Mayor's/ Business Permit Prepare Mayor's/ Business Permit	New business is computed based on the line of business, area and number of employees	17 minutes	*3.1 Cashier/City Treasurer's Office- Cashier* *3.3 Frontline personnel*

3.5. Claim Business Permit and Plate and/or sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)	and forward to releasing 3.5 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 business area and number of employees (varies)	30 minutes	

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.
Renewal of licenses may take one (1) day depending on the results of verification made by the evaluation section or whether an applicant still has to secure clearances from various offices.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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.)

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.)		
For authorized representative on signature of applicant: Photocopy of valid ID of representative and authorization letter		Requestee (Basis: Data Privacy Act)		
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 May 12, 2016 issued by City Legal Office)		
For cellsite 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. a. Franchise to Operate for Private market. b. Special Permit to Operate for “talipapa”.		Sangguniang Panlungsod (Basis: Ordinance No. 44, Series of 2006)		
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 – Submission of complete accomplished application form with attached documentary requirements	Verify and receive the application with attached documentary requirements Forward to assessment	None	3 minutes	*Frontline personnel*
2.Assessment-	2.1 Encode details and prepare	Computed based on the	10 minutes	*2.1 Frontline personnel*

2.4 Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier	assessment of taxes, fee and/or charges Note: If listed in negative list, issue a denied/ disapproved form stating the violation/s (Endorse to office head if not compliant/ not allowed to register the business) Forward the assessment for approval Sign the assessment Issue the signed assessment and application form	declared gross sales		*2.3 BPLO Officer-in-Charge*
3. Pay and claim- Pay the required business tax fees 3.5 Claim Business	Accept payment of taxes, fees and/or charges Issue an official receipt Forward to printing of Mayor's/ Business Permit Prepare Mayor's/ Business Permit and forward to releasing Record	Computed based on the declared gross sales	17 minutes	*3.1 Cashier/City Treasurer's Office- Cashier* *3.3 Frontline personnel*

Permit and Plate and/or Sticker, Barangay Clearance and Delivery Van/ Truck Sticker (if applicable)	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	

3. Additional Line of Business

For Business establishment need or required to secure additional line of business

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished application form indicating the line of business that will be added		Business Permits and Licensing Office		
Copy of the existing business permit		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Application Filing and Verification – Submission of complete accomplished application form with attached documentary requirements	Verify and receive the application with attached documentary requirements Forward to	None	3 minutes	*Frontline personnel*

	assessment			
2.Assessment- 2.4. Receive the Application with assessment then proceed to City Treasurer's Office - Cashier	Encode details and prepare assessment of taxes, fee and charges Note: If listed in negative list, Issue a Denied/ Disapproved form stating the Violation. (Endorse to office head if not Compliant / not allowed to register the business) Forward the assessment for approval Sign the assessment Issue the signed assessment and application form	Additional business is computed based on the line of business, area and number of employees	10 minutes	*2.1 Frontline personnel* *2.3 BPLO Officer-in-Charge*
3. Pay and claim- Pay the required business taxes, fees and/or charges	Accept payment of taxes, fees and/or charges Issue an official receipt Forward to printing of Mayor's/ Business Permit Prepare	Additional business is computed based on the line of business, area and number of employees	17 minutes	*3.1 Cashier/City Treasurer's Office- Cashier* *3.3 Frontline personnel*

3.5 Claim the Business Permit	Mayor's/ Business Permit and forward to releasing 3.5 Record the transaction to logbook and release the Business Permit			
	TOTAL	Based on the line of business, area and number of employees	30 minutes	

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 (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished request form for certified true copy of business permit and/or barangay clearance	Business Permits and Licensing Office
Letter request for certified true copy of business permits and/or barangay clearance If transacted by representative: Photocopy of the ID of the authorized representative and authorization letter from the owner, manager, President and/or one of the incorporators or Secretary Certificate, if Corporation.	Requestee (Basis: Data Privacy Act)
Original and photocopy of the Business Permit and/or Barangay Clearance to be certified.	Requestee

In case of loss Business Permit and/or Barangay Clearance:Notarized Affidavit of Loss.	
Photocopy of ID of the requesting owner, manager President and/or one of the incorporators.	Requestee
For Corporation: Proof of Incorporator (e.i. Security and Exchange Commission General Information Sheet)	Security and Exchange Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request along with other requirements	1. Verify and receive the request form with the documentary requirements	None	3 minutes	*Frontline Personnel*
2. Receive order of payment	Issue order of payment Inform clientto proceed to City Treasurer's Office - Cashier	None		
3. Pay the required fees	3. Accept payment of fees Issue an official receipt	PHP 50 per copy	2 minutes	*City Treasurer's Office-Cashier*
4. Present official receipt and claim certified true copy of Business Permit and/or Barangay Clearance	Receive the official receipt Prepare certified true copy of BusinessPermit and/or Barangay Clearance Sign/ approve certifiedtrue copy of Business Permit and/or Barangay Clearance Release the certified true copy of Business	None	3 minutes 3 minutes	*Frontline Personnel* *BPLO Officer-in-Charge*

	Permit and/or Barangay Clearance		2 minutes	*Frontline Personnel*
TOTAL		PHP 50 per copy	13 minutes	

5. Certification of Business Record

The Business Permits and Licensing Office provides a certification of record of a particular business entity.

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Requesting Client			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished request form for certification of business record		Business Permits and Licensing Office		
Letter request for certification of business record If transacted by representative: Photocopy of the ID of the authorized representative and authorization letter from the owner, manager, President or one of the incorporators or Secretary Certificate, if Corporation.		Requestee		
Photocopy of ID of the owner, manager, President and/or one of the incorporators.		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request form along with other requirements	Receive the request form with other attached documentary requirements Check in the Business Permits and Licensing Office records and/or documents the	None	3 minutes	*Frontline Personnel*

	business record			
2. Receive order of payment	Issue order of payment Inform clientto proceed to City Treasurer's Office - Cashier	None		
3. Pay the required fees	Accept the payment of fees Issue an official receipt	PHP 50 per copy	2 minutes	*City Treasurer's Office-Cashier*
4. Present official receipt and claim the certification	Receive the official receipt Prepare certification of Business permit Sign/ Approve certification of Business permit Release the certification	None	3 minutes 3 minutes 2 minutes	*Frontline Personnel* *BPLO Officer-in-Charge* *Frontline Personnel*
	TOTAL	PHP 50 per copy	13 minutes	

6. Retiring a Business Operation

Enterprises that closed or ceased their business operation of 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.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises/ Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notarized and accomplished application form for retirement of business	Business Permits and Licensing Office

Sworn statement of gross receipts, indicate the reason and date of retirement		Requestee		
VAT or Percentage Tax Payments				
Original Mayor‟s Permit and official receipts issued by the Treasury Department				
Sales Book				
Location of business (Sketch and/or map)				
For corporation: Board Resolution regarding closure				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up and submit accomplished application form along with other requirements	Provide retirement form Check the completeness of form and requirements Conduct assessment of taxes and fees due, if any Prepare order of payment Forward order of paymentfor signature	None	2 Minutes	*Frontline Personnel*
	1.6 Sign the order of payment	None	5 Minutes	*BPLO Officer-in- Charge*
2. Receive the signed order of payment and application form	Issue the signed order of payment and application form Inform the client to proceedto the City Treasurer's Office - Cashier		2 Minutes	*Frontline Personnel*
3. Pay the required taxes and/or fees due	Accept payment of taxesand/or fees due Issue an official receipt	Depending on amount of business taxes	3 Minutes	*City Treasurer's Office-Cashier*

	3.3 Inform client to proceed to the City Treasurer‟s Office – License Division	and/or fees due, if any		
4. Present the official receipt to the City Treasurer‟s Office – License Division to claim Certification	Check official receipt Release certification of retirement of business	None	5 Minutes	*City Treasurer's Office -License Division*
TOTAL		Based on business taxes, fees due, if any	17 minutes	

7. Securing an Occupational Permit

The Business Permits and Licensing Office provides Occupational Permit to employees, as required by some business employers.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Employees or Job Applicants (restaurants, fast food chains, food manufacturers, supermarkets)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NBI or Police Clearance	NBI or Police
Health Certificate	City Health Office
Photocopy of Valid ID	Requestee
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	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements	Check the completeness of requirements Encode client details	None	5 minutes	*Frontline personnel*

	Print the Occupational Permit Forward Occupational Permit to Business Permits and Licensing Office Officer-in-Charge, for signature Sign the Occupational Permit Inform the client to proceedto the City Treasurer's Office - Cashier		2 minutes 3 minutes	*BPLO Officer-in- Charge* *Frontline personnel*
2. Pay the required fees	Accept payment of fees Issue an official receipt	PHP 50	3 minutes	*City Treasurer's Office-Cashier*
3. Proceed to the Administrative and Record Office	Receive and sign the Occupational Permit Release Occupational Permit	None	2 minutes 2 minutes	*Admin Personnel* *BLPO Officer-in-Charge*
	TOTAL	PHP 50	17 minutes	

8. Securing a Special Permit

The City shall also collect 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 client has secured the Special Permit, the business establishment is subject for inspection by the relevant offices of the city.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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)
Proof of business registration, incorporation, or legal personality (e.i. Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority registration)	Security 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.)
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.)
Occupancy Permit, if required by national law (e.g. Building Code and local laws), 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 amended by 3S Ordinance 322, Series of 2016.)
Fire Safety Inspection Certificate	Bureau of Fire Protection (Basis: RA No. 9514, Fire Code of the Philippines)
Contract of Lease (if Leasee)	Lessor and/or land owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Filing and Verification – Submission of complete accomplished application form with attached documentary requirements	1.1 Verify and receive the application form with attached documentary requirements	None	3 minutes	*Frontline personnel*

	1.2 Forward to assessment			
2.Assessment- 2.4 Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier	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 (Indorse to office head if not compliant/ not allowed to register the business) Forward the assessment for approval Sign the assessment Issue the signed assessment and application form	New business is computed based on the line of business, area and number of employees	10 minutes	*2.1 Frontline personnel* *2.3 BPLO Officer-in-Charge*
3. Pay and claim- Pay the required business taxes, fees and/or charges	Accept payment of business taxes, fees and/or charges Issue an official receipt Forward to	New business is computed based on the line of business, area and number of	17 minutes	*3.1 City Treasurer's Office-Cashier* *3.3 Frontline*

3.5 Claim Special Permit	printing of Special Permit Prepare Special Permit and forward to releasing Record transaction to logbook and Release Special Permit	employees		*personnel*
	TOTAL	Based on the line of business, area and number of employees	30 minutes	

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.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Complex
Type of Transaction:	G2B
Who may avail:	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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished tax exemption application form	Business Permits and Licensing Office
Proof of business registration, incorporation, or legal personality (e.i. Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority registration)	Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority
By laws	Requestee
Articles of Incorporation	

General Information Sheet				
Financial Statement, if available				
Department of Energy and Franchise Agreement (for gasoline stations; if available)		Department of Energy		
PTR, PRC and ITR (for clinics; if available)		Appropriate government agency		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of complete accomplished application form with attached documentary requirements.	Verify and receive the application form together with the attached documentary requirements. The Business Permits and Licensing Office will forward the application to City Legal Office	None	3 minutes	*Frontline personnel*
	- The City Legal Office will evaluate the application - Forward the finding to the Business Permits and Licensing Office	None	20 days	*City Legal Office*
2. Receive the result of Tax Exemption	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)		3 minutes	*Frontline personnel*

	Inform the business owner if the request and/or application is approved or denied. Issue the result of Tax Exemption			
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 personnel will encode the result of tax exemption. The applicant with denied result will secure regular business permit. (see: Securing a New Business Permit and/or Renewal of Business Permit)	New business is computed based on the line of business, area and number of employees	30 minutes	
	TOTAL	Based on the line of business, area and number of employees	20 days and 36 minutes	

10. Small and Home-based Business Tax Exemption

For newly opened small and home-based business owner with capital investment of Ten Thousand Pesos (P10, 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 (P50,000.00) or less and with an area of operation of fifteen (15) square meters or less.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	a. For newly opened small and home-based business owner with capital investment of Ten Thousand Pesos (P10, 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 (P50,000.00) or less and with an area of operation of fifteen (15) square meters or less.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request/ application for Small and Home-based Business Tax Exemption	Requestee
Capital investment of Ten Thousand Pesos (P10,000.00) or less or gross sales/ receipts of Fifty Thousand Pesos (P50,000.00) or less	
Area of operation of fifteen (15) square meter or less	

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	Receive the application/ request Forward the application to the City Social Welfare and Development Office, City Treasurer's Office and City Zoning Office for case study and/or certification	None	3 Minutes	*Frontline personnel*

	The City Social Welfare and Development Office, City Treasurer's Office and City Zoning Office will evaluate and/or inspect the establishment Forward to Business Permits and Licensing Office 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.		28 days	*City Social Welfare and Development Office, City Treasurer's Office City Zoning Office , City Legal Office personnel*
2. Receive the result of Tax Exemption	Inform the business owner if the request/ application is approved or denied Issue the result of Small and Home-based Business Tax Exemption	None	3 Minutes	*Frontline personnel*
3. Apply or renew the business permit attaching the approved or denied request/application for exemption	(see: Securing a New Business Permit of Renewal of Business Permit)	New business is computed based on the line of	30 minutes	*Frontline personnel*

		business, area and number of employees		
TOTAL		Based on the line of business, area and number of employees	28 days and 36 minutes	

11. Correction of Entry

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Enterprises / Business owners in Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Application Form		Business Permits and Licensing Office		
Letter request for correction of entry		Requestee		
Photocopy of ID of owner and bearer				
Original Mayor's/Business Permit and/or Barangay Clearance				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of complete accomplished application form with attached documentary requirements	Review the documentary requirements Correct necessary document based on their request Forward document for approval The BPLO Officer-in-charge will countersign the document	None	20 minutes	*1.1 Frontline personnel* *1.3 BPLO Officer-in-Charge*

2. Claim the corrected Mayor's/Business Permit and/or Barangay Clearance	Issue the signed document Record transaction to logbook	None	3 minutes	*Frontline personnel*
	TOTAL	None	23 minutes	

12. Amendment of Trade Name

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application Form	Business Permits and Licensing Office
Copy of Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority	Security and Exchange Commission, Department of Trade and Industry and/or Cooperative Development Authority
Letter request for amendment of tradename If transacted by representative: Photocopy of the ID of the authorized representative and authorization letter from the owner, manager, President or one of the incorporators or Secretary Certificate, if Corporation	Requestee
Photocopy of ID of owner and/or bearer	
Original Copy of Mayor's/ Business Permit	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements	Verify and receive the application form with attached documentary requirements Forward to personnel in	None	3 minutes	*Frontline Personnel*

	charge			
2. Receive the application with assessment then proceeds to City Treasurer's Office - Cashier	Evaluate the application with attached documentary requirements Encode amendments and prepare assessment of taxes, fee and charges Forward the assessment for approval Sign the assessment Issue the signed assessment and documents	Computed based on regulatory fees and barangay clearance fee	10 minutes	*2.1 Frontline personnel* *2.3 BPLO Officer-in-Charge*
3.1. Pay the required barangay clearance fees 3.5 Claim the updated Business Permit	Accept payment of fees Issue an official receipt Forward to officer in charge for amendment Encode amendment Issued the updated Mayor's/Business Permit Record transaction to logbook		17 minutes	*3.1 City Treasurer's Office - Cashier* *3.4 Frontline personnel*
TOTAL		Based on regulatory fees and barangay clearance fee	30 minutes	

13. Transfer of Location / Business Address

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application Form	Business Permits and Licensing Office
Letter request for transfer of business address	Requestee
Lease Contract (if lessee)	Lessor and/or land owner
Department of Trade and Industry registration, if applicable	Department of Trade and Industry
Original Copy of Mayor's/Business Permit	Requestee
Location of business (Sketch and/or Map)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete accomplished application form with attached documentary requirements	Verify and receive the application with attached documentary requirements Forward to assessment	None	3 minutes	*Frontline Personnel*
2. Receive the Application with assessment then proceeds to City Treasurer's Office - Cashier	Encode details and prepare assessment of area and other regulatory fee Forward the assessment for the approval Sign the assessment Issue the signed assessment and documents		10 minutes	*Frontline Personnel* *2.3 BPLO Officer-in-Charge*

3.1 Pay the required business taxes, fees and/or charges 3.4 Pay the required Barangay Clearance fees 3.8 Claim Corrected Business Permit	Accept Payment of fees Issue an official receipt Forward to assessment for computation of Barangay Clearance Payment for Barangay Clearance Forward to printing of Barangay Clearance Record transaction to logbook and release Barangay Clearance Edit and correct the Mayor's BusinessPermit Release and record the transaction to logbook	Transfer of business address is computed based on area, regulatory fees and barangay clearance	20 minutes	*3.1 City Treasurer's Office - Cashier* *Frontline Personnel* *City Treasurer's Office - Cashier* *3.6 Frontline Personnel*
TOTAL		Based on area, regulatory fees and barangay clearance	33 minutes	

14. Online Business Permit Application and/or Renewal

Enterprises can now secure/renew mayors Permit through Valenzuela online service. (https://online.valenzuela.gov.ph/Valenzuela/OnlineServices/login)

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

Post-Audit Process: After client has secured the Mayor‟s Permit and business

License, the business establishment is subject for inspection by the relevant offices of the city.

Note: business tax fee is made quarterly except for residential, commercial apartments, lessor or sub-lessor and private warehouse.

Office or Division:	Business Permits and Licensing Office (BPLO)
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	Enterprises / Business owners in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For enterprise securing a new business permit (see: Requirements for Securing a New Business Permit) Note: Copy of the Occupancy Permit must be uploaded in the Valenzuela Online System, in lieu of the Fire Safety Inspection Certificate	
2. For enterprise renewing for business permit (see: Requirements for Renewal of Business Permit)	
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, it will render the application and the issued business permit and other issued clearances void ab initio from the beginning.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Filing – Visit online website, (https://online.valenzuela.gov.ph/Valenzuela/OnlineServices/login) and fill up all the required fields. Upload requirements Online payment via Landbank, Union Bank, DBP Visa or Paymaya	None	Business Permit is computed based on the line of business, area and number of employees and/or depending on declared	10 seconds	*N/A*

After the successful payment, temporary Business Permit will be received in form of electronic copy Wait for the delivery of Official Business Permit		gross sales		
	2. Processing of Business Permit – Prepare Assessment and forward to City Treasurer's Office - Cashier Issue an official receipt and forward to printing of Business Permit Print Business permitand forward to online dispatch team Book the business permit to the selected courier	None	4 days	*BPLO Personnel* *City Treasurer's Office* *BPLO Personnel* *Online dispatch team*
3. Receive the Official Business Permit	3. Deliver the Official Business Permit	None	1 day	*Selected courier services*
	TOTAL	Based on the line of business, area and number of employees and/or depending on the declared gross sales	5 days and 10 seconds	

FINANCE OFFICES

CIVIL REGISTRY OFFICE

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 For Correction of Birth, Marriage, or Death Certificate (whichever is/are applicable):	**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 or 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 (high school or college) (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. Employer‟s Clearance - Certificate of No Administrative Case (company)	· Company/Employer
19. NBI Clearance - new (original copy)	· NBI
20. Police Clearance - new (original copy)	· Police Office
21. Fiscal Clearance - original copy	· Public Prosecutor‟s Office
22. RTC Clearance - original copy	· Clerk of Court RTC
23. Affidavit of Non-employment (if not working)	· Notary Public
24. Affidavit of Publication with newspaper clippings	· Proper newspaper publishers
25. 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 Gender and Date of Birth (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 ACTION	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	3 minutes	*LCR personnel*

Publication.	3.1. Publication and Posting Period for ten (10) days	None	10 days	
	3.2. Issuance of Decision	None	5 days	*LCR Head*
	3.3. Transmit the Petition for affirmation of decision to PSA/CRG	None	3 days	*LCR personnel*
	TOTAL	See attached fees	18 days and 15 minutes	

2. Issuance of Certificate of Finality

From receipt 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 ACTION**	**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 ACTION	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	None	3 minutes	*Frontline Personnel*
	1.1. Conduct preliminary interview		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 release of marriage License	5. Advice client that there will be 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.	None	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 ACTION**	**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		3 minutes	
	1.2. Assign registry number		2 minutes	*Registration Officer*
2. Get copy of Certificate of	2. Issue Certificate of Marriage with registry	None	2 minutes	*Registration Officer*

Marriage with registry number	number			
	TOTAL	None	10 minutes	

5. Late Registration of Marriage

When the spouses failed to register their marriage within thirty (30) days after solemnization, the married couple shall apply for 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
2. Four copies of Marriage Certificate	· Solemnizing officer
3. Affidavit of the Contracting Parties stating their names, and date and place of marriage.	· Notary Public/ private lawyer
4. 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
5. 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
6. Certificate of No Record of Marriage from the Philippine Statistics Authority (PSA)	· PSA

CLIENT STEPS	AGENCY ACTION	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 requirements	None	10 days	*Frontline personnel*
	2.1. Inform client date of possible release of the Marriage Certificate with registry number			
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	5 minutes	*Frontline personnel/ Registration Officer*
	5.1. Prepare Marriage Certificate registration		3 minutes	
	5.2. Forward Marriage Certificate to the registration officer for signature		2 minutes	
	5.3. Sign Marriage Certificate registration		3 minutes	
	5.4. Forward to the releasing personnel			
6. Get a copy of the Marriage Certificate registration	6.Issue Marriage Certificate registration	None	2 minutes	*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	City Civil Registrar‟s Office

Classification	Simple
Type of Transaction	G2C
Who may avail	Hospital/Clinic/Similar Institutions‟ Administrator, Physician, Nurse, Midwife, “Hilot” or anyone who attended the birth, parents or guardians of the child or the child himself/herself (if legal age).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the child is legitimate: *(whichever is/are applicable):*	
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties	·Administrator of Hospital/Clinic/other institutions, Physician, Nurse, Midwife, “Hilot” or LCR
2. Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or “hilot”. (if already 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 ACTION	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	*Registration officer*
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	
	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 ACTION**	**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	Regis-tration Fee – PHP 20 Certifi-cation of No Record PHP 50 Verifica-tion Fee PHP 20	3 minutes	*Cashier*
4. Present official receipt	4. Record official receipt	None	2 minutes	*Frontline Personnel/ Registration Officer/ Releasing Staff*
	4.1. Assign registry number			
5. Confirm schedule of release of the copy of the Certificate of Live Birth with registry number	5. Advise client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal requirements		10 days	
	TOTAL	Regis-tration Fee – PHP 20 Certifi-cation of No	10 days and 40 minutes	

	Record PHP 50 Verifica-tion Fee PHP 20		

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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up and submit Form 103 along with all requirements	1.Provide Form 103	None	2 minutes	*Frontline Personnel*
	1.1. Conduct preliminary interview			
	1.2. Examine and validate submitted documents		2 minutes	
	1.3. Assign registry number		3 minutes	
2. Acquire copy of the Death Certificate with registry number	2. Issue Death Certificate (Form 103) with registry number		2 minutes	*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:

a. Adoption/Rescission of Adoption;

b. Annulment of marriage/ Declaration of Absolute Nullity of Marriage/ Legal Separation;

c. Change of name or correction of entry;

d. Civil Interdiction;

e. Declaration of Presumptive Death of the Absent Spouse/ Judicial Declaration of Absence;

f. Compulsory Recognition of Illegitimate Child/ Voluntary Recognition of Minor Illegitimate Child;

g. Appointment of Guardian/ Termination of Guardianship;

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

i. Naturalization Certificate/ Cancellation of Naturalization Certificate;

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

k. Emancipation of Orphaned Minor; and

l. 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 ACTION**	**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	4. Accept payment and	See attached	5 minutes	*Cashier*

fees.	issue official receipt.	table of fees		
	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:

a. Affidavit of Reappearance;
b. Acknowledgement of Paternity;

c. Acquisition of Citizenship;
d. Authorization and Ratification of Artificial Insemination;
e. Certificate of Legal Capacity of Artificial Insemination;
f. Legitimation;
g. Option to Elect Philippine Citizenship;
h. Partition and Distribution of Properties of Spouses and Delivery of the Children‟s Presumptive Legitime;
i. Marriage Settlement and any modification thereof;
j. Repatriation Document with Oath of Allegiance;
k. Voluntary Emancipation of Minor;
l. Waiver of rights/interests of Absolute Community of Property; and
m. 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
· 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.
· For Legitimation – with supporting documents such as PSA Marriage Certificate and Certificate of No Marriage.	Philippine Statistics Authority

CLIENT STEPS	**AGENCY ACTION**	**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	

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	Proper persons/entities as herein indicated.

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.	

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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Examine and validate submitted documentary requirements	None	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	2 minutes	*Cashier*
4.Present the Official Receipt	4. Record Official Receipt	None	5 minutes	*Releasing Frontline Personnel*
	4.1. Prepare the Copy of registered document		3 minutes	
	4.2. Forward the Copy of registered document to the Civil Registrar or his authorized signatory for signature		2 minutes	
	4.3. Sign Copy of registered document		3 minutes	*Civil Registrar or his authorized signatory*
5.Get Certified Copy of the registered document	5. Issue Certified Copy of the registered document	None	3 minutes	*Releasing Frontline Personnel*
	TOTAL	Certification	30 minutes	

	Fee - PHP 50 Verifica-tion Fee PHP 20		

FINANCE OFFICES

GEOGRAPHICAL INFORMATION SYSTEM (GIS)

Internal/ External Services

1. Request for GIS Maps with Data analysis - Administrative Boundaries (City/Barangay), Road Network, Building Footprints, Land Use/Zoning etc.

Office or Division:	Geographic Information System - Data Management Office (GIS DMO)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All government agencies or any stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter - With details of map, content, time and date to be submitted.		Through mail, email or GIS Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestee must fill up the request form, specifying the content of Maps in detail. (This can be done through email)	1. Coordinate with the concerned agency representative and give the exact date and time of release of the map that she/he requested.	None	20 days	*GIS Head or personnel*
2. Acknowledged receipt of GIS Maps	2. Email the Maps or hand a copy of Maps to the concerned agency.			
	TOTAL	None	20 days	

2. Request for GIS Maps with data Analysis - Road Networks, Landmarks, Disaster Prone Areas (Flood, Fire, Liquefaction, Etc.)

Office or Division:	Geographic Information System - Data Management Office (GIS DMO)
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Local Government Offices (e.g. DRRMO, Planning, Health,

	Zoning, Assessors, BPLO, etc.)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter - With details of map content, time and date to be submitted.		Through mail, email or GIS Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestee must fill up the request form, specifying the content of Maps in detail. (This can be done through email)	1. Coordinate with the concerned agency representative and give the exact date and time of release of the map that she/he requested.	None	7 days	*GIS Head or personnel*
2. Acknowledged receipt of GIS Maps	2. Email the maps or hand a copy of Maps to the concerned agency.			
	TOTAL	None	7 days	

3. Request for GIS Datasets such as Shapefiles, KMZ files, Excel Files, etc. (Filtered, Analyzed, or Alike)

Office or Division:	Geographic Information System - Data Management System (GIS DMO)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	National and Local Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter - With specific kind of Datasets		Through email or GIS Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestee must fill up the request form, specifying the content	1. Coordinate with the concerned agency representative and	None	7 Days	*GIS Head or personnel*

of Maps in detail. (This can be done through email)	give the exact date and time of release of the Datasets.			
2. Acknowledged receipt of GIS Datasets	2. Email the Datasets or hand a copy of Datasets to the concerned agency.			
TOTAL		None	7 days	

4. Data Verification such as Street Names, Locations, Barangay Boundaries, etc.

Office or Division:	Geographic Information System - Data Management Office (GIS DMO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	National and Local Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Documents needed to be verified		Through email or GIS Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestee must fill up the request form, specifying the data to be verified.	1. Coordinate with the concerned agency representative.	None	20 minutes	*GIS Head or personnel*
2. Acknowledged receipt of Verified Data.	2. Email the verified data or hand a copy of the verified data to the concerned agency.			
TOTAL		None	20 minutes	

5. Data Updating such as Parcels, Business Tagging, Zoning, etc.

Office or Division:	Geographic Information System - Data Management Office (GIS DMO)
Classification:	Highly Technical

Type of Transaction:	G2G			
Who may avail:	National and Local Government Offices/Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter and Copy of Data to be updated.		Through email or GIS Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requestee must submit request letter and endorse the data to be updated. (Like TCT, Coordinates, etc)	1. Coordinate with the concerned agency representative.	None	20 days	*GIS Head or personnel*
2. Acknowledged receipt of Updated Data.	2. Email the Datasets of the updated data or hand a copy of the updated datasets to the concerned agency.			
	TOTAL	None	20 days	

FINANCE OFFICES

CITY TREASURER'S OFFICE

External Services

1. Receipt of Payment of Business Taxes

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 in an annual or quarterly basis.

Office or Division:	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 1 to Counter 4 at Taxpayer's Lounge A	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. Receipt of Payment of Real Property Taxes

Owners of land, buildings, and machineries are required to pay real property taxes, which is percentage of their property's taxable value. Taxpayers who pay late or skip payments are subjected to surcharge and interest. Taxes may be paid in 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	City Treasurer's Office
or copy of latest real property tax declaration	City Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to any available counters from Counter 8 - Counter 12 at Taxpayer's Lounge B	1. Receive the required documents. If no statement of account, generate and print latest Statement of Account	Amount reflected in the Statement of Account [RPT = Basic (Assessed Value x Tax Rate) + SEF (Assessed Value x 1%)]	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 (Assessed Value x 1%)]	8 minutes	

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 of City Treasurer's Office
Latest official receipt for existing property	Land Tax Division of City Treasurer's Office
or Tax Declaration for newly acquired properties	City Assessor's Office
Certificate of No Improvement (if lot only)	City Assessor's Office

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 Office for improvement Verify the status of the property for tax deficiency due to reclassification Issue the Order of Payment to the client	None	20 minutes	*Frontline Personnel - Tax Clearance Section*
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 processingthe Clearance Verify and signthe Clearance	None	5 minutes	*Frontline Personnel - Tax Clearance Section Division Supervisor - Land Tax*

	3.3 Issue the Clearance to the Client			
TOTAL		PHP 50 per Tax Declaration	2 hours and 7 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	Business License and Fees Division Office
Certification of No Business - request from the hospital if to be used for medical assistance and claims	Hospital where the client was confined
Certification of Retirement of Business - Approved retirement application	Business License and Fees Division Office

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 documentsfor 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	2. Receive the payment and issue the Official Receipt	PHP 50 per Certifica-tion	2 minutes	*Revenue Collectors*

Taxpayer's Lounge B by showing the Order of Payment				
3. Present the Official Receipt to Frontline Personnel - Certifications Section	3. Check the Official Receipt Start processingthe Certification Verify and signthe Certification Issue the Certification to the Client	None		*Frontline Personnel - Certifications Section Division Supervisor - Business License and Fees*
	TOTAL	PHP 50 per Certifica-tion	52 minutes	

5. Receipt of Payment of Real Property Transfer Tax

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 Tax Declaration of property to be transferred	City Assessor's Office
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	1. Receive the required documents and check for	None	20 minutes	*Revenue Collectors*

Counter 3 or 4 at Taxpayer's Lounge B	completeness 1.1 Compute the transfer tax to be paid			
2. Pay the required amount	2. Receive the payment and issue the Official Receipt	75% of 1% of the total considerati on 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 considerati on involved in the acquisition of the property or the fair market value whichever is higher	23 minutes	

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 1 and 2, Taxpayer's Lounge B

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form to Counter 1 or 2 at Taxpayer's Lounge B	1. Encode the details of the client and compute the amount to be paid	None	3 minutes	*Revenue Collectors*
2. Pay the required amount	2. Receive the payment and issue the Community Tax Certificate	Annual basic community tax of PHP 5 plus PHP 1 for every PHP 1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds PHP 5,000	2 minutes	*Revenue Collectors*
	TOTAL	Annual basic community tax of PHP 5 plus PHP 1 for every PHP 1,000 of income whether from exercise of profession or property, but in no case the additional tax exceeds PHP 5,000	5 minutes	

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 is 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	PRC
Previous original 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 3 or 4 at Taxpayer's Lounge B	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	Government agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents together with 1 valid ID to Counter 6 or 7 at Taxpayer's Lounge A or at Cash Disbursement Division	1. Validate the submitted documents	None	2 minutes	*Disbursement Officers*
2. Claim the financial assistance	2. Release the financial assistance to client	None	2 minutes	*Disbursement Officers*
	TOTAL	None	4 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
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. Inform the releasing personnel of the name of the company or agency	1. Verify if there is an approved disbursement voucher with signed check to be released	None	3 minutes	*Disbursement Officer*
2. Issue Official Receipt/Collection Receipt 2.1 Sign Disbursement Voucher 2.2 Sign Check Register Logbook	2. Release the check payment to client	None	5 minutes	*Disbursement Officer*
	TOTAL	None	8 minutes	

10. Sealing of Weight and Measure Instruments

Before using of 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	1.1 Determine the specification of the presented instrument	None	3 minutes	*Frontline Personnel - Sealing Section*

present the copy of latest Official Receipt for renewal to Counter 5 or 6 at Taxpayer's Lounge A	or verify the copy of Official Receipt Seal the new instrument Issue the Order of Payment			
2. Pay the required fee	Received the payment and issue the Official Receipt Issue the stickerfor 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:	Complex			
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	1. Present the Letter	None	7 days	*Books of*

required documents	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 City Finance Committee.			*Examination Task Force Personnel*
	TOTAL	None	7 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	None	10 minutes	*1.1 & 1.2 - Treasury Officer for Accountable Forms 1.3 - City Treasurer*

	forms in Cash Collection System 1.2 Sign the RIS as issued 1.3 Sign the RIS for approval			
2. Sign and receive the RIS	2. Issue the Accountable Forms	None	1 minute	*Treasury Officer for Accountable Forms*
	TOTAL	None	11 minutes	

ADMINISTRATIVE OFFICES

ACCOUNTING OFFICE

Internal/ External Services

1. Issuance of BIR Form 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	None	2 minutes	*Administrative Aide IV/VI/III City Accounting Office*
	Accept the fully accomplished Requisition Slip	None	5 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 fully accomplished Requisition Slip	None	10 minutes	*Administrative Aide IV/VI/III City Accounting Office*
	2.2 Gather data relative to the period being requested	None	3 days	*Administrative Aide IV/VI/III City Accounting Office*
	2.3 Generate the BIR Form 2306 and/or 2307	None	5 minutes	*Administrative Aide IV/VI/III*

	2.4 Sign the BIR Form 2306 and/or 2307	None	2 minutes	*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*
	TOTAL	None	3 days and 26 minutes	

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 Payrolland 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:	Complex			
Type of Transaction:	G2C			
Who may avail:	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
GSIS Business Partner (BP) Number		GSIS		
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 to Government Service Insurance System	1. Acknowledge the request and verify the Business Partner (BP) Number being provided	None	10 minutes	*Administrative Aide II/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 City Accounting Office	None	5 days	*Administrative Aide II/IV City Accounting Office*
	2.2 Once verified, process the Certification being requested	None	5 minutes	*Administrative Aide II/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	5 days and 19 minutes	

5. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Government Service Insurance System (GSIS)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees‟ premiums and loan amortizations to the Government Service Insurance System (GSIS) every 10th day of the following month under the General Fund and Special Education Fund.

Office or Division:	City Accounting Office - Remittance Division
Classification:	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)	None	25 days	*Administrative Aide II/IV City Accounting Office*
	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 Aide II/IV City Accounting Office*

	Prepare the detailed report of GSIS Premiums and Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)	None	2 days	*Administrative Aide II/IV City Accounting Office*
	Prepare the Disbursement Vouchers per fund representing the Remittance of GSIS Premiums and Loan Amortizations	None	10 minutes	*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	None		*Administrative Aide II/IV City Accounting Office*
	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	Philippine Statistics Office/Local Civil

LCR)		Registry Office		
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.) and 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‟ Premiums and Loan Amortizations	1.1 Gather the Payrolls and payroll-related Disbursement Vouchers of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)	None	35 days	*Administrative Asst. II/Administrative Aide IV City Accounting Office*
	1.2 Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from	None		*Administrative Asst. II/Administrative Aide IV City Accounting Office*

	employees representing their premiums (including Government share) and loan amortizations			
	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 to the Audit Division of the City Accounting Office for pre-audit process	None	10 minutes	*Administrative Asst. II/Administrative Aide IV City Accounting 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 City Accounting Office	None	1 day	*Administrative Aide IV City Accounting Office*
	2.2 Once verified, process the Certification being requested	None	5 minutes	*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 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:	Philippine Health Insurance Corporation (PhilHealth)			
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	Gather the Payrolls and payroll-related Disbursement Vouchers of Regular and Casual Employees (GF and SEF)	None	23 days	*Administrative Aide IV* *City Accounting Office*
	Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their premiums (including Government share)	None		*Administrative Aide IV* *City Accounting Office*
	Prepare the detailed report of PhilHealth Premiums of employees as attachment to the Disbursement Vouchers (GF and SEF)	None		*Administrative Aide IV* *City Accounting Office*
	1.4 Prepare the Disbursement Vouchers per fund representing the Remittance of PhilHealth Premiums	None	2 days	*Administrative Aide IV* *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 City Accounting Office*
	TOTAL	None	25 days and 10 minutes	

10. Monthly Preparation of Disbursement Vouchers for the Remittance of Premiums and Loan Amortizations to Valenzuela City Government Employees Cooperative (VCGEC)

This service is intended for the preparation of Disbursement Vouchers as well as the reports to be attached thereto in relation to the remittance of employees‟ loan amortizations to the Valenzuela City Government Employees Cooperative every 15th and 30th day of the following month under the General Fund and Trust Fund

Office or Division:	City Accounting Office - Remittance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Valenzuela City Government Employees Cooperative (VCGEC)			
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‟ Loan Amortizations	1.1 Gather the Payrolls and payroll-related Disbursement Vouchers of Regular Employees, Casual Employees, Contract of Service and Job-Order Workers (GF and SEF)	None	30 days	*Administrative Aide VI City Accounting Office*

	Consolidate the various payrolls and payroll-related disbursement vouchers to pick up amount deducted from employees representing their loan amortizations	None	30 days	*Administrative Aide VI City Accounting Office*
	Prepare the detailed report of Loan Amortizations of employees as attachment to the Disbursement Vouchers (GF and SEF)	None	2 days	*Administrative Aide VI City Accounting Office*
	Prepare the Disbursement Vouchers per fund representing the Remittance of Loan Amortizations to VCGEC	None	10 minutes	*Administrative Aide VI 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	None		*Administrative Asst. II/Administrative Aide IV City Accounting Office*
	TOTAL	None	62 days and 10 minutes	

ADMINISTRATIVE OFFICES

ACCOUNTING OFFICE – INTERNAL AUDIT DIVISION

Internal/ External Services

1. Pre-Audit – Vouchers and Payrolls

Disbursement vouchers and payrolls were pre-audited to determine the completeness of supporting documents and the correctness of amount before payment.

Office or Division:	City Accounting Office - Internal Audit Division
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Supplier and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Purchase of Goods	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Purchase Request	End User
Request for Quotation (3 Suppliers)	Procurement Office
Abstract of Proposal/Quotation/Bid	Procurement Office
Purchase Order	Procurement Office
Delivery Receipt	Supplier/Contractor
Sales Invoice/Statement of Account/Billing Statement	Supplier/Contractor
Acceptance Inspection Report	Property Office
Inventory Custodian Slip (For Non Consumable items)	Property Office
Request Issuance Slip (if necessary)	End User
Certification (if necessary)	End User
List of Recipients (if necessary)	End User
B. Purchase of Property Plant and Equipment	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Purchase Request	End User
Request for Quotation (3 Suppliers)	Procurement Office
Abstract of Proposal/Quotation/Bid	Procurement Office
Purchase Order	Procurement Office
Delivery Receipt	Supplier/Contractor

Sales Invoice/Statement of Account/Billing Statement	Supplier/Contractor
Warranty	Supplier/Contractor
Acceptance Inspection Report	Property Office
Inventory Custodian Slip (For Non Consumable items)	Property Office
Property Acknowledgement Receipt	Property Office
C. Repairs and Maintenance of Vehicles, Office Equipment etc.	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Purchase Request	End User
Job Order	Motorpool
Pre Repair Inspection	Motorpool
Request for Quotation (3 Suppliers)	Procurement Office
Abstract of Proposal/Quotation/Bid	Procurement Office
Purchase Order	Procurement Office
Delivery Receipt	Supplier/Contractor
Sales Invoice/Statement of Account/Billing Statement	Supplier/Contractor
Post Repair Inspection	Motorpool
Waste Material Report	Motorpool
Acceptance Inspection Report	Property Office
Certification	End User
D. Granting of Cash Advance	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Project Proposal/Budgetary Requirements	End User
E. Payroll for Honorarium/Allowances	
General Payroll Form	Payroll Unit
Obligation Request	Budget Department
Accomplishment Report	Employee
Summary of Attendance	Respective offices
Service Contract	HRMO
Personal Data Sheet (Form 212)/Resume/Curriculum Vitae	Employee

Authorization		Respective offices		
Certification of service rendered		Respective offices		
Budget Proposal/Project Proposal (approved by Mayor)		Respective offices		
Program		Respective offices		
Valid ID		Employee/Participants/Speaker		
Duties and Responsibilities		Employee		
F. Cash Prizes				
General Payroll Form		Payroll Unit		
Obligation Request		Budget Department		
Certificate of winners		Respective offices		
Program		Respective offices		
Budget Proposal/Project Proposal (approved by Mayor)		Respective offices		
G. Financial Assistance				
Disbursement Voucher		Procurement Office		
Obligation Request (for General Fund)		Budget Department		
Certification		CSWD		
Case Study		CSWD		
Barangay Certification of Indigence		Respective Barangay		
Clinical Abstract		Valenzuela City Emergency Hospital/City Health Office		
Medical Certificate		Valenzuela City Emergency Hospital/City Health Office		
Valid ID of patient		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Expect the released of pre-audited vouchers and payroll ready for payment.	1. Receiving of Assigned Vouchers/Payrolls Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of	None	1 day, 7 hours, 50 minutes	*Administrative Personnel, Accountant City Accounting Office*

	amount. 1.2 Auditors will approve the vouchers by signing the certificate of audit; if any finding occurs vouchers will be returned to procurement division while payroll to payroll division for compliance.			
	2. Final Evaluation of Vouchers.	None	1 day	*Supervising Administrative Officer* *City Accounting Office*
	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	*Administrative Personnel, Accountant* *City Accounting Office*
	TOTAL	None	2 days and 8 hours	

2. Pre-Audit – Liquidation of Cash Advance and Payroll for Salaries and Wages

Liquidation of cash advance was pre-audited to determine if the disbursement made was in accordance with the approved project proposal and budgetary requirements.

Payroll was pre-audited to determine the completeness documents and correctness of amount.

Office or Division:	City Accounting Office – Internal Audit Division
Classification:	Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Supplier and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Liquidation of Cash Advance	
Disbursement Voucher	Procurement Office
Negative Obligation Request (if necessary)	Budget Department
Copy of Cash Advance Voucher with supporting documents	Internal Audit Division
Summary of expenses	End User
Abstract of Proposal/Quotation/Bid	End User/Procurement Office
Official/Acknowledgement Receipts	Supplier/Contractor
Pictures of Event	End User
Payroll (For Allowances/honorarium given)	Payroll Unit /End User
B. Payroll for Salaries and Wages	
General Payroll Form	Payroll Unit
Obligation Request	Budget Department
Daily Time Record/Biometrics	Employee signed by Department Head
Leave Form for Absences	Employee with HRMO approval
Personal Data Sheet (For Renewal)	Employee
Contract of Service (For Renewal)	HRMO
Appointment (For Renewal)	HRMO
Plantilla (For Renewal)	HRMO
Assumption of Office	HRMO
Certificate of Step increment	HRMO
C. Liquidation of Malasakit Program	
Disbursement Voucher	Procurement Office
Summary of Patient	Valenzuela City Emergency Hospital
General Intake Sheet	Valenzuela City Emergency Hospital
Billing Statement/Invoice	Valenzuela City Emergency Hospital/Private Partners
Valid ID of patient	Client
D. Liquidation of Medical Assistance Program (MAP)/Burial Assistance	
Disbursement Voucher	Procurement Office
Obligation Request (for General Fund)	Budget Department
Report of Disbursement Voucher	Treasurer‟s Office

Request Letter	Office of the Sen. Win, Office of Cong. Eric and Wes
Endorsement of the Client for Medical Assistance (Guaranteed Letter)	Office of the Sen. Win, Office of Cong. Eric and Wes
Barangay Certification of Indigence	Respective Barangay
Billing Statement/Order of Payment	Valenzuela City Emergency Hospital
Clinical Abstract	Valenzuela City Emergency Hospital/City Health Office/Private Hospitals
Medical Certificate	Valenzuela City Emergency Hospital/City Health Office/Private Hospitals
Death Certificate (for Burial Assistance)	Client
Funeral Contract (for Burial Assistance)	Client
Valid ID of patient	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Expect the released of pre-audited vouchers and payroll ready for payment.	1. Receiving of Assigned Vouchers/Payrolls Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of amount. Auditors will approve the vouchers by signing the certificate of audit, if any finding occurs vouchers will be returned to procurement division while payroll to payroll division for compliance.	None	5 days, 7 hours, 50 minutes	*Administrative Personnel, Accountant City Accounting Office*

	2. Final Evaluation of Vouchers.	None	1 day	*Supervising Administrative Officer City Accounting Office*
	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	*Administrative Personnel, Accountant City Accounting Office*
TOTAL		None	6 days and 8 hours	

3. Pre-Audit – Purchase of Goods/Services and Infrastructure Projects thru Bidding

Disbursement vouchers thru public were pre-audited to determine the completeness of supporting documents and the correctness of amount before payment.

Office or Division:	City Accounting Office – Internal Audit Division
Classification:	Highly Technical
Type of Transaction:	G2B, G2G
Who may avail:	Supplier and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Purchase of Goods and Services thru Bidding	
Disbursement Voucher	Procurement Office
Obligation Request	Budget Department
Purchase Request	End User
Approved Budget for the Contract	Procurement Office
Invitation to Bid	BAC
Technical Specification	BAC
Bid and Award Committee (Certification)	BAC
Bid Securing Declaration (BSD) for PRN#	Supplier/Contractor
Financial Documents for Eligibility (NFCC)	Supplier/Contractor
Notice of Eligibility	BAC
Bill of Quantities	Supplier/Contractor
Abstract of Bid as Read	BAC

Post Qualification	BAC
Bid Resolution	BAC
Notice of Award	BAC
Posting of Performance Bond	Supplier/Contractor
Purchase Order / Contract	Procurement Office
Notice to Proceed	BAC
Delivery Receipt (DR)	Supplier/Contractor
Sales Invoice (SI)	Supplier/Contractor
Acceptance and Inspection Report (AIR)	Property Office
Property Acknowledgement Report (PAR)	Property Office
Warranty	Supplier/Contractor
Infrastructure	
Disbursement Voucher	Procurement Office
Obligation Report	Budget Department
Bill of Creditor	Contractor
Work Program	City Engineer‟s Office
Plans and Specifications	City Engineer‟s Office
Detailed Estimate (Unit Cost Analysis)	City Engineer‟s Office
Approved Budget of Contract	BAC
Invitation To Bid	BAC
Bid and Award Committee (Certification)	BAC
Bid Securing Declaration (BSD) for PRN#	Contractor
Financial Documents for Eligibility (NFCC)	Contractor
Bill of Quantities	Contractor
Abstract of Bid as Read	BAC
Notice of Post Qualification	BAC
Bid Resolution	BAC
Notice of Award	BAC
Posting of Performance Bond	Contractor
Contract	BAC
Notice to Proceed	BAC
Statement of Work Accomplished	Contractor
Certificate of Preliminary/Final Inspection	City Engineer‟s Office

Letter of Acceptance (For final billing)	City Engineer‟s Office
Acceptance (For final billing)	City Engineer‟s Office
Surety Bond (For final billing)	Contractor
Deed of Undertaking (For final billing)	Contractor
Affidavit (For final billing)	Contractor
Pictures of Project	City Engineer‟s Office
Technical Documents	City Engineer‟s Office
As built Plan (in case of revision)	Contractor
Detailed/Itemized cost of revision	Contractor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Expect the released of pre-audited vouchers and payroll ready for payment.	1. Receiving of Assigned Vouchers/Payrolls Auditors pre-audit vouchers/payroll to determine the completeness of supporting documents and correctness of amount. Auditors will approve the vouchers by signing the certificate of audit, if any finding occurs vouchers will be returned to procurement division while payroll to payroll division for compliance.	None	14 days, 7 hours, 50 minutes	Administrative Personnel, Accountant City Accounting Office
	2. Final Evaluation of Vouchers.	None	5 days	*Supervising Administrative Officer City Accounting Office*

	3. Releasing of approved vouchers (forwarded to City Accountant)	None	10 minutes	*Administrative Personnel, Accountant City Accounting Office*
	TOTAL	None	19 days and 8 hours	

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
1-pc 1X1 Photo (For firearms only)	Applicant

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the required documents	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 Employ-ment PHP 10 For Firearms - PHP 50 For Business - PHP 50	20 minutes	*Cashier, Office of the Bulwagang Geronimo*

		For Marriage - PHP 10		
3. Present the O.R, affix signature and thumb mark paste the photo on the Mayor's Clearance	3. Sign the clearance Put dry sealand release	None	10 minutes 5 minutes	*Authorized Signatory* *Frontline Officer Desk 1*
4. Receive the clearance				
	TOTAL	For Employ-ment PHP 10 For Firearms - PHP 50 For Business - 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. Appearance of the contracting party/ies with their sponsors and entourage at the venue of the mass/ special wedding ceremony	2. The city staff to assist the contracting parties & witnesses/ sponsors in the signing of the Marriage contract	None	30 minutes	*Admin personnel*
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 Registra-tion - 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 Registra-tion - 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
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All residents of Valenzuela City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For School - Report Card, Barangay Clearance	School, Barangay
For endorsement - letter request	Requester
For Companies - Accomplished Biodata/Resume,	Accomplished Resume/Biodata,
Barangay Clearance	Barangay

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements	1. Check/validate the requirements and prepare the referral/ recommendation /endorsement	None	10 minutes	*Frontline Officer Desk 3*
	Forward the referral/ recommendation/ endorsement to the Office of the Mayor		10 minutes	*Messenger Authorized Signatory*
	Signing of the referral/ recommendation/ endorsement		1 day	*Office of the Mayor*
2. Receive the signed referral/ recommendation/ endorsement	2. Release the referral/ recommendation/ endorsement	None		
	TOTAL		1 day and 20 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 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	None	15 minutes	*Frontliner staff Desk 2*
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/flatforms 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	None	3 days and 15 minutes	*Frontline Officer Desk 4*

	approved request to the Community Service Unit (CSU)			
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 For Authority to attend Trainings/ Seminars: present the approved Training Design or Seminar Invitation	1. Prepare the Travel Authority 1.1. Forward the Travel Order or Authority to attend to the Office of the Mayor 1.2. Sign the Order/ Authority	None	15 minutes 10 minutes 2 days	*Frontline Officer Desk 3* *Admin Messenger* *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	1. Receive the letter of request The City Bldg. Administrator/ Admin Records Office will inform the requesting party if the request is approved or denied 1.1. Issue Order of Payment for approved Request	None	10 minutes 2 days	*Receiving Clerk Administrative and Records Office* *Frontliner Staff Desk 2*
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 3.1. Authorized Official to sign the Permit	None	15 minutes 15 minutes	*Frontline Officer Desk 2*
4. Receive the Permit and be back at the venue on the scheduled taping/ shooting	4. Release the Permit	None	5 minutes	*Frontline Officer Desk 2*
	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		1 day	*City Budget Office Staff/ City Budget Officer/ Procurement Office Staff*

	Budget Officer and to be submitted to Procurement Office			
	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	Requestee
Delivery Receipt	
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	The Budget Office Staff will issuean OBR (Obligation Request)	None	2 days	*City Budget Office Staff*
	The Obligation Request will be released to Procurement or Requesting Offices		1 day	*City Budget Office Staff/ Requesting Offices*

2. Submit to the City Budget Office the signed Obligation Requests	The Obligation Request will be signed by the City Budget Officer The Obligation Request will be released to Procurement/ Accounting Office/ Treasurer‟s Office		2 days 1 day	*City Budget Officer* *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 1.2 The City Budget Officer will sign the Letter Request/ Budgetary Requirements if there is an available fund	None	2 days 2 days	*City Budget Office Staff* *City Budget Officer*

	1.3 The Letter Requests/ Budgetary Requirements will be forwarded to the City Mayors Office for Approval		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 Overtime Pay Estimate, Terminal Leave Form and Training Form to the City Budget Office for the availability of funds	The Budget Office Staff will attach an Appropriations Slip as to the availability of funds The City Budget Officer will sign the Appropriations Slip 1.3 The Appropriation	None	2 days 2 days 1 day	*City Budget Office Staff* *City Budget Officer* *City Budget*

	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			
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		1 day	*City Budget Office Staff, Accounting Staff Office, Requesting Offices' Staff*

	Offices (For Financial Assistance)			
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 the budget Proposals of various departments 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 1.3 Members of Local Finance Committee will evaluate all the budget proposals 1.4 To prepare the Local	None	32 days (July 15- Aug 15) 10 days (Aug. 15-25)	*City Budget Officer* *City Budget Officer, Local Finance Committeee Members* *Local Finance Committee Members*

	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 1.8 Budget Execution			*Sangguniang Panlungsod*
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	Receive the Proposed Barangay Annual Budget 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	None	2 days	*City Budget Office Staff*

	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

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	Receive the Proposed Barangay Supplemental Budget Check the Sourceof Fund: a) Savings/ Beginning -Check the accuracy of the amount from summary of income	None	2 days	*City Budget Office Staff*

	and expenses prepared by the City Barangay Audit Unit - Check the account code and account title if they are correct 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	

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	Receive the Proposed SK Annual/ Supplemental Budget Check the documentsfor documentary and signature requirements 1.3 Check the estimate 10% of the General Fund	None	2 days	*City Budget Office Staff*

	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. 1.6 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 has been received.	None	3 minutes	*DCU Personnel*
2. Wait for the approval and/or feedback on the request.	2. DCU OIC shall review the request. If clarification is needed, DCU personnel shall contact the requestee for	None	30 minutes	*DCU OIC and Personnel*

	additional information and clarification on request. If request is already approved for posting or sharing, DCU personnel shall check the content calendar for schedule of posting. Updates the requestee.			
	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	1. Read and reply to the client's email	None	7 days	*DCU Personnel*

inquiries, complaints, and/or assistance or requests.	message.			
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				
For Inactive Employees: Accomplished Property Clearance		HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client will request for Certificate of Employment.	1. HRMO personnel prepares Certificate of Employment	None	Active: 3 days upon receipt of request. Inactive: 3 days from receipt of accomplished Property Clearance.	*Frontline personnel*
2. Indicate for what purpose the request for.				
3. If Resigned, Retired, or Separated from Service, must accomplished clearance first.				
* 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.	4. HRMO personnel releases Certificate of Employment.		7 days	
	TOTAL	None	10 days	

3. Employees' Clearance of Accountabilities

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/ Payroll			
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 Accountabilities	1. HRMO personnel prepares Employees Clearance of Accountabilities.	PHP 10	7 days upon receipt of complete documents	*Frontline personnel*
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	2. Schedule a meeting between		20 minutes	*Frontline personnel*

the issue and move for amicable settlement	the complainant and concerned personnel			
3. If the complainant decides to file a case	3. Ask the complainant to notarize the complaint form	Depends on the Notary Public	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	Depends on the Notary Public	1 day, 2 hours and 57 minutes (depending on notarization and committee action)	

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 Office			
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**
1. Client will prepare purchase request form		None	4 days	*Procurement Office Staff*
2. Fill up Purchase Request Evaluation Form indicating the end user and the purpose of the request	1. 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

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**		
Service Request Form		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	

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 Rights Form 1.2. Client/ end user receives the user access	1. On the form, check the necessary access right/s for a particular system/s with the approval of Department Head. Upon approval ofthe request, it will be encoded to the system. User Access will be issued to the end user.	None	3 days	*ICTO Staff*
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. 1.2. Receive internet access from ICTO	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 day	*ICTO Staff*
	TOTAL	None	1 day	

ADMINISTRATIVE OFFICES

CITY LEGAL OFFICE

External Services

1. Notarization of Legal Documents

The City Legal Office (CLO) provides service to the Valenzuela City Constituents through the notarization of legal documents and/or administration of oath.

Office or Division:	City Legal Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Outside clients specifically Valenzuela City constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Notarial Documents/Services Indigent (Requires Barangay Certificate of Indigence) Senior Citizen - Loss of OSCA ID (Requires any government issued ID) City Government Employees: - Employment Contract - Memorandum of Agreement (MOA) - Memorandum of Understanding (MOU)	Client requesting the Document/s
2.Government issued ID	Government Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request along with Government Issued IDs (Optional-Witness/es)	1.1 Attend to Client and verify the required legal document/s	None	1 hour	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	1.2 Assign queue number			
	1.3 Prepare the document needed			
2. Sign legal document	2.1 Assist client for signature of the legal document/s	None	5 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	2.2 Lawyer assigned			

3. Claim legal document	3. Issues Legal Document/s	None	3 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
TOTAL		None	1 hour and 8 minutes	

2. Preparation of Legal Documents - Constituents

The City Legal Office (CLO) provides service to the Valenzuela City Constituents through the preparation of legal documents and/or administration of oath.

Office or Division:	City Legal Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Outside clients specifically Valenzuela City constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Notarial Documents/Services > Affidavits, Joint Affidavits, Undertaking, Sworn Statement/s	Assigned Personnel at the City Legal Office 2nd Floor Executive Building
> Contracts, Service Agreement	
2.Government issued ID	Government Agencies
3.Notice of Violation (whichever is/are applicable) 4.Appearance of Contracting parties/ affiant/declarant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request along with Government Issued IDs (Optional-Witness/es)	1.1 Attend to Client and verify the required legal document/s	None	1 hour	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	1.2 Assign queue number			
	1.3 Prepare the document needed			
2. Sign legal document	2.1 Assist client for	None	15 days	*Assigned*

	signature of the legal document/s			*Personnel at the City Legal Office 2nd Floor Executive Building*
	2.2 Lawyer assigned			
3. Claim unnotarized legal document	Issued Legal Document/s: 3.1 Indigent (Requires Barangay Certificate of Indigence)	None	3 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	3.2 Senior Citizen - Loss of OSCA ID (Requires any government issued ID)	None		
	3.3 City Government Employees: - Employment Contract - Memorandum of Agreement (MOA) - Memorandum of Understanding (MOU) - SALN	None		
	3.4 For General Public/Non-Employees: - SALN - Affidavit - Waiver (PLV School) - Waiver for Autopsy - Sworn Statement - Undertaking - Undertaking for Zoning/ Task Force Disiplina and CENRO Compliance (with violation) - Joint Affidavit of Discrepancy -Contract/ Agreement (City Hall related documents) BAC	None		

TOTAL	None	15 days,1 hour and 3 minutes	

3. Preparation of Legal Documents - Private Sector

The City Legal Office (CLO) provides service to the Valenzuela City Constituents through the preparation of legal documents and/or administration of oath.

Office or Division:	City Legal Office
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Private Sector/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1. Request for Documents/Services to be prepared	Business requesting of the documents
> Memorandum of Agreement/Understanding	
> Deed of Usufruct	
> Joint Venture Agreement	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a request/ endorsement letter to the City Legal Office (Optional-attached draft document)	1.1 Attend to Client and receive documents through the Legal Personnel	None	3 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	1.2 For OIC"s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*

	1.4 Receive, prepare and draft documents by the assigned lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Assigned Lawyer/s and/or Paralegal/s at the City Legal Office 3rd Floor Executive Building*
	1.5 Review of the documents done by the assigned lawyer/s (For CA"s approval) May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
2.Follow-up legal Document/s with the Legal Personnel	2. Assist client for the status of the documents	None	5 days	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
3. Requires personal appearance with their Government issued IDs and Witness/es	3.1 Assist client for signature of the legal document/s 3.2 Lawyer assigned	None	5 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
4. Claim legal unnotarized document	Issue legal document: a. Memorandum of Agreement b. Memorandum of Understanding c. Deed of Usufruct d. Joint Venture Agreement	None	2 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	TOTAL	None	51 days and 10 minutes	

4. Preparation of Legal Documents - Government

The City Legal Office (CLO) provides service to the Valenzuela City Constituents through the preparation of legal documents and/or administration of oath.

Office or Division:	City Legal Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Government agencies, office/s, and other Local Government Unit/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1. Notarial Documents/Services > Memorandum of Agreement/Understanding	City Legal Office 2nd Floor and 3rd Floor Executive Building
> Deed of Usufruct	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present a request/ endorsement letter to the City Legal Office (Optional-attached draft document)	1.1 Attend to Client and receive documents through the Legal Personnel	None	3 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	1.2 For OIC"s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.4 Receive, prepare and draft documents by the assigned lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Assigned Lawyer/s and/or Paralegal/s at the City Legal Office 3rd Floor Executive Building*

	1.5 Review of the documents done by the assigned lawyer/s (For CA"s approval) May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
2.Follow-up legal Document/s with the Legal Personnel	Assist client for the status of the documents	None	5 days	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
3. Requires personal appearance with their Government issued IDs and Witness/es	3.1 Assist client for signature of the legal document/s 3.2 Lawyer assigned	None	5 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
4. Claim legal document	Issue legal document: a. Memorandum of Agreement with the City b. Memorandum of Understanding with the City c. Deed of Usufruct in favor of the City d. Joint Venture Agreement e. Service Agreement (City Hall related documents)	None None None None None	2 minutes	*Assigned Personnel at the City Legal Office 2nd Floor Executive Building*
	TOTAL	None	51 days and 10 minutes	

5. Availing of Free Legal Advice or Counseling

The City Legal Office (CLO) renders assistance to constituents by rendering 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:	Outside client/s specifically Valenzuela City constituents.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Legal Advice/Counseling	City Legal Office , 2nd Floor and 3rd Floor, Executive Building

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.For Simple Cases: Provide the information needed on the Legal Assistance Record Book	1. Solicit Facts and review the type of legal assistance needed	None	30 minutes	*Assigned Personnel at the City Legal Office 3rdFloor Executive Building*
	1.1. Provide Legal advice and/or counseling			*Paralegal-in-Charge at the City Legal Office 3rdFloor Executive Building*
2. For Complex Cases: Fill up and submit required form and present the request	2. Solicit Facts by the paralegal and review the type of legal assistance needed	None	5 minutes	*Paralegal-in-Charge at the City Legal Office 3rdFloor Executive Building*
	2.1. Endorse to Lawyer-in-charge			
2.2 Listen to counseling	2.2. Provide legal advice and counseling	None	30 minutes	*Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*

TOTAL	None	1 hour and 5 minutes	

6. Assistance 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 rendering free legal advice/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:	G2G			
Who may avail:	Government agencies, offices and other local government unit/s.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Notice of Meetings/Committee Hearings/ Public Hearings		City Administrator/ City Legal Office 3rd Floor, Executive Building		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Provide the notice of meeting/s, committee and/or public hearing/s	1. Receive and endorse to Lawyer-in-Charge and/or Paralegal/s	None	1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.1. Attend by the Lawyer-in-Charge and/or Paralegal/s and review the type of legal assistance needed on the schedule set			*Lawyer-in-Charge and/or Paralegal/s at the City Legal Office 3rd Floor Executive Building*
2.Listen to counseling	2. Provide legal advice and counseling on the schedule set	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 dependent on the schedule set by the

requesting office, this may vary.

7. Assistance in the Drafting of City Ordinance/s, Resolution/s and/or Executive Order/s

The City Legal Office (CLO) renders assistance to the Sangguniang Panlungsod.

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 draft City Ordinance/s, Resolution/s and Executive Order/s	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present an endorsement letter to the City Administrator (Optional-attached draft document)	1.1 Attend to Client and receive documents through the Legal Personnel	None	3 minutes	*Assigned Front Line Personnel at the City Administrator Office 3rdFloor Executive Building/*
	1.2 For OIC‟s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver the same to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*

	1.4 Receive, prepare and draft documents by the assigned lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.5 Review of the documents done by the assigned lawyer/s for approval, comments and/or opinion May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.6 Return to Legal Personnel for some revisions and review of other Lawyer/s requested by the City Administrator		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.7 Receive, revise and/or review documents by the Other lawyer assigned by the City Administrator May take additional two (2) days depending on the complexity of the needed documents		15 days	*Other Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.8 Return to Legal Personnel		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.9 Review and check for the final		15 days	*City Administrator*

	documents done by the Other assigned lawyer/s for CA‟s approval and/or initial May take additional two (2) days depending on the complexity of the needed documents			*3rd Floor Executive Building*
	1.10 Release of the document/s		1 day	*Assigned Front line Personnel City Administrator 3rd Floor Executive Building*
	TOTAL	None	79 days and 3 minutes	

8. Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Constituents

The City Legal Office (CLO) renders assistance to constituents by drafting and rendering issuance of requested certificate/s

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Outside clients specifically Valenzuela City constituents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for Legal Opinion/s, Endorsement Letter/s and/ or Memorandum		Requesting officer/person		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present a request letter to the City Administration Office (Optional-attached draft document)	1.1 Attend to Client and receive documents through the Legal Personnel	None	3 minutes	*Assigned Front Line Personnel at the City Administrator 3rd Floor Executive Building*

	1.2 For OIC‟s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver the same to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.4 Receive, prepare and draft legal opinion, letter, endorsement, and/or memorandum by the assigned lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.5 Review of the draft legal opinion, letter, endorsement, and/or memorandum done by the assigned lawyer/s for CA‟s approval May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.6 Return to Legal Personnel for some revisions and review of other Lawyer/s requested by the City Administrator		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.7 Receive, revise and/or review draft		15 days	*Other Lawyer-in-Charge*

	legal opinion, letter, endorsement, and/or memorandum by the Other lawyer assigned by the City Administrator May take additional two (2) days depending on the complexity of the needed documents			*at the City Legal Office 3rd Floor Executive Building*
	1.8 Return to Legal Personnel		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.9 Review and check for the final legal opinion, letter, endorsement, and/or memorandum done by the Other assigned lawyer/s for CA‟s approval and/or initial May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.10 Release of the document/s		1 day	*Assigned Front line Personnel City Administrator 3rd Floor Executive Building*
	TOTAL	None	79 days and 3 minutes	

9. Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Government

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:	G2G
Who may avail:	Government agencies, offices and other Local Government Unit/s.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request for Legal Opinion/s, Letter, Endorsement and/or Memorandum	Requesting office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present a request letter to the City Administration Office(Optional-attached draft document)	1.1 Attend to Client and receive documents through the Legal Personnel	None	3 minutes	*Assigned Front Line Personnel at the City Administrator 3rd Floor Executive Building*
	1.2 For OIC‟s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver the same to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.4 Receive, prepare and draft legal opinion, endorsement letter and/or memorandum by the assigned lawyer/s May take additional two (2) days		15 days	*Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*

	depending on the complexity of the needed documents			
	1.5 Review of the draft legal opinion, letter, endorsement, and/or memorandum done by the assigned lawyer/s for CA‟s approval May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.6 Return to Legal Personnel for some revisions and review of other Lawyer/s requested by the City Administrator		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.7 Receive, revise and/or review draft legal opinion, letter, endorsement, and/or memorandum by the Other lawyer assigned by the City Administrator May take additional two (2) days depending on the complexity of the needed documents		15 days	*Other Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.8 Return to Legal Personnel		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*

	1.9 Review and check for final legal opinion, letter, endorsement, and/or memorandum done by the Other assigned lawyer/s for CA‟s approval and/or initial May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator3rd Floor Executive Building*
	1.10 Release of the document/s		1 day	*Assigned Front line Personnel at the City Administrator 3rd Floor Executive Building*
	TOTAL	None	79 days and 3 minutes	

10. Drafting and Rendering Legal Opinion/s, Letter, Endorsement and/or Memorandum - Private Sector

The City Legal Office (CLO) renders assistance to clients and/or businessmen/women in the City of Valenzuela 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			
Who may avail:	Businessmen/women in the vicinity of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request for Legal Opinion/s, Letter, Endorsement and/or Memorandum		Requesting office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Different offices present a request letter	1.1 Attend to Client and receive	None	3 minutes	*Assigned Front Line Personnel*

to the City Administrator (Optional-attached draft document)	documents through the Legal Personnel			*at the City Administrator 3rd Floor Executive Building*
	1.2 For OIC‟s review and assigning to lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Officer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.3 Receive, record and deliver the same to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.4 Receive, prepare and draft legal opinion, endorsement letter and/or memorandum by the assigned lawyer/s May take additional two (2) days depending on the complexity of the needed documents		15 days	*Lawyer-in-Charge at City Legal Office 3rd Floor Executive Building*
	1.5 Review of the draft legal opinion, letter, endorsement, and/or memorandum done by the assigned lawyer/s for CA‟s approval May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.6 Return to Legal Personnel for some revisions and review		1 day	*Assigned Personnel at the City Legal*

	of other Lawyer/s requested by the City Administrator			*Office 3rd Floor Executive Building*
	1.7 Receive, revise and/or review draft legal opinion, letter, endorsement, and/or memorandum by the assigned lawyer May take additional two (2) days depending on the complexity of the needed documents		15 days	*Other Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*
	1.8 Return to Legal Personnel		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.9 Review and check for final legal opinion, letter, endorsement, and/or memorandum done by the Other assigned lawyer/s for CA‟s approval and/or initial May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
	1.10 Release of the document/s		1 day	*Assigned Front line Personnel at the City Administrator 3rd Floor Executive Building*
	TOTAL	None	79 days and 3 minutes	

11. Issuance of Certificate/s

The City Legal Office (CLO) renders assistance to constituents by rendering issuance of requested certificate/s.

Office or Division:	City Legal Office
Classification:	Highly Technical
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/s	City Legal Office, 3rd Floor, Executive Building
> Certificate of No Pending Case	
> Certificate of Urgency	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Present the requirement/s such as latest Service Record (for Certificate of No pending case) and approved resolution/ ordinance (for Certificate of urgency) for the requested document	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		5 days	*City Administrator 3rd Floor Executive Building*
2.Follow-up legal Document/ certificate to the Legal Personnel	2. Assist client for the status of the documents	None	5 days	*Assigned Personnel at the City Legal Office 3rd Floor Executive*

				Building
3.Claiming of the Certificate	3. Administer oath	None	5 minutes	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	TOTAL	None	10 days and 40 minutes	

12. Granting of Business Tax Exemption to Small and Home-based Business

The City Legal Office (CLO) renders assistance to clients and/or businessmen/women in the City of Valenzuela.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Businessmen/women in the vicinity of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Business Tax Exemption				
> Application Letter for tax-exemption		Applicant Business Permit & Licensing Office		
> Duly accomplished Application form				
> Proof of Line of Business		DTI, SEC		
> Legal basis for the grant of tax exemption		Applicant		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.File application letter with all pertinent documents	1.1 Attend to Client and receive documents	None	3 minutes	*Assigned Front Line Personnel at the Business Permit & Licensing Office 3rdFloor Finance Building*
	1.2 Business Permit & Licensing Office		3 days	*Assigned Front Line Personnel*

	(BPLO) will endorse the application to Zoning Office May take additional two (2) days depending on the complexity of the needed documents			*at the Zoning Office 3rdFloor Finance Building*
	1.3 Zoning Office will conduct an actual inspection to determine business area		7 days	*Inspector of the City Zoning Office 3rdFloor Finance Building*
	1.4 Zoning will endorse result of inspection to City Social Welfare and Development Office (CSWDO) May take additional two (2) days depending on the complexity of the needed documents		3 days	*Assigned Front Line Personnel at the City Zoning Office 3rdFloor Finance Building*
	1.5 City Social Welfare and Development Office (CSWDO) will conduct social case study. May take additional two (2) days depending on the complexity of the needed documents		15 days	*Assigned Front Line Personnel City Social Welfare and Development Office Ground Floor Legislative Building*
	1.6 The City Social Welfare and Development Office (CSWDO) will endorse the result of social case study to the City Treasurer‟s Office. May take additional two (2) days		3 days	*Assigned Front Line Personnel at the City Social Welfare and Development Office Ground Floor Legislative Building*

	depending on the complexity of the needed documents			
	1.7 The City Treasurer‟s Office will conduct actual inspection of books or capitalization of the business entity May take additional two (2) days depending on the complexity of the needed documents		15 days	*Assigned Front Line Personnel at the City Treasurer's Office Ground Floor Finance Building*
	1.8 The City Treasurer‟s Office will endorse the result of inspection to the City Legal Office. May take additional two (2) days depending on the complexity of the needed documents		3 days	*Assigned Front Line Personnel at the City Administrator 3rd Floor Executive Building*
	1.9 Receive by assigned Personnel, record/write/file the documents to the logbook record and give it to the assigned lawyer.		1 day	*Assigned Personnel at the City Legal Office 3rd Floor Executive Building*
	1.10 Received by the assigned lawyer/s for evaluation. May take additional two (2) days depending on the complexity of the needed documents		15 days	*Lawyer-in-Charge at the City Legal Office 3rd Floor Executive Building*

	1.11 Review and check for final draft of evaluation letter regarding tax exemption, and/or issuance of notice of denial done by the assigned lawyer/s for CA‟s approval and/or initial May take additional two (2) days depending on the complexity of the needed documents		15 days	*City Administrator 3rd Floor Executive Building*
TOTAL		None	80 days and 3 minutes	

13. Requests For Information, Documents, and/or Public Records - Constituents

The City Legal Office (CLO) provides services to the Valenzuela City and Non-Valenzuela City residents through the preparation of legal documents, administration of oath, and request of information and public records.

Office or Division:	City Legal Office (Deputy Transparency Officer/ Compliance Officer for Privacy)
Classification:	Highly technical
Type of Transaction:	G2C
Who may avail:	Valenzuela City and Non-Valenzuela residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter/Form for Information, Documents, and/or Public Records stating the purpose thereof.	Form may be secured from the Deputy Transparency Officer/Compliance Officer for Privacy
2. Receipt payment of fees	Treasurer‟s Office
3. Government-issued Identification Card	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter Request/Form and the government-issued Identification Card	1. Accept the Letter Request/form and stamp the date and receipt. Verify if the	None	15 minutes	*Deputy Transparency Officer/ Compliance*

	information/document /record being requested are public documents. 1.1. After verification, the assigned personnel shall issue order of payment.			*Officer for Privacy*
2. Payment of Fees	2. Verify the Order of Payment and Issue appropriate Receipts	Section 30 Ordinance No. 637 (See below)	15 minutes	*City Treasurer's Office Cashier*
3. Claim the document requested	3. Release the document	None	3 days for simple requests; 7 days for complex requests	*Assigned personnel*
	TOTAL	As stated	10 days and 30 minutes	

Ordinance 637, Section 30. Fees:

a. Certification of official Records - ₱100.00 for first five (5) pages per document or transaction and ₱20.00/page in excess of five (5) pages;
b. Printing (colored ink) - ₱5.00/page;
c. Printing (black ink) - ₱3.00/page
d. Photocopying- ₱2.00/page; and
e. Mail and other forms of delivery – actual delivery rates

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 Awards Committee for signature.	None	1 day	*Buyers*
	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 Budget Office for Budget Certification.	None	1 day	*Buyer*
	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	Supplier

certificate				
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		7 days	*Property Personnel*

	stickers			
	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**	**FEES TO**	**PROCESSING**	**PERSON**

	ACTIONS	BE PAID	TIME	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 check is applicable				*Applicants Office/ Property Custodian of The Designated Applicant's Office*
6. Upon completion of PSMD requirements/ slip, proceed to PSMD for final checking & updating of record & for signature of PSMD head	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/Mayor's Office/City Treasurer's Office*
	1.4.Payment to GSIS		1 day	
	1.5.When cheque is released by CTO the Property Office will pay GSIS.	Paid by CGOV	1 day	*Property Personnel*
1.Emission test		Paid by CGOV	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		15 minutes	*Property Personnel*

	insurance			
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		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		5 minutes	*Property Personnel*

	and gasoline needed.			
	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	

10. 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		3 hours	*Property Personnel*
	Ask or request the incomplete bills via email or call and personal go to service provide office		1 day	*Property Personnel*
	1.2. Encode the bills to excel		3 hours	*Property Personnel*
	1.3. Print the voucher and all the supporting documents		2 hours	*Property Personnel*
	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 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		1 day	*Treasurer's Office*

	payment for 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		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 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 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‟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 writer (if needed), photographer and videographer.			
4. Views photo/video coverage through	4. PIO personnel endorses			

social media posting	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	

CITY EXTERNAL SERVICES OFFICES

PUBLIC ORDER AND SAFETY GROUP (POSG)
PUBLIC SAFETY DIVISION (PSD)

External Services

1. Request of Rendering Inspection (Anti-Squatting)

Monitoring of Informal Settlers and reporting to concern authorities.

Office or Division:	**PUBLIC SAFETY DIVISION - ANTI-SQUATTING TASK FORCE (ASTF)**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government of Valenzuela			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Details of subject of complaint or request		To be endorsed by the complainant		
2. Complaint or request letter to be forwarded to 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 and/or to other government offices concerned if needed	None	30 minutes	*Frontline Personnel ASTF Office*
	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 schedulefor 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. 1.1. Provide an order of payment	None	10 minutes	*Frontline Personnel SCOG Office*
2. Proceed to Cashier submit the order of payment and pay the required charges	2. Accept order of payment and cash 2.1. Issue an official receipt	PHP 500 - PHP1,000 and PHP 100 impounding fee per day or fraction	10 minutes	*Cashier Redemption Office*
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 4.1. Proceed to SCOG and submit the notarized undertaking	4. Accept the notarized undertaking and issue a gate pass for confiscated goods	None	1 hour	*Frontline Personnel SCOG Office*
5. Proceed to Action Center Impounding Area and present the gate pass and official receipt to Impounding Officer	5. Verify gate pass & official receipt 5.1. Release confiscated goods	None	15 minutes	*Impounding Officer Action Center Impounding Area*
	TOTAL	PHP 500 - PHP1,000 and PHP 100 impounding fee per day or fraction	1 hour and 40 minutes	

4. Issuance of SCOG Clearance

Issued to applicants of Private Registration and Private Supervision Permit (For Business Purposes)

Office or Division:	**PUBLIC SAFETY DIVISION – SIDEWALK CLEARING OPERATIONS GROUP (SCOG)**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Tricycle Owners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Referral Slip and VCTO related documents		VCTO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to SCOG and present the Referral Slip and other VCTO documents	1. Accept the form and verify if the owner had any derogatory record to SCOG	None	10 minutes	*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	To be endorsed by the complainant

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. 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	None	30 minutes	*Liaison Officer*

	response letter to complainant/ requestee and/or endorsement letter to concerned office			*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	2. Receives the endorsement/ request letter	None	3 minutes	*Frontline Personnel SCOG Office*
	2.1 Conduct inspection/ monitoring and appropriate action (Apprehension or issuance of notice of violation)	None	3 days	*SCOG Team Leader/ Inspector SCOG Office*
	2.2. 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*
	2.3. Forward reply/endorsement	None	30 minutes	*Liaison Officer Public Safety*

	letter to complainant/ requestee and/or concerned office			*Division*
TOTAL		None	3 days, 1 hour and 3 minutes	

CITY EXTERNAL SERVICES OFFICES

MOTORPOOL DIVISION

Internal Services

1. Issuance of Spareparts Inventory (Motorpool Division)

Service covers the request for issuance of spareparts 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	None	3 minutes	*Officer-In-Charge*
	1.2. Conduct actual inventory and updating of previous inventory	None	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	None	3 days	*Inventory Staff*
	TOTAL	None	3 days and 3 minutes	

CITY EXTERNAL SERVICES OFFICES

PUBLIC SANITATION AND CLEANLINESS GROUP (PSCG)

External Services

1. Trimming of Trees (Clean and Green) – Residents

This service covers requests for trimming of trees in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents who own trees within their premises			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter of request (if available) with attached photos of trees to be trimmed		Requestee		
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*
	1.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	2.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	

2. Trimming of Trees (Clean and Green) – Barangay Officials

This service covers requests for trimming of trees in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request (if available) with attached photos of trees to be trimmed		Requestee		
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*
	1. 1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	2.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40	

		minutes	

3. Grass Cutting (Clean and Green) - Residents

This service includes grass cutting limited only to public or open spaces in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Open spaces only requested by concerned residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request (If available)		Requestee		
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*
	1.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL		3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	2.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*

TOTAL	None	3 days and 40 minutes	

4. Grass Cutting (Clean and Green) – Barangay Officials

This service includes grass cutting limited only to public or open spaces in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Open spaces only requested by barangay officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
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*
	1.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	2.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*

5. Pick-Up Debris / Branches of Trees (Clean and Green) - Residents

This service includes the clearing of trimmed branches of trees or debris

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents, school authorities			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
If available, printed copy of waste (debris only)				
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*
	1.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	2.2. Conduct area inspection and schedule the	None	3 days	*Area Supervisor / Team Assigned*

	provision of service			
TOTAL		None	3 days and 40 minutes	

6. Pick-Up Debris / Branches of Trees (Clean and Green) – Barangay Officials

This service includes the clearing of trimmed branches of trees or debris

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
If available, printed copy of waste (debris only)				
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*
	1.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*
	1.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
TOTAL		None	3 days and 40 minutes	
2. Request through phone call	2. Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Forward the request to Officer-In-Charge for approval	None	20 minutes	*Officer-In-Charge*

	2.2. Conduct area inspection and schedule the provision of service	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 40 minutes	

7. Tree Cutting (Clean and Green) – Residents

This service covers requests for cutting of trees in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request with attached photos of trees to be cut		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the letter of request	1. 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 CAO				*City Agriculture Office*
	2. Conduct area inspection and schedule the provision of service if approved by the City Agriculture Office	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 20 minutes	

8. Tree Cutting (Clean and Green) – Barangay Officials

This service covers requests for cutting of trees in the community.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of request with attached photos of trees to be cut		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the letter of request	1. Forward the barangay official/admin to City Agriculture Office	None	20 minutes	*Clean and Green Staff / Frontliner*
2. The admin will secure all necessary requirements or permits to CAO		None		*City Agriculture Office*
	2. Conduct area inspection and schedule the provision of service if approved by the City Agriculture Office	None	3 days	*Area Supervisor / Team Assigned*
	TOTAL	None	3 days and 20 minutes	

8. Water Rationing

Provides delivery of water to residents in different barangays

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – CLEAN AND GREEN DIVISION (TUBIG PATROL UNIT)**
Classification:	Complex
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 applicable)		None		
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*
	1.1. Conduct area inspection and schedule the provision of service	None	3 days	*Tubig Patrol Supervisor with Water Truck team*
2. Request through phone call	2. Receive and Log the request to "Request Form"	None	20 minutes	*Clean and Green Staff / Frontliner*
	2.1. Conduct area inspection and schedule the provision of service	None	3 days	*Tubig Patrol Supervisor with Water Truck team*
	TOTAL	None	6 days and 10 minutes	

9. Declogging of Drainage - Residents

Request for cleaning of drainage and clearing obstruction of drainage

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
Request through phone call				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request at office / Request through phone call	1. Receive and log of request on logbook	None	5 minutes	*Flood Control Division Staff/ Frontliner*
	2. Forward request to assigned officer	None	10 minutes	*Flood Control Division Admin*

	for schedule			
	3 Approval of request	None	5 minutes	*Officer in Charge*
	3. Conduct site inspection	None	1 day	*Inspector*
	4. Dispatch group to perform service	None	3 days	*Dispatcher and Group Assigned*
	5. Conduct work inspection if work is done properly	None		*Inspector*
TOTAL		None	4 days and 20 minutes	

10. Declogging of Drainage – Barangay Officials

Request of clearing water lilies and floating garbage from waterways

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Barangay Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Requestee
Request through phone call	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request at office / Request through phone call	1. Receive and log of request on logbook	None	5 minutes	*Flood Control Division Staff/ Frontliner*
	2. Forward request to assigned officer for schedule	None	10 minutes	*Flood Control Division Admin*
	3 Approval of request	None	5 minutes	*Officer in Charge*
	3. Conduct site inspection	None	1 day	*Inspector*
	4. Dispatch group to perform service	None	3 days	*Dispatcher and Group*

				Assigned
	5. Conduct work inspection if work is done properly	None		*Inspector*
	TOTAL	None	4 days and 20 minutes	

11. Issuance of Waterway 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 GROUP – FLOOD CONTROL DIVISION**			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Establishments near waterways			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate of Title		Registry of Deeds		
Site Development Plan		Requestee		
Drainage Plan				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requirements at the office	1. Receive and check the following requirements	None	5 minutes	*Flood Control Division Admin*
	2. Forward to Officer in Charge for site inspection and evaluation	None	1 day	*Officer in Charge*
	3. Release of clearance	None	2 days	*Flood Control Division Admin*
	TOTAL	None	3 days and 5 minutes	

12. Request for Waterpump – Barangay Officials

A request for clearing and pumping out of overflowing water from surface

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**
Classification:	Complex

Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
Request through phone call				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request at office	1. Receive and log of request on logbook	None	5 minutes	*Flood Control Division Staff/ Frontliner*
	2. Forward request to assigned officer for schedule	None	10 minutes	*Flood Control Division Admin*
	3 Approval of request	None	5 minutes	*Officer in Charge*
	3. Conduct site inspection	None	1 day	*Inspector*
	4. Dispatch group to perform service	None	2 days	*Dispatcher and Group Assigned*
	5. Conduct work inspection if work is done properly	None		*Inspector*
	TOTAL	None	3 days and 20 minutes	

13. Request for Waterpump – Residents

A request for clearing and pumping out of overflowing water from surface

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request at office	1. Receive and log of request on	None	20 minutes	*Flood Control Division Staff/*

	logbook			*Frontliner*
	2. Forward request to assigned officer for schedule	None		*Flood Control Division Admin*
	3 Approval of request	None		*Officer in Charge*
	3. Conduct site inspection	None	1 day	*Inspector*
	4. Dispatch group to perform service	None	2 days	*Dispatcher and Group Assigned*
	5. Conduct work inspection if work is done properly	None		*Inspector*
TOTAL		None	3 days and 20 minutes	

14. Request for Dredging

A request for removal of sediments under the creek/ river

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request at office	1. Receive and log of request on logbook	None	20 minutes	*Flood Control Division Staff/ Frontliner*
	2. Forward request to assigned officer for schedule	None		*Flood Control Division Admin*
	3 Approval of request	None		*Officer in Charge*
	3. Conduct site inspection for mobilization of heavy equipment	None	3 day/s	*Officer in Charge*

	3. Request siploadfrom Motorpool Division for transporting backhoe and barge in the designated area Processing time depending on the availability of equipment	None	4 da/s	*Motorpool Division*
	4. Mobilization of heavy equipment (backhoe) to the designated area	None	3 day/s	*Motorpool Division*
	5. Perform dredging of creek/river Processing time depends on the length of creek or river	None	30 days	*Operator*
	6. Site inspection after dredging	None	1 day	*Officer in Charge*
TOTAL		None	41 days and 30 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 Motorpool. The request also depends on the length and area of the river/creek to be dredged by the operator.

15. Removal of Water Lilies and Floating Garbage

Request of clearing water lilies and floating garbage from waterways

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Request		Requestee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit letter of request at office	1. Receive and log of request on logbook	None	20 minutes	*Flood Control Division Staff/ Frontliner*
	2. Forward request to assigned officer for schedule	None		*Flood Control Division Admin*
	3 Approval of request	None		*Officer in Charge*
	3. Conduct site inspection	None	1 day	*Inspector*
	4. Dispatch group to perform service	None	2 day/s	*Dispatcher and Group Assigned*
	5. Conduct work inspection if work is done properly	None		*Inspector*
TOTAL			3 days and 20 minutes	

16. Door-to-Door Waste Collection

Efficient daily collection of domestic garbage/ waste as per scheduled route.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – WASTE MANAGEMENT DIVISION**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. In case of delayed collection.		None		
2. Illegally dumped garbage on public domain, roads and street corners.				
3. Illegally dumped mixed waste on vacant private lots.				
4. 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	None	1 day	*WMD Garbage Collectors*

	delay within the day			
2. Thru phone calls and social media	2. Collect Garbage	None	1 day	*WMD Garbage Collectors*
3. Thru phone calls, social media, and walk-in	3. Investigate and furnish written endorsement to TFD for inspection. Collection upon recommendation of TFD.	None	2 days	*WMD Inspector WMD Garbage Collectors*
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.*	None	3 days	*WMD Inspector WMD Garbage Collectors WMD Inspector*
	TOTAL	None	Daily	

17. 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:	**PUBLIC SANITATION AND CLEANLINESS GROUP – WASTE MANAGEMENT DIVISION**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Barangay Council, Constituents, and Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter for Information Education	None

Campaign on proper waste management				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request letter indicating schedule (Date) and venue of IEC. Walk-in scheduling. Thru Phone Calls.	1. Receives letter, 2. Confirm availability and schedule. 3. Bring flyers for distribution.	None	1 day	*Information Education Campaign Personnel*
	TOTAL	None	1 day	

18. Clean-up Drives

Provide assistance for clearing operations during barangay clean-up drives in terms of garbage collection.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – 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	1. Schedule one (1) Truck for Collection of garbage	None	1 day	*WMD Garbage Collectors*
	TOTAL	None	1 day	

19. Sunday Clearing Operation

Sunday collection and clearing operation of illegally dumped garbage.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – 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	1. Schedule truck for collection of bulky waste	None	1 day	*WMD Inspector WMD Garbage Collectors*
	TOTAL		1 day	

20. Remopping

Daily remopping of major and secondary roads.

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 day	

21. DENR, DILG and MMDA Projects and Programs

Initiating SWM projects and program to clean and rehabilitate Manila Bay and Tributaries and Submission of reports needed by the NGA's.

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – 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	1. Attend coordinating meetings hosted by the National Government Agencies	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 (TMD)

External Services

1. Request Traffic Assistance

Office or Division:	**TRAFFIC MANAGEMENT DIVISION**
Classification:	Simple Transaction
Type of Transaction:	G2G / G2B / G2C
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 CESO Head / OIC	Concerned offices and LGU's

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter containing details and information	1. Accept the letter for approval	None	1 day	*Frontline Personnel*
2. Wait for the approval of the request	2. Assign Traffic Enforcer	None	5 minutes	*Frontline Personnel*
	TOTAL	None	1 day and 5 minutes	

2. Claiming of Wheel-Clamped Vehicle

Procedure on how to settle and release wheel clamping vehicle

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – REDEMPTION OFFICE**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela City residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UOVR (Uniform Violation Receipt)	Redemption Office
Certificate of Registration (OR/CR)	Land Transportation office
Valid ID (Any Government or Company ID)	Government Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window Clamping and submit the necessary requirements.	1. Check if all requirements have been meted and issue order of payment.	Motorcycles – PHP 1,000 Light Vehicles PHP 2,000 Heavy Vehicles – PHP 5,000	3 minutes	*Redemption Unit/Admin. Office*
2. Pay the required fees.	2. Accept payment and issue Official Receipt.		2 minutes	*Cashier from CTO*
3. Proceed to places of clamping	Inform/Call TMD/Towing Personnel to unlock wheel clamp vehicle.		15 minutes	*Towing Unit*
	TOTAL	Motorcycles – PHP 1,000 Light Vehicles PHP 2,000 Heavy Vehicles – PHP 5,000	20 minutes	

3. Claiming of Impounded Vehicle

Procedure on how to settle and redeem impounded vehicle

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – REDEMPTION OFFICE**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela City residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UOVR (Uniform Violation Receipt)	Redemption Office
Certificate of Registration (OR/CR)	Land Transportation office
Deed of Sale	Vehicle Vendor/Company
Authorization Letter	Original Owner
Valid ID (Any Government or Company ID)	Government/Private Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 and submit the necessary requirements.	1. Check if all requirements have been duly accomplished and provide order of payment	Refer to below notes	3 minutes	*Redemption Unit/Admin. Office*
2. Proceed to Window 2 and pay the required fees.	2. Accept payment and issue and Official Receipt.		1 minute	*Cashier from CTO*
3. Proceed to Window 1 to get a gate pass and Official Receipt.	3. Release gate pass and Official Receipt		1 minute	*Redemption Office*
4. Proceed to Window 3 for Transaction Recording	4. Assist Claimant to log his/her transaction		1 minutes	*Redemption Office*
5. Proceed to Impounding Area for the release of Impounded Vehicle	5. Check gate pass and direct claimant to the location of the vehicle		10 minutes	*CESO Watchman/ Guard on Duty*
TOTAL		Refer to below notes	16 minutes	

Notes on fees:

Driving w/o DL	₱ 1,000.00
Expired/No Supervision Permit	₱ 2,000.00
Ord. No. 521	₱ 5,000.00
Colorum (TC)	1st - 2,000.00 2nd - 5,000.00 3rd-Confiscated Sidecar
Ord.No. 294 BUS	1st-10,000.00 (7days Imp. Period) 2nd-15,000.00 (10days Imp. Period) 3rd-20,000.00 (15days Imp. Period)
TRUCKS	1st-5,000.00 (7days Imp. Period) 2nd-10,000.00 (10days Imp. Period)

	3rd-15,000.00 (15days Imp. Period)
JEEPNEY	1st-2,500.00 (7days Imp. Period) 2nd-5,000.00 (10days Imp. Period) 3rd-7,500.00 (15days Imp. Period)
VANS	1st-4,000.00 (7days Imp. Period) 2nd-7,500.00 (10days Imp. Period) 3rd-10,000.00 (15days Imp. Period)
SEDAN	1st-3,000.00 (7days Imp. Period) 2nd-6,500.00 (10days Imp. Period) 3rd-8,500.00 (15days Imp. Fee)
Colorum (Pedicab)	1st Offense - 1,000.00 2nd Offense-2,000.00 3rd Offense- Confis. Sidecar
D.w/o DL (E-Trike) D.w/o DL(E-Bike)	₱ 200.00 ₱ 200.00

Note: (100.00/day Impounding Fee)

4. Claiming of Apprehended Driver's License

Procedure on how to settle fines and redeem driver's license

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – REDEMPTION OFFICE**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Valenzuela City residents			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UOVR (Uniform Violation Receipt)		Redemption Office		
Authorization Letter		Original Owner		
Valid ID (Any Government or Company ID)		Government/Private Offices		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to	1. Check UOVR	See	4 minutes	*Redemption*

Window 1 and submit Uniform Ordinance Violation Receipt (UOVR)	and Driver's License. Provide Order of Payment.	attached fines and penalties list		*Officer*
2. Proceed to Window 2 and pay the required fees.	2. Accept payment and issue Official Receipt.		1 minute	*Cashier from CTO*
3. Proceed to Window 1 for the release of Driver's License.	3. Check Official Receipt and release Driver's License.	None	1 minute	*Redemption Officer*
4. Proceed to Window 3 for Transaction Recording.	4. Assist Claimant to log his/her transaction	None	1 minute	*Redemption Officer*
TOTAL		See attached fines and penalties list	7 minutes	

Notes:
Driving w/o MTOP or Franchise
1st Offense - 2,000.00
2nd Offense - 5,000.00
3rd Offense - Confiscated Sidecar

Out of Service Area (TC) - 500.00
Expired Franchise - 500.00
Expired MTOP - 200.00
Driving w/o Driver's License - 1,000.00
Driving w/ Delinquent Driver's License - 500.00
Tricycle Ban - 500.00
Overloading/Excess Passenger - 200.00
Minor Passenger on Backseat - 200.00
Body Color/Number Scheme - 500.00
Refusal to convey Passenger (TC) - 100.00
Minor Driver - 2,000.00
Failure to Install Silencer (TC) - 200.00
No OR/CR Carried (TC) - 200.00
No OR/CR Carried (MC/PUJ/BUS) - 150.00
No Driver's ID - 200.00
Overcharging of Fares - 200.00
Franchise/MTOP not Carried - 500.00

Expired/No Supervision Permit - 2,000.00

Ordinance No. 294 Anti-Colorum
BUS
1st Offense - 10,000.00 (7 days Impounding Period)
2nd Offense - 15,000.00 (10 days Impounding Period)
3rd Offense - 20,000.00 (15 days Impounding Period)
TRUCKS
1st Offense - 5,000.00 (7 days Impounding Period)
2nd Offense - 10,000.00 (10 days Impounding Period)
3rd Offense - 15,000.00 (15 days Impounding Period)
JEEPNEY
1st Offense - 2,500.00 (7 days Impounding Period)
2nd Offense - 5,000.00 (10 days Impounding Period)
3rd Offense - 7,500,000.00 (15 days Impounding Period)
VANS
1st Offense - 4,000.00 (7 days Impounding Period)
2nd Offense - 7,500.00 (10 days Impounding Period)
3rd Offense - 10,000,000.00 (15 days Impounding Period)
SEDAN
1st Offense - 3,000.00 (7 days Impounding Period)
2nd Offense - 6,500.00 (10 days Impounding Period)
3rd Offense - 8,500,000.00 (15 days Impounding Period)

Ordinance No. 390 - 300.00
Number Coding Scheme - 300.00
Ordinance No. 673 Social Distancing - 5000.00
Ordinance No. 702 Social Distancing - 5000.00
Ordinance No. 702 Coding/No Facemask - 1,000.00
Ordinance No. 720 Social Distancing - 5,000.00
Ordinance No. 832 Social Distancing - 1,000.00
Ordinance No. 810 - 1,000.00
Ordinance No. 113 Truck Ban
1st Offense - 2,000.00
2nd Offense - 6,000.00
3rd Offense - 10,000.00
Ordinance No. 473
Illegal Parking (Light Vehicle) - 1,000.00
Illegal Parking (Heavy Vehicle) - 2,000.00
Illegal Terminal (Light Vehicle) - 1,000.00
Illegal Terminal (Heavy Vehicle) - 2,000.00
Stalled Vehicle (Light Vehicle) - 1,000.00
Stalled Vehicle (Heavy Vehicle) - 2,000.00
Obstruction - 500.00
Loading/ Unloading- 500.00
Cutting Trip- 2,500.00

Counterflow- 2,000.00
Illegal U-Turn- 150.00
Illegal Display of Signboard- 375.00
Reckless Driving- 500.00

5. Traffic Clearance Application for Maynilad New Water Service Connection

Procedure in applying Traffic Clearance for Maynilad New Water Service Connection

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Maynilad Contractor			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Form w/ Sketch (1 Copy)		1. Maynilad Valenzuela Business Area		
2. Excavation Permit (1 Copy)		City Engineer‟s Office (if Local Road) Department of Public Works and Highway (if National Road)		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete required documents	1.Receive, Traffic assessment, and inspect the location of activity	None	1 day	*Frontline Staff*
2. Follow-up of Traffic Clearance	2. Issuance of Traffic Clearance	None	1 day	*Frontline Staff*
	TOTAL	None	2 days	

6. Traffic Clearance Application for Road and Drainage Project (Barangay/City Projects)

Procedure in applying Traffic Clearance for Road and Drainage Project

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**
Classification:	Highly Technical

Type of Transaction:	G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter (1 Copy)		1. Contractor's Office		
2. Construction Plans/Drawings (1 set)		2. City Engineer‟s Office		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Work Schedule (1 Copy)		4. Contractor		
5. Traffic Advisories		5. Traffic Engineering & Design Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit complete required documents	1.Check and receive the documents	None	1 day	*Frontline Staff*
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Traffic assessment, meeting with POSG Head (if necessary), and inspect the location of project.	None	1 day	*Frontline Staff*
3.Wait for feedback	3.Submit pre-evaluation report (with attached original documents of client) to City Engineer‟s Office	None	Beyond our control	*Frontline Staff / City Engineer's Office Staff*
4. Printing and installation of required Traffic Advisories	4.After CEO‟s submission of endorsement to issue traffic clearance, TEDU will give Traffic Advisory Lay-out	None	1 hour	*Frontline Staff*
5.Follow-up of Traffic Clearance	5.Issuance of Traffic Clearance (after Contractor‟s submission of photos of	None	1 day	*Frontline Staff*

	installed traffic advisories			
6.Waiting on date of clearance effectivity before commencement of project	6.Coordinate with the contractor regarding traffic scheme and schedule	None	7 days information dissemination of Traffic Advisory	*Frontliner Staff*
	TOTAL	None	10 days and 1 hour	

7. Traffic Clearance Application for Road and Drainage Project (DPWH/MMDA Projects)

Procedure in applying Traffic Clearance for Road and Drainage Project

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter (1 Copy)		1. Contractor's Office		
2. Construction Plans/Drawings (1 set)		2. City Engineer‟s Office		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Work Schedule (1 Copy)		4. Contractor		
5. Notice-to-Proceed (NTP)		5. Department of Public Works and Highways		
6. Traffic Advisories		6. Traffic Engineering & Design Unit		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete required documents	1. Check and receive the documents	None	1 day	*Frontline Staff*
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Traffic assessment, meeting with POSG Head (if necessary), and inspect the location of	None	1 day	*Frontline Staff*

	project.			
3. Wait for feedback	3. Submit pre-evaluation report (with attached original documents of client) to City Engineer‟s Office	None	Beyond our control	*Frontline Staff / City Engineer's Office Staff*
4. Printing and installation of required Traffic Advisories	4. After CEO‟s submission of endorsement to issue traffic clearance, TEDU will give Traffic Advisory Lay-out	None	1 hour	*Frontline Staff*
5. Follow-up of Traffic Clearance	5. Issuance of Traffic Clearance (after Contractor‟s submission of photos of installed traffic advisories	None	1 day	*Frontline Staff*
6. Waiting on date of clearance effectivity before commencement of project	6. Coordinate with the contractor regarding traffic scheme and schedule	None	7 days information dissemination of Traffic Advisory	*Frontliner Staff*
	TOTAL		10 days and 1 hour	

8. Traffic Clearance Application for Utility Provider's Service Maintenance and Rehabilitation Projects

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

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Copy)	1. Contractor's Office
2. Construction Plans/Drawings (1 set)	2. City Engineer‟s Office
3. Barangay Permit (1 Copy)	3. Barangay Hall / 3S Centers
4. Work Schedule (1 Copy)	4. Contractor
5. Excavation Permit (1 Copy)	City Engineer‟s Office (if Local Road) Department of Public Works and Highway (if National Road)
6.Photos of concerned area	6. Contractor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Check and receive the documents	None	1 day	*Frontline Staff*
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Assess, meeting with POSG Head (if necessary), and inspect the location of project.	None	1 day	*Frontline Staff*
3.Follow-up of Traffic Clearance	3.Issuance of Traffic Clearance	None	1 day	*Frontline Staff*
	TOTAL	None	3 days	

9. Traffic Clearance Application for Utility Provider’s Service Enhancement Projects

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

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Copy)	1. Contractor's Office
2. Construction Plans/Drawings (1 set)	2. City Engineer‟s Office

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

10. Truck Regulation Exemption Pass (TREP) Application

Procedure in applying Truck Regulation Exemption Pass

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**
Classification:	Simple
Type of Transaction:	G2C, G2G
Who may avail:	Trucking Business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1 Copy)	1. Requesting Company‟s Office
2. OR/CR of Truck (1 Copy)	2. Requesting Company‟s Office
3. Front and side-view photos of Trucks (1 Copy)	3. Requesting Company‟s Office
4. Updated Business Permit (1 copy)	4. Requesting Company‟s Office/ BPLO
5. DTI / SEC Certification (1 copy)	5. Requesting Company‟s Office
6. Proposed route to be exempted (1 copy)	6. Requesting Company‟s Office
7. Proof of delivery (i.e. Delivery Receipt, Official Receipt, or Bill of Lading)	7. Requesting Company‟s Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete required documents	1.Check and receive the documents	None	5 minutes	*Frontliner Staff*
2.Wait for feedback	2.Assess and prepare TREP Certification and Sticker (If approved)	None	2 days	*Frontline Staff*
3. Pay fee and get TREP Certification	3.Issue TREP Certification and Sticker	PHP 500.00 / truck (valid for 1 year subject for renewal and P500.00 /truck valid 1 month subject for renewal for government projects)	5 minutes	*Frontliner Staff*
TOTAL		PHP 500	2 days and 5 minutes	

11. Traffic Clearance Application for Sidewalk Modification Activity

Procedure in applying Traffic Clearance for Sidewalk Modification Activity

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Property/Building Owner			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter (1 Copy)		1. Applicant		
2. Construction Plans/Drawings (1 set)		2. Applicant		
3. Barangay Permit (1 Copy)		3. Barangay Hall / 3S Centers		
4. Photos of Site (1 Copy)		4. Contractor		
5. Excavation Permit (1 Copy)		City Engineer‟s Office (if Local Road) Department of Public Works and Highway (if National Road)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit complete required documents	1.Check and receive the documents	None	1 day	*Frontline Staff*
2. Attend scheduled meeting for discussion of project (if needed coordination)	2. Assess, meeting with POSG Head (if necessary), and inspect the location of project.	None	1 day	*Frontline Staff*
3.Wait for feedback	3.Submit endorsement letter(with attached original documents of client) to City Engineer‟s Office	None	1 day	*Frontline Staff / City Engineer's Office Staff*
4.Wait for feedback	4. CEO to submit letter of endorsement to issue traffic clearance.	None	3 days	*City Engineer's Office Staff/ Contractor*
5. Follow-up of Traffic Clearance	5.Issuance of Traffic Clearance	None	1 day	*Frontline Staff*
	TOTAL	None	7 days	

12. Traffic Clearance Application for Internet Service Installation

Procedure in applying Traffic Clearance for Internet Service Installation

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Applicants who will avail internet connection			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter (1 Copy)		1. School/Barangay/Concerned Citizens		
2. Sketch and Photos of site installation (1 set)		2. School/Barangay/Concerned Citizens		
3. Barangay Permit/ Approval/; Endorsement(1 Copy)		3. Barangay Hall / 3S Centers		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit complete required documents	1.Receive, assess, and inspect the location of concerns	None	1 day	*Frontline Staff*
2.Follow-up of Action Taken	2.Checking of materials availability and schedule of Installation	None	1 day	*Frontline Staff*
	TOTAL	None	2 days	

13. Request of Traffic Signages and Lane Markings

Procedure in requesting Traffic Signages and Lane Markings

Office or Division:	**TRAFFIC MANAGEMENT DIVISION – TRAFFIC ENGINEERING AND DESIGN UNIT**	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Schools, Barangay, Concerned Citizens	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**

1. Request Letter (1 Copy)		1. School/Barangay/Concerned Citizens		
2. Sketch and Photos of site installation (1 set)		2. School/Barangay/Concerned Citizens		
3. Barangay Permit/ Approval/; Endorsement (1 Copy)		3. Barangay Hall / 3S Centers		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submit complete required documents	1.Receive, assess, and inspect the location of concerns	None	1 day	*Frontline Staff*
2.Follow –up of Action Taken	2.Checking of materials availability and schedule of Installation	None	7 days (if materials are all available)	*Frontline Staff*
	TOTAL	None	8 days	

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 City Transportation Office
Classification:	Simple

Type of Transaction:		G2C		
Who may avail:		Pedicab Owners		
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 2 (Cashier) and pay the required fees	5. Accept order of payment and cash	PHP 100.00- Renewal Fee, PHP 75.00 - Pedicab Driver's Permit, PHP 100.00 - Late penalty	4 minutes	*Cashier from Treasurer's Office*
	5.1. Issue an official receipt		4 minutes	
6. Proceed to Pedicab Regulatory Unit	6. Stamp Certificate of Ownership and	None	4 minutes	*Frontline Personnel*

	Release regulatory sticker			
TOTAL		PHP 100.00- Renewal Fee, PHP 75.00 - Pedicab Driver's Permit, PHP 100.00 - Late penalty	26 minutes	

3. New and Renewal Application of Private Pedicab Supervision Permit

Procedure in applying New and Renewal Pedicab Supervision Permit

Office or Division:		Valenzuela City Transportation Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Pedicab Owners outside jurisdiction of Valenzuela City		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay Clearance (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 Ownership and Supervision sticker *For Renewal:* Stamp Certificate of Ownership and Release supervision sticker	None	3 minutes	*Frontline Personnel*
	TOTAL	PHP 300.00- Supervision Fee, PHP 100.00- Filing Fee PHP 50.00 - ID Card,	25 minutes	

		PHP 50.00 - Regulation Sticker PHP 50.00 - Not for Hire Sticker Surcharge: 25% of total Supervision permit and 1% for every succeeding month		

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 resent 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	1. Assess all requirements and provides	None	3 minutes	*Frontline Personnel*

requirements	application form to client			
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 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	None	3 minutes	*Frontline Personnel*
	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 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. 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)	Concerened 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 Principal

School Service)				
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*
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	1.Assess all requirements	None	3 minutes	*Frontline Personnel*

submit necessary requirements	and provides application form to client			
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 renewal: PHP 100.00 - MTOP Penalty*	28 minutes	

9. Certificate of Franchise

Procedure in applying Certificate of Franchise

Office or Division:		Valenzuela City Transportation Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Tricycle Operator/Franchisee		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
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, PHP 100.00- Filing Fee PHP 50.00 - Registration Fee	4 minutes	*Cashier from Treasurer's Office*
	5.2 Issue an official receipt		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/MTOP	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- Penalty fee per year for non-renewal of MTOP	4 minutes	*Cashier from Treasurer's Office*
	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-	25 minutes	

	Dropping Fee, PHP 250.00- Penalty fee per year for non-renewal of MTOP		

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, PHP 100.00- Registration Sticker	31 minutes	

12. Private Tricycle Supervision Permit

Procedure in applying Private Tricycle Supervision Permit

Office or Division:	Valenzuela City Transportation Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Private Tricycle Owner outside jurisdiction of Valenzuela City			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
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 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			
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 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	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	31 minutes	

	list		

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	2.Receive and review the	None	3 minutes	*Frontline Personnel*

application form	application form			
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 below 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 and assign date of PUVPP Seminar for New Applicants Assign date of Claiming for Renewal	None	3 minutes	*Frontline Personnel*
	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 Receipt with Order of Payment or Certificate of Franchise and MTOP	1.1 Check if the client already renewed their Franchise and MTOP	None	3 minutes	*CESO Admin. Frontline Personnel*
	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	

AD HOC AND REGULATORY OFFICE

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 complainant/s, affidavit of witness and other evidence/s	2.Docket the case and issue summon/s to 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	2.Endorse to the proper authority who has jurisdiction over	None	2 days	*PLEB Staff*

witness and other evidence/s	the case			
	TOTAL	None	2 days and 15 minutes	

AD HOC AND REGULATORY OFFICES

TASK FORCE DISIPLINA (TFD)

External Services

1. Issuance of Muffler Clearance

The clearance's being issued to the violators / Driver and owner of the vehicle pursuant to the City Ordinance 390

Office or Division:	Task Force Disiplina
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela City residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Motorcycle Unit	Owner
2. Presentation of One (1) Government Issued I.D	Any Government Agency
3. OC / RC or Motorcycle Unit	LTO
4. Official Receipt of Payment of the OVR	City External Services Office Redemption

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to TFD Office for Initial Assessment	1. Get the OVR, Inspect Physical Appearance of Muffler	None	2 minutes	*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 Program Rules and Expectations with the PWUD	None	60 minutes	*PWUD, VADAO staff, BCSC and Uniformed Personnel for security*

				assistance, if necessary
Treatment Proper – Community Wellness Program (CBRP)	Therapeutic Community Program that includes Individual and group counseling, medical services, ALS/Vocational Services (SIPAG), legal services, livelihood and financial lecturing, Recreational activities, family involvement, drug screening, behavioral monitoring, PWUD management and home visits.	None	4 hours per week for six (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)	

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 and mental assessment.	None	45 minutes	*DOH accredited DDE Physician.*
PWUD submits the necessary documents	VADAO Staff verifies the	None	5 working days	*VADAO staff*

	submitted documents (Application for Voluntary Confinement for Treatment and Rehabilitation, DDE, Court Order and Medical Certificate)			
Scheduling for Admission	Arrangement of time and date of the PWUD"s admission to the Treatment Rehabilitation Center (TRC)	None		
In-house Rehabilitation	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:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	People who use drugs (PWUD) who are residents of Valenzuela City and ordered by a 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**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

		PAID		
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		*VADAO Staff*
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 counseling, medical services, ALS/Vocational Services (SIPAG), legal services, livelihood and financial lecturing, Recreational activities, family involvement, drug screening, behavioral monitoring, PWUD management and	None	4 hours per week within 6 months plus After Care Monitoring	*PWUD, VADAO staff, BCSC, SIPAG Pastors and Uniformed Personnel, if necessary*

	home visits.			
	TOTAL	None	1 day and 15 minutes (excluding CBRP)	

HIGHER EDUCATION

PAMANTASAN NG LUNGSOD NG VALENZUELA (PLV)

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 of 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) Duly accomplished Dr. Pio Application Form	Scholarship Office
2) Two (2) pieces of passport size in blue background with written name and signature in order of Last Name, First Name, Middle Name	Any Rush ID Stores
3) Certified True Copy of Grade 11 Report Card (1st and 2nd Semester with GWA of 85% & above)	Senior High School's Registrar Office
4) Certified True Copy of Grade 12 Report Card (1st Semester with GWA of 85% & above)	Senior High School's Registrar Office
5) Certificate of Residency and Indigency from Barangay of both Parent(s)	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	Any Notary Public
Certificate of Non-Filing of ITR	Bureau of Internal Revenue (BIR)
For OFW Parent(s):	

Copy of 1 month latest remittance	Remittance Center
Employment Contract	Philippine Overseas Employment Administration (POEA), Employer's Agency
7) Actual street and residence view picture and residence sketch with landmark	Applicant
8) PSA Certified Birth Certificate (Photocopy)	Philippine Statistics Authority (PSA)
9) Photocopy Certificate of Good Moral Character	Senior High School's Guidance Office
10) Medical Certificate & Chest X-ray Result	Any Clinic
11) School ID of Applicant	Senior High School's Registrar Office
Current Voter's Certificate of Parent(s)	Commission of Election (COMELEC)
Remarks: Only those qualified and with complete requirements will be accepted Use blue ink pen, submit in a white folder with fastener The applicant must be accompanied by 1 parent / guardian	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure Scholarship Application Form	1.Initial interview 1.1. Provide application form to client	None	5 mins	PLV personnel
2) Fill up and submit the application form along with other requirements	2.Assess the submitted application form 2.1.Issue an examination permit	None	8 mins	PLV personnel
3) Take the Qualifying Examination	3.Administer the examination	None	3 hours	Testing Coordinator
4) Be present during background investigation	4.Verify authenticity of submitted documents through background investigation	None	30 mins	CSWD Officer Scholarship Coordinator
5) Releasing of successful applicants	5.Post the list of qualified Dr. Pio Valenzuela Scholars	None	For further announcement	Scholarship Coordinator
6) Attend the signing of contract and orientation of	6.Facilitate the signing of contract and orientation of scholars	None	3 hours	Scholarship Committee

scholars				
TOTAL		None	6 hours and 43 minutes	

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 / 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.	None	20 minutes	PLV personnel
TOTAL		None	20 minutes	

3. Processing of Biometrics Report

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

CLIENTS STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Biometric Report	1. Downloading, printing and checking the veracity of biometrics report submitted by the IT from the City Government of the permanent, casual and contractual employees of PLV. 2. In instances that there are biometrics system error, discrepancy or any entry error, the employee concerned will accomplish the bio action form for reprocessing and correction of the biometric report. 3. Upon completion of the biometric report, final downloading and reprocessing, printing and distribution of the biometric report to the employees for their signature.	None	4 hours	HR Staff
	TOTAL	None	4 hours	

4. Processing of Overtime Pay for Employees

Office or Division:	HR- ADMINISTRATIVE
Classification:	Simple
Type of Transaction:	Government to Government

Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Request of Over-Time Pay		Head of the Department		
CLIENTS STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign biometric Report	1. Preparation / encoding of encoding of request for overtime schedule. 2. Collation of approved overtime request per department. 3. Preparation / encoding of summary report for overtime pay employees.	None	4 hours	*HR Staff*
	TOTAL	None	4 hours	

5. Processing of Monthly Attendance Report

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		
CLIENTS STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure biometric Report	1.Preparation/ encoding of summary report of PLV employees	None	8 hours	HR Staff
	TOTAL	None	8 hours	

6. Processing of Notice of Renewal of Appointment of PLV Faculty

Office or Division:	HR- ADMINISTRATIVE
Classification:	Simple

Type of Transaction:	G2G			
Who may avail:	PLV Officials and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Employee ID for Presentation upon receipt of the Notice		PLV Registrar Office		
CLIENTS STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Every after Orientation of Faculty each Semester, faculty member will proceed to the HR Office to secure their copy of Notice of Renewal of their Appointment to PLV	1. Releasing of approved Notice to Faculty members	None	5 minutes for each faculty member	HR Staff
	TOTAL	None	5 minutes	

7. 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		
CLIENTS STEP	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Filled up Application for Leave Form	1. Received / Checked leave application. 2. Forward leave application to the Office of the VP for Administration for Signature 3. Upon receipt from the Office of the VP	None	15 minutes	*HR Staff*

	Administration, leave application will be transmitted to the City HRMO for signature and recording			
	TOTAL	None	15 minutes	

8. 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	

9. 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 8am-12nn will be endorsed to the VPAA by 3 PM Received letters from 1pm-5pm will be endorsed to the VPAA by 10 am the next day	*OSA*
	1.2.Endorse to the Vice President for Academic Affairs for Final Approval	None		*OSA*
	1.3.Check and provide appropriate decision/approval	None		*Office of the Vice President*
2.Follow up and claim the letter with approval/ advise at the OSA	2.Record the remarks and release the letter Provide a copy tothe 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	*OSA*

			day.	
	TOTAL	None	1 day and 3 minutes	

10. 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 yearbook	2.Issue the yearbook	None	3 minutes	*OSA*
	TOTAL	None	13 minutes	

11. Payment Procedures

Office or Division:	Pamantasan ng Lungsod ng Valenzuela	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Incoming Students, Enrolled Students and Alumni	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
Order of Payment	Registrar's Office	
Students Clearance Form		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment	1.Accept payment and issue an Official Receipt	Varies depending on request	3 minutes	*Cashier*
2. Students clearance - Present Students Clearance Form	2.Verify and check payment records before they proceed to Accounting Office	None	5 minutes	
TOTAL		Varies depending on request	8 minutes	

12. 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
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 or the applicant is a Registered Voter of Valenzuela City. Bring the original for verification.		Commission on Elections (Comelec)		
7. Residence Vicinity Map with Valenzuela City Hall as starting point (use the prescribed template)		PLV Website (Prescribed Template)		
8. Two (2) recent COLORED Passport Size ID pictures in blue background with handwritten name tag and signature (First Name, Middle Initial, Last Name, Name Extension)		Any Photo Studio		
9. Non-Refundable amount of Php. 250.00 application and examination fee				
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 of complete requirements	1.Check the completeness of the requirements	None	5 minutes	*Registrar's Office Personnel*
	1.1.Issue an Order of Payment	None		
2. Present order of payment and pay examination and application fee	2.Accept Payment and Issue an Official Receipt	Php. 250.00	3 minutes	*Cashier*
3. Attends the Assessment Interview	3.Interviews the applicant	None	10 minutes	*Guidance Office Personnel*
4.Secure Examination Permit	4.Issuance of Examination Permit	None	1 minute	*Registrar's Office Personnel*

5. Take the examination on scheduled date	5.Administer the examination and inform examinee on the release date of result	None	3 hours	*Office of the University Registrar*
	TOTAL	PHP 250	3 hours and 19 minutes	

13. SHS Admission Test

This service is available to all Junior High School completers from any public or private schools in Valenzuela City 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:	Junior High School completers from any public or private schools in Valenzuela City 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
2. Certified True Copy of Grade 9 report card with GWA of 83% and above (two-sided copy)	Junior High School's Registrar's Office
3. Certified True Copy of Grade 10 (recent grading period) report card with no grade lower than 80% (two-sided copy)	Junior High School's Registrar's Office
4. Certified True Copy of School ID (front and back)	Junior 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 or the applicant is a Registered Voter of Valenzuela City. Bring the original for verification.	Commission on Elections (Comelec)

7. Residence Vicinity Map with Valenzuela City Hall as starting point (use the prescribed template)		PLV Website (Prescribed Template)		
8. Two (2) recent COLORED Passport Size ID pictures in blue background with handwritten name tag and signature (First Name, Middle Initial, Last Name, Name Extension)		Any Photo Studio		
9. Non-Refundable amount of Php. 250.00 application and examination fee				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of complete requirements	1.Check the completeness of the requirements and interviews the applicant	None	7 minutes	*Registrar's Office Personnel*
	1.1.Issue an Order of Payment	None		
2. Present order of payment and pay examination and application fee	2.Accept Payment and Issue an Official Receipt	Php 250.00	3 minutes	*Cashier*
3. Secure Examination Permit	3.Issuance of Examination Permit	None	1 minute	*Registrar's Office Personnel*
4. Take the examination on scheduled date	4.Administer the examination and inform examinee on the release date of result	None	3 hours	*Office of the University Registrar*
	TOTAL	PHP 250	3 hours and 11 minutes	

14. Request for Student Academic Records

This service is available to all PLV graduates and students for various purposes (travel, employment, further studies, examinations etc.) who want to secure the following documents: Transfer Credential, Diploma, Certificate of Graduation, Certificate of Enrollment, Certificate of Grades, Certificate of Earned Units, Certified True Copy of documents and Transcript of Records.

Office or Division:	Office of the University Registrar

Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	PLV Graduates and PLV Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Initial Request: Accomplished General Clearance, Student ID and Authorization Letter indicating permission to apply and claim requested document (in the absence of the client)	Authorization Letter (Downloadable from the PLV Website)
For Succeeding Requests: Authorization Letter indicating permission to apply and claim requested document (in the absence of the client)	Authorization Letter (Downloadable from the PLV Website)
For Certified True Copy: Original Document to be certified	
For 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 (4 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 Certificate of Graduation	None	5 minutes	*Registrar's Office Personnel*
For Transcript of Record and 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 Transcript of Records - Php. 150.00 /page	3 minutes	*Cashier*
3. Present the Official Receipt	Issues the Claim Stub (for the Transcript of Records) and Issues Transfer Credential	None	3 minutes	*Registrar's Office Personnel*
4. Presents Claim Stub on the scheduled date of release of the Transcript of Records (Regular Processing - 15 working days ; During Peak Period (July-August) - 20 working days)	Releases the Transcript of Records	None	5 minutes	*Registrar's Office Personnel*
For Certificate of Cumulative GWA/Course Description				
1. Requests for the document	Validates student identification	None	5 minutes	*Registrar's Office Personnel*

	and Issues Order of Payment			
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 Diploma				
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	Diploma - Php. 250.00	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 (Regular Processing - 15 working days ; During Peak Period (July-August) - 20 working days)	Releases the document	None	5 minutes	*Registrar's Office Personnel*

For 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 (Regular Processing - 15 working	Releases the Transcript of Records	None	5 minutes	*Registrar's Office Personnel*

days ; During Peak Period (July-August) - 20 working days)				

Note: For total fees, please refer to the specific documents as stated

HIGHER EDUCATION

VALENZUELA CITY POLYTECHNIC COLLEGE (VALPOLY)

External Services

1. Request of School Records

Office or Division:	Registrar
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Graduates, Teachers, Current Students and other stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Clearance	Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Transcript of Records	Evaluate request Issue General Clearance Form or Temporary Clearance (whatever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance Validate signatories and issue Order of Payment Form Receive payment, issue and print Official Receipt (O.R.) Receive Official Receipt and attached it to the duly signed General Clearance Form and /or	150 pesos per page	5 working days	*Office of the Registrar*

	Temporary Clearance and issue a Claim Stub Get the Claim Stub and Documentary Stamps, Paste the stamp, dry seal and release credentials or documents requested			
2. Request for Diploma	Evaluate request Issue General Clearance Form or Temporary Clearance (whatever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance Validate signatories and issue Order of Payment Form Receive payment, issue and print Official Receipt (O.R.) Receive Official Receipt and attached it to the duly signed General Clearance Form	250 pesos for 2nd copy	5 working days	*Office of the Registrar*

	and /or Temporary Clearance and issue a Claim Stub Get the Claim Stub and Documentary Stamps, Paste the stamp, dry seal and release credentials or documents requested			
3. Request for Honorable Dismissal	Evaluate request Issue General Clearance Form or Temporary Clearance (whatever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance Validate signatories and issue Order of Payment Form Receive payment, issue and print Official Receipt (O.R.) Receive Official Receipt and attached it to the duly signed General	50 pesos	1 day	*Office of the Registrar*

	Clearance Form and /or Temporary Clearance and issue a Claim Stub Get the Claim Stub and Documentary Stamps, Paste the stamp, dry seal and release credentials or documents requested			
4. Request for Certificate of General Weighted Average	Evaluate request Issue General Clearance Form or Temporary Clearance (whatever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance Validate signatories and issue Order of Payment Form Receive payment, issue and print Official Receipt (O.R.) Receive Official Receipt and attached it to the duly signed	50 pesos	5 days	*Office of the Registrar*

	General Clearance Form and /or Temporary Clearance and issue a Claim Stub Get the Claim Stub and Documentary Stamps, Paste the stamp, dry seal and release credentials or documents requested			
5. Request for Other Certifications	Evaluate request Issue General Clearance Form or Temporary Clearance (whatever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance Validate signatories and issue Order of Payment Form Receive payment, issue and print Official Receipt (O.R.) Receive Official Receipt and attached it to the	50 pesos	1 day	*Office of the Registrar*

	duly signed General Clearance Form and /or Temporary Clearance and issue a Claim Stub Get the Claim Stub and Documentary Stamps, Paste the stamp, dry seal and release credentials or documents requested			
	TOTAL	As stated	17 days	

Note: For total fees, please refer to the specific documents as stated

2. Enrollment Procedure - College Department

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior High School Graduate, High School Graduate (Old BEC), ALS Graduates and Transferees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Must be a resident of Valenzuela City	
1. Filled up Application Form	Registrar's Office
2. Photo copy of Grade 12 Senior High School Card/ SF-9(Form 138A)	Previous School
3. Photo copy of Certificate of Good Moral Character	Previous School
4. Photo copy of PSA Birth Certificate	Philippine Statistics Authority
5. Four (4) pcs. Recent Passport size ID Pictures in COLOR with Full name.	

6. Two (2) pcs. 1x1 Picture.				
7. Proof of residency (Voter"s ID or Certification from the COMELEC that parent or the applicant is a Registered Voter of Valenzuela).		Commission on Election		
8. One (1) pc. Long Brown Envelope				
9. Chest X-ray (to submit upon enrolment)		DOH Accredited Clinic		
10. Medical Certificate based on X-ray (to submit upon enrolment)		DOH Accredited Clinic		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up Pre-Enrolment Form and submit entry credentials to the Registrar's Office	*Sign the Pre-enrolment Form and receive all entry credentials *Evaluation and crediting if transferees	None	5 minutes	*Office of the Registrar*
2. Present the filled-up Pre-enrolment Form to the Clinic	Issue Medical Health Form, Sign the Pre-enrolment Form Receive copy of the Medical Certificate	None	5 minutes	*School Nurse / Clinic Staff*
3. Proceed to the Registrar's Office for Encoding	Encode Personal Information and other data Print of the Certificate of Registration (C.O.R.) Masterlisting (sectioning) Detach and give copy of COR to the Accounting Office Stamp the COR	None	10 minutes	*Office of the Registrar*

	"Enrolled" and release copy to the student			
4. I.D. Application	Proceed to the ff. for I.D. a. Admin Office - School I.D. b. Library Office - Library I.D. c. Property Office-Property I.D.	None	10 minutes	*IT Department, Librarian, Property Custodian*
5. Order of School Uniform	Get order, payment and body sizes of student	See price list	5 minutes	*Supplier*
	TOTAL	See price list	35 minutes	

Note:

Polo Shirt: 400-430 pesos, XS - 3XL
Pants - Male: 370 - 400 pesos, XS - 3XL
Blouse: 390-410 pesos, XS-3XL
Pants - Female: 370-390 pesos, XS - 3XL
PE T-Shirt: 220-260 pesos, XS-3XL
Jogging Pants: 320-380 pesos, XS-3XL
NSTP: 330-360 pesos, XS - 3XL
Laboratory Shirts: 220-260 pesos, XS - 3XL
Patch: 50 pesos

3. Enrollment Procedure - Senior High School Department

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Junior High School
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Must be a resident of Valenzuela City	

1. Filled up Application Form	Registrar's Office
2. Certified True Copy of Grade 10 Report Card for the recent Grading Period (School Year 2018-2019) of at least 80%	Previous School
3. Certified True Copy of School ID (front and back)	Previous School
4. Photocopy of PSA Birth Certificate (must be a Filipino Citizen)	Philippine Statistics Authority
5. Proof of Residency (2018 Voter‟s Registration Certificate from the COMELEC that parent or the applicant is a Registered Voter of Valenzuela)	Commission on Election
6. Sketch of residence (with Valenzuela City Hall as starting point)	
7. Four (4) pcs. recent Passport size colored ID pictures with white background and full name.	
8. Two (2) pcs. 1x1 ID Picture.	
9. Chest X-ray (to submit upon enrolment)	DOH Accredited Clinic
10. Medical Certificate based on X-ray (to submit upon enrolment)	DOH Accredited Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Registration Card and submit entry requirements	Receive the Registration Card and check correctness of entries Sign the Registration Card, issue student I.D. Number and stamp "Learners Status" if Payee, ESC Grantee or Voucher Recipient,	None	10 minutes	*Office of the Registrar*

2. Present the filled-up Registration Card to the Clinic	Issue Medical Health Form and receive Medical Certificate Sign the Registration Card	None	5 minutes	*School Nurse / Staff*
3. Assessment of Fees	Assess Fees and receive payment for Payees Print and issue an Official Receipt (O.R.)	None	5 minutes	*Accounting's Office*
4. Masterlisting	Assign Section, sign, stamp "ENROLLED" and release the Registration Card, copy of class schedule	None	5 minutes	*Office of the Registrar*
5. I.D. Application	Proceed to the ff. for I.D. a. Admin Office - School I.D. b. Library Office - Library I.D. c. Property Office-Property I.D.	None	10 minutes	*IT Department, Librarian, Property Custodian*
6. Order of School Uniform	Get order, payment and body sizes of student	See price list	5 minutes	*Supplier*
	TOTAL	See price list	40 minutes	

Note:

Polo Shirt: 390-420 pesos, XS - 3XL
Pants - Male: 380 - 400 pesos, XS - 3XL
Blouse: 380-400 pesos, XS-3XL
Pants - Female: 370-390 pesos, XS - 3XL
PE T-Shirt: 240-260 pesos, XS-3XL
Working Lab Shirt: 240-260 pesos, XS - 3XL
Scrub Shirts: 220-260 pesos, XS - 3XL
Patch: 50 pesos

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 Graduate, Elementary Graduate, Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Must be a resident of Valenzuela City	
1. Filled up Application Form	Registrar's Office
2. Photocopy of Transcript of Records (TOR) (for 4 yrs or 2 yr course graduates) or High School Card or Elementary Card	Previous School
3. Photocopy of PSA Birth Certificate (must be a Filipino Citizen)	Philippine Statistics Authority
4. Proof of Residency (2018 Voter‟s Registration Certificate from the COMELEC that parent or the applicant is a Registered Voter of Valenzuela)	Commission on Election
5. Sketch of residence (with Valenzuela City Hall as starting point)	
6. Two (2) recent Passport size colored ID pictures with white background and full name.	
7. Chest X-ray	DOH Accredited Clinic
8. Medical Certificate based on X-ray	DOH Accredited Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit Certificate of Registration (C.O.R.)	Receive and sign the Certificate of Registration (C.O.R.), Get the entry documents submitted Stamp student status as	None	5 minutes	*Office of the Registrar*

	to FREE or PAYEE			
2. Present the filled-up Enrolment Form to the Clinic	Receive Medical Certificate, Issue Medical Health Form Sign the Certificate of Registration (C.O.R.)	None	3 minutes	*School Nurse / Staff*
3. Assessment of Fees	Assess Fees and receive payment for Payees Print and issue an Official Receipt (O.R.)	None	5 minutes	*Accounting's Office*
4. Masterlisting	Encoding of Personal Data schedule and Trainor	None	5 minutes	*Office of the Registrar*
5. I.D. Application	Proceed to the ff. for I.D. a. Admin Office - School I.D. b. Library Office - Library I.D. c. Property Office-Property I.D.	None	5 minutes	*IT Department, Librarian, Property Custodian*
6. Order of Working Uniform	Get order, payment and body sizes of student	Laboratory Shirts: 220-260 pesos, XS - 3XL	5 minutes	*Supplier*
	TOTAL	Laboratory Shirts: 220-260 pesos, XS - 3XL	28 minutes	

5. Application for Competency Assessment

Office or Division:	ValPoly Assessment Center
Classification:	Highly Technical
Type of Transaction:	G2C

Who may avail:	TVET graduates & industry workers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application Form		VALPOLY Assessment Center		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ask for Application Form for Competency Assessment	Give Application Form, Self-Assessment Guide and Order of Payment	None	5 minutes	*Processing Officer*
2. Pay the Assessment Fee at the Accounting Office	Receive payment from the candidate	600Php for VALPOLY Students, 800Php for Students of other TVI's and 1000Php for Industry Worker	5 minutes	*Cashier*
3. Fill up Application for the Competency Assessment	Receive the Application & Issue Admission Slip	None	1 minute	*Processing Officer*
	Register at T2Mis	None	3 minutes	*Data Encoder*
	Encode the Candidates at T2Mis	None	3 minutes	*Data Encoder*
	Prepare Letter for Assessment Schedule, Appointment Letter of Competency Assessor and Request for Test Package	None	5 minutes	*Processing Officer*
	Sign the Assessment Schedule Request, Appointment Letter of Competency	None	5 minutes	*Assessment Center Manager*

	Assessor			
	Submit request to TESDA CAMANAVA	None	30 minutes	*Liaison Officer*
*Wait for the Competency Assessment for 4 working days	Inform the candidates for the schedule of Competency Assessment	None	4 working days	
		None	10 minutes	*Processing Officer*
4. Report for Competency Assessment	Prepare Attendance Sheet, Assessment Proceedings, Performance Evaluation Form (for Assessor)	None	10 minutes	*Processing Officer*
5. Undergo Competency Assessment	Receive Test Package & Conduct Competency Assessment	None	1 day	*Competency Assessor*
	Prepare Registry of Workers Assessed and Certified (RWAC)	None	30 minutes	*Processing Officer*
	Sign RWAC by the Processing Officer, Competency Assessor, and Assessment Center Manager	None	15 minutes	*Processing Officer, Competency Assessor, Assessment Center Manager*
	Submit the Competency Assessment documents at TESDA CAMANAVA	None	1 hour	*Liaison Officer*
6. Receive Competency Assessment Result Summary (CARS)	Release Competency Assessment Result Summary (CARS)	None	5 minutes	*Assessment Center Manager*

7. Submit photocopy of Valid ID and fill up the Authorization Letter	Receive Photocopy of Valid ID with 3 original signature and the Authorization Letter	None	5 minutes	*Processing Officer*
8. Pay the National Certificate Fee	Release Order of payment for National Certificate	50Php	5 minutes	*Cashier*
	Wait for the submission of Transmittal for National Certificate	None	3 days	
	Prepare Transmittal for the of National Certificate	None	30 minutes	*Processing Officer*
	Submit the request to TESDA CAMANAVA	None	1 hour	*Liaison Officer*
	Pick up the National Certificates at TESDA CAMANAVA	None	1 hour	*Liaison Officer*
9. Claim the National Certificate	Release the National Certificate	None	2 minutes	*Processing Officer*
	TOTAL	600Php for VALPOLY Students, 800Php for Students of other TVI's and 1000Php for Industry Worker	8 days, 5 hours and 47 minutes	

CITY GOVERNMENT OF VALENZUELA'S ONLINE SERVICES

This section contains various online City's services. This special section of City's services is made in response to the restrictions brought about by the COVID-19. Further, this section may be amend and/or revise depending on the situation and other pandemic restriction.

Pursuant to MC 2020-04 series of 2020 issued by the Anti-Red Tape Authority, this is made not to hamper the transactions of constituents to the City Government.

PLANNING AND ENGINEERING OFFICES

CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)

External Services

3. 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		25 minutes	

4. 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 9Site Development Plan, Floor Plan, Elevations and Sections) signed and sealed by an Architect or Civil Engineer and Owner	Private practitioner
Copy of Drainage Impact Statement for Major Development/ Flood Prone Area	Private practitioner
Copy of Traffic Impact Statement for Traffic Generating Development	Private practitioner
Copy of Initial Environment Examination duly Certified by a Licensed Environmental Planner and according to the format specified by the DENR	Department of Environment and Natural Resources
Fencing Plan and or Parking Layout	Private practitioner
Rainwater Catchment	Private practitioner
Project Sign	
Notarized Affidavit of No Objection from Adjacent Property Owners	Adjacent property owners
Notarized Affidavit of No Objection from Subdivision Homeowners Association (if applicable)	Home Owners Association
Barangay Clearance	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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, 000.00 Residential 2nd filing fee Php. 5, 000.00 Residential 3rd filing fee Php. 10, 000.00 Commercial 1st filing fee Php. 20, 000.00 Commercial 2nd filing fee Php. 40, 000.00 Commercial 3rd filing fee Php. 60, 000.00 Industrial 1st Filing Fee Php. 50,000.00 Industrial 2nd Filing Fee Php. 100,000.00 Industrial 3rd Filing Fee Php. 150,000.00	7 days	*Ms. Cecilia Simon L. Baeverfjord*
	Total		**7 days**	

3. Request for Zoning-related Inspections

Office or Division:	City Planning and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2G			
Who may avail:	Government Offices and other Stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request Letter for Inspection; 2. Office Order for Inspection; 3. Historical Pictures, Address, and vicinity map, if possible; and/or 4. Reports from other government offices, if available.		Individual		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting party shall deliver to the CPDO the request letter along with other cited requirement above	Technical Site Inspection of the said location	None	15 days	*Technical Staff of the City Planning & Development Office*
	Total	None	15 days	

4. 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 2. For signature plans		Government Offices		
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 OFFICES

ZONING OFFICE

External Services

1. Online Service – Zoning Certification

Office or Division:	Zoning Office
Classification:	Same classification for walk-in or onsite process
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scanned Copy of TCT (Certificate Transfer of Title)	3S+ Valenzuela City Online Services at Valenzuela City website (www.valenzuela.gov.ph)
Reminder:	
1. Payment of fees are the same for each process.	Automatically computed by the system, summary of amount due will be shown before checkout
2. Additional charge for delivery of the document/s requested will be collected. The amount will depend on the delivery location and on the delivery option chosen.	Automatically computed by the system, summary of amount due will be shown before checkout
3. The requestor will pay convenience fee and merchant discount rate may vary from P0.00 to P25.00 or 1% to 2% of the total transaction, depending on the Payment Channel chosen. These fees are collected by the Payment Partners only.	Payment Partner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to Valenzuela City website at www.valenzuela.gov.ph and click 3S+ Valenzuela City Online Services to register or login			5-10 minutes	
2. To process your request	1. Receiving and checking of the		2 minutes within working	

click City Zoning Office.	completeness of submitted documentary		days	
3. Fill in the required field, attach the documentary requirements, submit your request for processing and wait for approval of request in the email.	requirements. 2.Research, validate and update of documented information in the office, if necessary 3.Approve request			
4.Payment	4. Before checkout, showing summary of amount due, the process will require choosing of Delivery Option and Payment Channel. 5. Processed in the Payment Option and Channel chosen 6. Request for issuance of Official Receipt, if needed 7. Preparation of requested document 7.1. Printing 7.2. Review and approval of the Certification 8. Transmittal of records for delivery to Online Dispatch Unit	Certification fee= P50.00 per Title	5 minutes 5 minutes 5-10 minutes	*Receiving Officer* *Office of the City Treasurer, for verification of payment made online* *Receiving Officer* *Receiving Officer* *Zoning Administrator* *Receiving Officer*
	9. Releasing of the request		5-10 minutes	*ICTO – Dispatch Unit*

SOCIAL SERVICES OFFICES

PUBLIC EMPLOYMENT AND SERVICE OFFICE (PESO)

External Services

4. Referral Letter

Provide employment assistance to jobseekers through counseling and referral.

Office or Division:	Public Employment and Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Job Seekers, Students, Out-of-School Youth (OSY), Displaced Workers and Returning Overseas Filipino Workers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Barangay Clearance, Police Clearance, NBI Clearance, SSS, Employment History, Certificate of Previous Employment, PhilHealth ID, Birth Certificate, Diploma, TOR 1 copy of 2x2 picture	In the appropriate Govt. Agencies and Private Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
REGISTRATION	Before proceeding to Applicant's registration, checking the authenticity/validity of presented documents is to be conducted. Upon approval, Application Form (PEIS Form) is provided to be filled-out	NONE	15 Minutes	*PESO PERSONNEL*
EVALUATION	Evaluate the PEIS Form (Application Form) if it is correct or properly answered according to the required details.		5 Minutes	*PESO PERSONNEL*

JOB MATCHING	Job vacancies requested by employers are Job-matched to PEIS form based on educational background, work experiences and physical qualifcations of applicants such as height, weight tattoo, ear piercing and etc... which are set-forth by the employer/s.		5-10 Minutes	*PESO PERSONNEL*
REFERRAL	Provide an applicant a referral /recommendation letter to the company (complete with address and applied position) of his preferance.		3 minute	*PESO PERSONNEL*
DISPATCH	Inform the apllicants the date, time, place and the position to apply		1 minute	*PESO PERSONNEL*
REGISTRATION	Before proceeding to Applicant's registration, checking the authenticity/validity of presented documents is to be conducted. Upon approval, Application Form (PEIS Form) is provided to be filled-out		15 Minutes	*PESO PERSONNEL*
	TOTAL	**None**	**34 minutes**	

CITY EXTERNAL SERVICES OFFICES

PUBLIC SANITATION AND CLEANLINESS GROUP (PSCG)

External Services

1. a. Declogging of Drainage

Request for cleaning and clearing of drainage

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Requester
Request through phone call	

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 & 20 mins. ****	

***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)*

1.b. Declogging of Drainage

Request for cleaning and clearing of drainage

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangay Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Requester
Request through phone call	

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 & 20 mins.** **	

***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)*

2. Issuance of Waterway 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 GROUP – FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Establishments near waterways

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Title (Duplicate Copy)	Registry of Deeds
Site Development Plan	Requesting Clients
Drainage Plan	Requesting Clients

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.a. Request for Waterpump

A request for clearing and pumping out of overflowing water from surface

Office or Division:	**PUBLIC SANITATION AND CLEANLINESSGROUP –FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Barangay Officials

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request	Requesting Clients
Request through phone call	

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	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 & 20 mins. ****	

***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)*

3.b. Request for Waterpump

A request for clearing and pumping out of overflowing water from surface

Office or Division:	**PUBLIC SANITATION AND CLEANLINESSGROUP –FLOOD CONTROL DIVISION**
Classification:	Complex
Type of Transaction:	G2C - Government to Government
Who may avail:	Residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request	Requesting Clients
Request through phone call	

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	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 & 20 mins. ****	

***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 for removal of sediments under the creek/ river

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – 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	None	5 - 10 minutes	*Flood Control Division Admin*
	3. Approval of request	None	3 - 5 minutes	*Officer in Charge*
	4. Conduct site inspection for mobilization of heavy equipment	None	1 - 3 day/s	*Officer in Charge and/or Inspector*
	5. Request siploat from Motorpool Division for transporting backhoe and barge in the designated area	None	3 - 4 day/s (depend on the availability of the equipment)	*Motorpool Division*
	6. Mobilization of heavy equipment (backhoe) to the designated area	None	1 - 3 day/s	*Motorpool Division*
	7. Perform dredging of creek/river	None	2 weeks - 1 month (depend on the length and area of creek/river)	*Backhoe Operator*
	8. Site inspection after dredging	None	1 day	*Officer in Charge and/or Inspector*
		Total	**1 month, 11 days & 20 mins**	

**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 Motorpool. The request also depends on the length and area of the river/creek to be dredged by the operator.*

5. Removal of Water Lilies and Floating Garbage

Request of clearing water lilies and floating garbage from waterways

Office or Division:	**PUBLIC SANITATION AND CLEANLINESS GROUP – FLOOD CONTROL DIVISION**			
Classification:	Complex			
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	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 & 20 mins** **	

***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)*

6. Issuance of Flood Protection Elevation Certificate

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 GROUP – FLOOD CONTROL DIVISION**
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who may avail:	Residents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
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	None	10 minutes - 1 day	*Officer in Charge*
	3. Process and release of Flood Protection Elevation Certificate	None	30 minutes	*Engineer*
	Total		**1 day & 45 minutes**	

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

PLANNING AND ENGINEERING OFFICES

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (CENRO)

External Services

1. Environmental Compliance of Companies

Inspection, validation and monitoring of companies.

Office or Division:	City Environment and Natural Resources Office
Classification:	Complex
Type of Transaction:	G2B, G2G
Who may avail:	Business Entity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Business Permit • DENR Permits (ORD. NO. 525 - Environment Code of Valenzuela City; Phil. Clean Water Act; Phil. Clean Air Act; Toxic Substances and Hazardous and Nuclear Control Act) -ECC/CNC -Discharge Permit -Permit To Operate -Hazardous Waste Generator ID	• Business Permit & Licensing Office • Department of Environment & Natural Resources Office - Environmental Management Bureau (DENR-EMB NCR)

CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Inspection/ Evaluation	None	7days	*CENRO Inspectors*
	TOTAL	None	7 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:	Simple
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 at CENRO Office 2. Phone call complaint	1. Verify/ Validate the Complaint	None	3 days	*CENRO Inspectors*
	TOTAL	None	3 days	

HIGHER EDUCATION

VALENZUELA CITY POLYTECHNIC COLLEGE (VALPOLY)

External Services

6. 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	Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Request for Transcript of Records	Evaluates request; issues General Clearance Form or Temporary Clearance (whichever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance	PHP 150.00 per page	5 working days 5 minutes	*Office of the Registrar*
	Validates signatories and issues Order of Payment Form Receives payment, issues, and prints Official Receipt (O.R.)		2 minutes	*Accounting Office*
	Receives O.R. and attaches it to the duly signed General Clearance Form and/or Temporary Clearance and issues a Claim Stub Gets the Claim Stub and		2-3 minutes	

	Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested			
Request for Diploma	Evaluates request; issues General Clearance Form or Temporary Clearance (whichever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance	PHP 250.00 for second copy	5 working days 5 minutes	*Office of the Registrar*
	Validates signatories and issues Order of Payment Form Receives payment, issues, and prints Official Receipt (O.R.)		2 minutes	*Accounting Office*
	Receives O.R. and attaches it to the duly signed General Clearance Form and/or Temporary Clearance and issues a Claim Stub Gets the Claim Stub and Documentary Stamps, pastes the stamp, dry seals, and releases credentials or documents requested		2-3 minutes	
Request for Honorable	Evaluates request; issues General	PHP 50.00	1 day	*Office of the Registrar*

Dismissal	Clearance Form or Temporary Clearance (whichever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance		5 minutes	
	Validates signatories and issues Order of Payment Form Receives payment, issues, and prints Official Receipt (O.R.)		2 minutes	*Accounting Office*
	Receives O.R. and releases credentials or documents requested		1 minute	
Request for Certificate of General Weighted Average (G.W.A.)	Evaluates request; issues General Clearance Form or Temporary Clearance (whichever is applicable to the client) All signatories will sign the General Clearance and/or Temporary Clearance	PHP 50.00	5 working days 5 minutes	*Office of the Registrar*
	Validates signatories and issues Order of Payment Form Receives payment, issues, and prints Official Receipt (O.R.)		2 minutes	*Accounting Office*

7. Enrollment Procedure - College Department (New Students)

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	Senior High School Graduate, High School Graduate (Old BEC), ALS Graduates and Transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Must be a resident of Valenzuela City	
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 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			*Office of the Registrar*
Attend admissions interview as scheduled	Notifies applicant if he/she qualifies for admission through email			*Office of the Registrar*
Enroll via link sent by school				*Applicant*
* ID Application *(in case of resumption of face-to-face classes)*	Processes the student's application for the following IDs: a. Admin Office -	None	5 - 10 minutes	*IT Department, Librarian, Property Custodian*

	School ID b. Library Office - Library ID c. Property Office - Property ID			
TOTAL		None	10-20 minutes	

8. Enrollment Procedure – College Department (Old Students)

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	Continuing ValPoly Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Must be a resident of Valenzuela City	

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 LIS, and class group chats (GCs)	None	5 - 10 minutes	*Office of the Registrar*
* ID Application *(in case of resumption of face-to-face classes)*	Processes the student's application for the following 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		None	10-20 minutes	

9. ENROLLMENT PROCEDURES - NON-FORMAL DEPARTMENT

Office or Division:	Registrar
Classification:	Simple
Type of Transaction:	Government to Client (G2C)
Who may avail:	Out-of-School Youth, High School Graduate, Elementary Graduate, Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Must be a resident of Valenzuela City	
1. Filled up Application Form	Registrar's Office
2. Photocopy of Transcript of Records (TOR) (for 4 yrs or 2 yr course graduates) or High SchoolCard or Elementary Card	Previous School
3. Photocopy of PSA Birth Certificate (must be a FilipinoCitizen)	Philippine Statistics Authority (PSA)
4. Proof of Residency (2018 Voter'sRegistration Certificate from the COMELEC that parent or the applicant is a Registered Voter of Valenzuela)	Commission on Election (COMELEC
5. Two (2) recent Passport size colored ID pictures with whitebackground 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 (C.O.R.)	Receives and signs the C.O.R. Gets the entry documents submitted, stamps student status as "Free" or "Payee"	None	3 - 5 minutes	*Office of the Registrar*
Present the filled out Enrollment	Receives Medical Certificate, issues	None	2 - 3 minutes	*School Nurse/Staff*

Form to the Clinic	Medical Health Form, signs the C.O.R.			
Assessment of Fees	Assesses fees and receives payment for Payees Prints and issues an Official Receipt (O.R.)	None	3 - 5 minutes	*Accounting Office*
Masterlisting	Encoding of Personal Data, Schedule, and Trainor	None	3 - 5 minutes	*Office of the Registrar*
* ID Application *(in case of resumption of face-to-face classes)*	Processes the student's application for the following IDs: a. Admin Office - School ID b. Library Office - Library ID c. Property Office - Property ID	None	3 - 5 minutes	*IT Department, Librarian, Property Custodian*

10. Application for Competency Assessment

Office or Division:	ValPoly Assessment Center
Classification:	Highly Technical
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
Application Form	VALPOLY Assessment Center

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 (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 Carpentry NC II - PHP 1,539.00 Masonry NC II - PHP 1,535.00 Computer Systems Servicing NC II - PHP 1,049.00 Electrical Installation and Maintenance NC II - PHP 1,849.00 Dressmaking NC II - PHP 1,348.00 Tailoring NC II - PHP 1,191.00 Gas Tungsten Arc Welding (GTAW) NC II - PHP 2,126.00 Shielded Metal Arc	5 minutes	*Accounting Office*

		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 Food and Beverage Services NC II - PHP 882.00 Housekeeping NC II - PHP 1,108.00 Electronics Product Assembly Servicing NC II - PHP 1,089.00		
Fill out Application Form for the Competency Assessment	Receives the Application Form and issues Admission Slip	None	1 minute	*Processing Officer*
	Registers to TESDA Training Management Information System (T2MIS)	None	3 minutes	*Data Encoder*
	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	*Processing Officer*
	Signs the Assessment Schedule Request, Appointment Letter of Competency Assessor	None	5 minutes	*Assessment Center Manager*
	Submits request to Technical Education and Skills Development Authority (TESDA) CAMANAVA	None	30 minutes	*Liaison Officer*
Waiting Period for Competency Assessment	Informs the candidates of the the Schedule of Competency Assessment	None	4 working days	
		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	None	30 minutes	*Processing Officer*

	Certified (RWAC)			
	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 50.00	5 minutes	*Cashier*
	Waits for the submission of Transmittal for National Certificate	None	3 days	
	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 Certificates at TESDA CAMANAVA	None	1 hour	*Liaison Officer*

Claim the National Certificate	Releases the National Certificate	None	2 minutes	*Processing Officer*
	TOTAL			

11. Application for Payments and Refunds

Office or Division:	ValPoly Assessment Center
Classification:	Simple
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**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Collection of Payments		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	5 minutes	*Accounting Office*
Get Order of Payment from the offices concerned				*Office of the Registrar*
Submit Order of Payment Pay for the		Certificate of Good Good Moral		*Guidance Office*

requested document and other fees at the Window Wait for the Official Receipt (O. R.)		Character - PHP 50.00		
	Registers to TESDA Training Management Information System (T2MIS)	Lost ID - PHP 100.00	3 minutes	*I.T. Department*
	Encodes the candidate's information to the T2Mis	Assessment Fees (based on program application)	3 minutes	*Assessment Office*
	Collects Order of Payment			*Accounting Office*
	Collects payment			
	Prints and issues Official Receipt (O.R.)			
Proceed to the offices concerned and present O.R.				
Refunds	Issues Refund Form		10 minutes	
Get Refund Form				
Fill out Refund Form				
Attach Registration Form				
Submit to the Officer-in-Charge Leave contact number for follow-up	Receives and reviews the Refund Form and the attached Registration Forms			
	Collecting Officer fills out the Refund Form (lower half portion of the Refund Form)			*Administration Office*
	Submits the form to the			*City Treasurer's Office*

	Acting College President for approval			
	Inform the client/student Refund Form is ready for pick-up			*Accounting Office*
	Advise the client/student to proceed to the City Treasurer's Office for the refund			*Office of the Registrar*
Final processing of refund at the City Hall	Releases client's/student's refund		1 day	*City Treasurer's Office*
	TOTAL		1 day and 21 minutes	

ADMINISTRATIVE OFFICES

ADMINISTRATIVE AND RECORDS OFFICE

Internal/ External Services

10. 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 forIndigency	Barangay of Residency
Residency - Barangay Clearance forResidency	Barangay of Residency
Good Moral - Barangay Clearance forGood 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 Policeand Courts and Service Record	
PSA Registration of Church	PSA
SEC Registration	Securities and Exchange Commission
Barangay Clearance onchurch existence	Barangay where the church is located
Certification of Ordination of Pastor	Church/Religious Affiliation
Authentication: Barangay Clearancesigned by Barangay Chairperson	Barangay of Residency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement /s	2. 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 theCity Treasurer's Office	2. Issue Official Receipt	Indigency – PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registra-tion – PHP 50	30 minutes	*Cashier, City Treasurer's Office, Ground Flr., Bulwagang Geronimo*
3. Present the O.R at the Administrative andRecords Office	4. 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/ Authenticati on	Release the Certification/ Authentication	None	3 minutes	
TOTAL		Indigency – PHP 20 Residency – PHP 20 Good Moral – PHP 20 Church NSO Registra-tion – PHP 50	2 days and 38 minutes	

2. 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
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All residents of Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For School - Report Card, Barangay Clearance	School, Barangay
For endorsement - letter request	Requester
For Companies - Accomplished Biodata/Resume,	Accomplished Resume/Biodata,
Barangay Clearance	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements	1. Check/validate the requirements and prepare the referral/ recommendation /endorsement 1.1. Forward the referral/ recommendation/ endorsement to the Office of the Mayor for signature	None	15 minutes 1 day	*Frontline Officer Desk 3* *Messenger Authorized Signatory* *Frontline Officer- Desk 3*
2. Receive the signed referral/ recommendation/endorsement	2. Releasing the referral/ recommendation/ endorsement	None	5 minutes	*Frontline Officer, Desk 3*
	TOTAL		1 day and 20 minutes	

3. 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/Handed personally)	1. Stamped indicating the date, time and control number 2. Recording/encoding and re-routing	None	20 minutes	*Receiving Clerk, 2F Executive Bldg.*
2. Make a follow up thru Phone or personal visit to the concerned department/office.	2. Inform/update the client on where the communication was endorsed/forwarded and the action taken by the concerned department/office	None	10 minutes	*Records Officer*
TOTAL		None	30 minutes	

4. 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 1.1. Book/reserve 1.3. Issue Order of Payment	None	15 minutes	*Frontliner staff Desk 2*
2. Pay the rental fee	2. Issuance of Official Receipt	See Fees based on the Ordinance on the use of facilities	15 minutes	*City Treasurer's Office cashier*
3. Present the O.R to the Administrative & Records Office	3. Prepare the Permit and the Rental Agreement	None	15 minutes	*Authorized Signatory*
4. Receive the Permit	4. Issuance of Permit with the attached copy of Rental Agreement	None	5 Minutes	*Frontline Staff Desk 2*
	TOTAL		50 minutes	

5. Provision of Event Materials

Provision of materials such as tents, monoblock chairs, tables, stage/flatforms 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 1.1. If available, forward the approved request to the Community Service Unit (CSU)	None	15 minutes	*Frontline Officer Desk 4*
2. Receive the delivered/ installed materials	2. Deliver/ install the materials at the given address/ time and venue	None	1 day	*CSU*
3. Return the materials as to the numbers received in good condition	3. CSU to pick up the materials after the activity/event	None	1 day	*CSU*
	TOTAL	None	2 days 15 minutes	

6. 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 For Authority to attend Trainings/Seminar present the approved Training Design or Seminar Invitation	1. Prepare the Travel Order/Authority to attend 1.1. Forward the Travel Order/ Authority to attend to the Office of the Mayor 1.2. Sign the Order/ Authority	None	15 minutes 10 minutes 2 days	*Frontline Officer Desk 3* *Admin Messenger* *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	

7. 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, name/nature of project schedule of ingress & egress and contact information	Requester

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter of request one week before the shoot/ video date	1. Receive the letter of request.	None	10 minutes	*Receiving Clerk*
	1.1 Approval of the request		2 days	*Authorized Official*
	I.2 inform the requesting party if the request is approved or denied		15 minutes	*Frontliner Staff Desk 2*
	1.2. Issue Order of Payment for approved Request		5 minutes	
2. Pay the required Fees	2. Issue Official Receipt (O.R)	See fees based on the Ordinance	30 minutes	*City Treasurer's Office Cashier*

3. Present the O.R to the Admin & Records Office	3. Prepare the Shooting Permit & Agreement 3.1. Sign the Permit	None	20 minutes 10 minutes	*Frontline Officer Desk 2* *Authorized signatory*
4. Receive the Permit	4. Release the Permit	None	5 minutes	*Frontline Officer Desk 2*
	TOTAL	See price list	2 days, 1 hour and 35 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 fees for City Government events/activities, school projects/requirements purposes.

FINANCE OFFICES

CIVIL REGISTRY OFFICE

External Services

12. Online Process for the Office

To accommodate request for Certified True Copies of Certificates of Live Birth, Marriage and Death processed online using 3S+ Valenzuela City Online Services.

Office or Division	City Civil Registrar‟s Office
Classification	Simple
Type of Transaction	Government to Client - G2C
Who may avail	Document Owner/ Authorized representatives

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Scanned Copy of the documentary requirements for the process of issuance of Certified True Copies of Certificates of Live Birth, Marriage and Deathpreferably pdf file.	OWNER AND OTHER AUTHORIZED PERSONS
Reminders:	
1. The amount of fees to be charged are the same for each process	Automatically computed by the system, summary of amount due will be shown on screen before checkout/payment
2. Additional charge for delivery of the document/s requested will be collected. The amount will depend on the delivery location.	Automatically computed by the system, summary of amount due will be shown before checkout/payment.
3. 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. These additional fees are collected directly by the Payment Partners.	Payment Partner

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Go to the official website of Valenzuela City at www.valenzuela.gov.ph and click 3S+ Valenzuela City Online Services to			5 - 10 minutes	

register or login.				
2. To process your request, click Office of the Civil Registry Office.				
3. Supply the information in the required data fields, attach the documentary requirements, submit your request for processing and wait for approval of request in your registered email	1. Receiving and checking of the completeness of submitted documentary requirements.		within working day and time	
	2. Verification of documented information in the office.			
	3. Approval of request or advice from the Office for further compliance of requirements.			
4. Payment	4. Before checkout, the system generates a summary of amounts due. Likewise, the system presents the corresponding fee of the delivery partner, available payment options and channels.		5 - 10 minutes	
	5. Processed the transaction in accordance with the Payment Option and Channel selected.	Php 20.00 - verification fee Php 50.00 per copy		*Office of the City Treasurer*

	6. Request for issuance of Official Receipt, if needed.		5 - 10 minutes	*Receiving Officer*
	7. Preparation of Certified or Certificate			*Receiving Officer*
	7.1. Printing			
	7.2. Review and approval of the requested Certified True Copy of Certificate of Live Birth, Marriage or Death, as the case maybe.			*HEAD or authorized signatory*
	8. Transmittal of documents to Online Dispatch Unit for delivery.			*Receiving Officer*
4. Delivery of the requested documents.	9. Releasing of the requested documents to delivery partner		5 - 10 minutes for certified or certificate request	*ICTO - Dispatch Unit*
	TOTAL			

Note: If request is denied, a feedback notice will be sent to the requester's registered email. Any finding or deficiency must first be complied by the requester. Thereafter, the latter may reprocess his/her request by clicking the link provided in the email feedback.

FINANCE OFFICES

CITY ASSESSOR'S OFFICE

External Services

1. TRANSFER OF OWNERSHIP OF REAL PROPERTY ON THE BASIS OF TRANSFER OF PROPERTY

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 Record Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property Owner
2. Certified True Copy of Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT) or approved plan with technical description, in case of untitled property	Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)
3.Photocopy of Duly Notarized proof of disposition of property, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property. In case of Extra-Judicial Settlement copy of Affidavit of Publication.	Notary Public or copy from file submitted to the Registry of Deeds
4.Certificate Authorizing Registration (CAR). In the absence of CAR, a certification of payment made or exemption from the Bureau of Internal Revenue (BIR)	Bureau of Internal Revenue or copy from file submitted to the Registry of Deeds
5. Transfer Tax. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer	Office of the City Treasurer or copy from file submitted to the Registry of Deeds
6. 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:	

7. Photocopy of valid ID of representative	Authorized Representative
8.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
9. For untitled property, certified true copy of requirements from Nos. 3 to 5 duly received by Registry of Deeds	Registry of Deeds
Reminders:	
10. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner, may be verified with the Office of the City Treasurer
11. Payment of Fees (P100.00 Processing Fee and P2,000.00 Penalty per property for late declaration if request is made 60 days from Registration with the Registry of Deeds	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

CLIENT STEPS	AGENCY ACTION	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 1, 2 or 3*
2. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	
3. Payment	3. Receiving of payment and issuance of Official Receipt	Processing Fee = P100.00 or Penalty = P2,000.00 , if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	4. Processing of the request for Appraisal and Assessment based		30 minutes per property	*Receiving Officer 1, 2 or 3*

	on Transfer			
	4.1. Prepare Field Appraisal and Assessment Sheet (FAAS)			
	4.2. Prepare Notice of Assessment (NoA) and Tax Declaration (TD)			
	4.3. Reviewing and approval of the NOA and TD			*City Assessor or authorized signatory*
4. 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			

Note:

1. *Considering the processing time, the office can accommodate around 30 transactions per day for transfer, subdivision and consolidation.*
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 causes delay in the transaction.*
3. *To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 5 properties be considered as bulk transaction requests that will be scheduled for a specific date for release.*
4. *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.*
5. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.*

2. Subdivision of Ownership of Real Property

To accommodate request of property owners who shall update their real property by virtue of subdivision of real property

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

Who may avail:	Property owner or authorized representative
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property Owner
2. Certified True Copy of Transfer Certificate of Title (TCT) or Certified True Copy of Lot Technical Description, in case of untitled land	Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)
3. Certified True Copy of Approved Survey Plan	DENR or LRA
4. 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:	
5. Photocopy of valid ID of representative	Authorized Representative
6.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 to be transferred:	
7. Photocopy of Duly Notarized proof of disposition of property, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property. In case of Extra-Judicial Settlement copy of Affidavit of Publication.	Notary Public or copy from file submitted to the Registry of Deeds
8. Certificate Authorizing Registration (CAR). In the absence of CAR, a certification of payment made or exemption from the Bureau of Internal Revenue (BIR)	Bureau of Internal Revenue or copy from file submitted to the Registry of Deeds
9. Transfer Tax. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer	Office of the City Treasurer or copy from file submitted to the Registry of Deeds
10. For untitled property, certified true copy of requirements from Nos. 3, 7 to 9	

duly received by Registry of Deeds				
Reminders:				
11. Real Property Tax (RPT) must be currently paid, no delinquency/ies		Property owner, may be verified with the Office of the City Treasurer		
12. Payment of Fees (P100.00 Processing Fee and P2,000.00 Penalty per property for late declaration if request is made 60 days from Registration with the Registry of Deeds		Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor		
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 1, 2 or 3*
2. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	
3. Payment	3. Receiving of payment and issuance of Official Receipt	Processing Fee = P100.00 or Penalty = P2,000.00, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	4. Processing of the request for Appraisal and Assessment based on Subdivision of Property		30 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. Reviewing and approval of the NOA and TD			*City Assessor or authorized signatory*
4. 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*

Note:

1. *Considering the processing time, the office can accommodate around 30 transactions per day for transfer, subdivision and consolidation.*
2. *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.*
3. *To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 5 properties be considered as bulk transaction requests that will be scheduled for a specific date for release.*
4. *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.*
5. *If transfer is included in the transaction, please add the processing time for transfer*
6. *In case of subdivision of building, please follow process of Appraisal and Assessment of Real Property.*
7. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.*

3. Consolidation of Real Property

To accommodate request of property owners who shall update their real property by virtue of consolidation of real property

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property Owner

2. Certified True Copy of Transfer Certificate of Title (TCT) or Certified True Copy of Lot Technical Description, in case of untitled land	Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)
3. Certified True Copy of Approved Survey Plan	DENR or LRA
4. 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:	
5. Photocopy of valid ID of representative	Authorized Representative
6.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 consolidated property is to be transferred:	
7. Photocopy of Duly Notarized proof of disposition of property, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property. In case of Extra-Judicial Settlement copy of Affidavit of Publication.	Notary Public or copy from file submitted to the Registry of Deeds
8. Certificate Authorizing Registration (CAR). In the absence of CAR, a certification of payment made or exemption from the Bureau of Internal Revenue (BIR)	Bureau of Internal Revenue or copy from file submitted to the Registry of Deeds
9. Transfer Tax. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer	Office of the City Treasurer or copy from file submitted to the Registry of Deeds
10. For untitled property, certified true copy of requirements from Nos. 3, 7 to 9 duly received by Registry of Deeds	
Reminders:	
11. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner, may be verified with the Office of the City Treasurer
12. Payment of Fees (P100.00 Processing Fee and P2,000.00 Penalty	Property owner to the Office of the City Treasurer, Order of Payment with the Office of

per property for late declaration if request is made 60 days from Registration with the Registry of Deeds		the City Assessor		
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 1, 2 or 3
2. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	
3. Payment	3. Receiving of payment and issuance of Official Receipt	Processing Fee = P100.00 or Penalty = P2,000.00, if any, per property	5 minutes	Cashier, Office of the City Treasurer
	4. Processing of the request for Appraisal and Assessment based on Consolidation of Property		30 minutes per property to be consolidated	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.Reviewing and approval			City Assessor or

	of the NOA and TD			authorized signatory
4. 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

Note:

1. *Considering the processing time, the office can accommodate around 30 transactions per day for transfer, subdivision and consolidation.*
2. *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.*
3. *To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 5 properties be considered as bulk transaction requests that will be scheduled for a specific date for release.*
4. *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.*
5. *If transfer is included in the transaction, please add the processing time for transfer*
6. *In case of consolidation of building, please follow process of Appraisal and Assessment of Real Property.*
7. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.*

4. DECLARATION OF UNTITLED LAND FOR THE FIRST TIME

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property Owner
2. Certified True Copy of Transfer Certificate of Title (TCT) or Certified True Copy of Lot Technical Description, in case of untitled land	Registry of Deeds or Department of Environmental and Natural Resources (DENR) or Land Registration Authority (LRA)

3. Certified True Copy of Approved Survey Plan	DENR or LRA
4. 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:	
5. Photocopy of valid ID of representative	Authorized Representative
6.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 consolidated property is to be transferred:	
7. Photocopy of Duly Notarized proof of disposition of property, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property. In case of Extra-Judicial Settlement copy of Affidavit of Publication.	Notary Public or copy from file submitted to the Registry of Deeds
8. Certificate Authorizing Registration (CAR). In the absence of CAR, a certification of payment made or exemption from the Bureau of Internal Revenue (BIR)	Bureau of Internal Revenue or copy from file submitted to the Registry of Deeds
9. Transfer Tax. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer	Office of the City Treasurer or copy from file submitted to the Registry of Deeds
10. For untitled property, certified true copy of requirements from Nos. 3, 7 to 9 duly received by Registry of Deeds	
Reminders:	
11. Real Property Tax (RPT) must be currently paid, no delinquency/ies	Property owner, may be verified with the Office of the City Treasurer
12. Payment of Fees (P100.00 Processing Fee and P2,000.00 Penalty per property for late declaration if request is made 60 days from Registration with the Registry of Deeds	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

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 1, 2 or 3*
2. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	
3. Payment	3. Receiving of payment and issuance of Official Receipt	Processing Fee = P100.00 or Penalty = P2,000.00, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	4. Processing of the request for Appraisal and Assessment based on Consolidation of Property		30 minutes per property to be consolidated	*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.Reviewing and approval of the NOA and TD			*City Assessor or authorized signatory*
4. Receiving of the	5. Releasing of the NoA and		2 minutes per property	*Receiving Officer 1, 2 or 3*

NoA and owner's copy of TD	owner's copy of TD			

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. *Rest assured, considering this is a complex transaction, a maximum period of seven (7) business days will still be observed.*

5. DECLARATION OF TITLED LAND OR CONDOMINIUM UNIT FOR THE FIRST TIME

To accommodate request for declaration of titled land or condominium unit for the first time.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
2. Duly accomplished Notarized Sworn Statement of True Value	Notary Public, blank Sworn Statement is with the office or downloadable form in the website
3. Certified True Copy of Free Patent, Original Certificate of Title (OCT), Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT)	Registry of Deeds
4. Certified True Copy of Approved Survey Plan	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
5. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
IF WITH PREVIOUS TCT or CCT	

6. Certified True Copy of History of each Previous Titles (from OCT or Free Patent to current title). If the previous titles are no longer available, a certification from the three Registry of Deeds that the records are no longer available.	Registry of Deeds of Valenzuela, Caloocan and Bulacan
7. Lot Data Computation	Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
8. Photocopy of Duly Notarized proof of disposition of property to current owner - such as, Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property	Notary Public or copy from file submitted to the Registry of Deeds
9. Transfer Tax. In the absence of Transfer Tax, a certification of payment made or exemption from the Office of the City Treasurer	Office of the City Treasurer or copy from file submitted to the Registry of Deeds
10. In case of conflict with the documented information with the office, other documentary evidence to support claim of declaration for the first time	Property Owner
Additional Requirements, if transaction is done by a representative:	
11. Photocopy of valid 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
Reminder:	
13. Payment of Fees (P2,000.00 Penalty per property for late declaration)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	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*

	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 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. Reviewing 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	4. Issuance of the Order of Payment		2 minutes	*Releasing Officer 1, or 2*

submission of request and receiving of the Order of Payment				
3. Payment	5. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, per property	5 minutes	*Cashier, Office of the City Treasurer*
4. 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*

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. *Rest assured, considering this is a complex transaction, a maximum period of seven (7) business days will still be observed.*

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 Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1	Property owner

receiving copy and 1 file copy)	
2. Proof of ownership.	Property Owner or Notary Public, if contracts or affidavits from lot owner
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 of the Length of Period the building/improvement was built	Barangay Hall, 3s Centers where the real property is located
7. Current colored photos (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
Additional Requirements, if transaction is done by a representative:	
9. Photocopy of valid ID of representative	Authorized Representative
10.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:	
11. Payment of Fees (P2,000.00 Penalty per property for late declaration)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

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

	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.Prepare Field Appraisal and Assessment Sheet (FAAS)			
	2.5. Prepare the Notice of Assessment (NoA) and Tax Declaration (TD)			Encoder 1 or 2
	2.6. Preparing the Order of Payment			
	2.7. Reviewing and approval of the NOA and TD			City Assessor or authorized signatory
2. Return to the Office of the City Assessor 6 working days after submission of request and receiving of the Order of Payment	3. Issuance of the Order of Payment, if any.		2 minutes	Releasing Officer 1 or 2

3. Payment	4. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, if any, per property	5 minutes	Cashier, Office of the City Treasurer
4. Receiving of the NoA and owner's copy of TD or reply letter	5. Releasing of the NoA and owner's copy of TD		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. Reviewing and approval of the NOA and TD or			*City Assessor or authorized signatory*

	Reply Letter, in case of denial			
2. Return to the Office of the City Assessor 6 working days after submission of request and receiving of the Order of Payment	3. Issuance of the Order of Payment, if any.		2 minutes	*Releasing Officer 1, or 2*
3. Payment	4. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
4. 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*

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. *Considering that local assessment is the primary function of the office, other processes not specifically mentioned in this Charter shall be considered as an Appraisal and Assessment concern and shall be identified as a highly complex transaction or process where a maximum period of twenty (20) business days will be observed. Since this is a highly complex transaction, the frontliners cannot outright ascertain or verify completeness of documented requirements received. If upon review, the documents submitted is incomplete and the office cannot perform its function for this reason, the office will notify the requestor of the said findings and this will constitute denial of the request.*
4. *Rest assured, considering this is a highly complex transaction, a maximum period of twenty (20) business days will still be observed.*

7. REQUEST FOR EXEMPTION OF 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 Unit
Classification:	Highly Complex

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter stating the basis of claim for exemption, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
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	Requestor or Property Owner
5. Corporate Charters	Requestor or Property Owner, Government Agency regulating the operation
6. Proof of ownership	Requestor or Property Owner
7. Articles of Incorporation	Requestor or Property Owner, Government Agency regulating the operation
8. By-Laws	Requestor or Property Owner, Government Agency regulating the operation
9. Contracts	Requestor or Property Owner
10. Certification to prove exemption	Requestor or Property Owner, Government Agency who will issue Certificate of Exemption
11. 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
12. 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:	
13. Photocopy of valid ID of representative	Authorized Representative
14.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:	
15. Real Property Tax (RPT) must be	Property owner, may be verified with the Office

currently paid, no delinquency/ies at the time of request		of the City Treasurer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit documentary requirements	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			
	2.4.Preparation of endorsement to City Legal Office			
	2.5. Endorsement of Request for Exemption from Real Property Taxation to City Legal			
	3. Review of Request for Exemption from Real Property Taxation and endorsement to City Assessor for denial or approval		10 - 15 working days	*City Legal Office*
	4. Upon receipt from Legal, processing of the request for Appraisal and Assessment for exemption		within 5 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. Reviewing 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	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*
3. Receiving of NoA and owner's copy of TD or Reply Letter				

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. *Since this is a highly complex transaction, the frontliners cannot outright ascertain or verify completeness of documented requirements received. If upon review, the documents submitted is incomplete, the office will notify the requestor of the said findings and this will constitute denial of the request.*
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. *Rest assured, considering this is a highly complex transaction, a maximum period of twenty (20) business days will still be observed.*

8. *CORRECTION OF ENTRIES AND ANNOTATION IN THE TAX DECLARATION*

To accommodate request for correction of entry in the Tax Declaration

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
2. 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	Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
3. In case of annotationof documents or correction of entries in the title, a certified true copy of title with the page where the annotation was made. If property is untitled, a certified true copy of duly received document subject of annotation or correction.	Registry of Deeds
4. Photocopy of government issued ID of owner or corporate secretary, in case of corporation or company-owned properties	Property Owner
5. 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
Additional Requirements, if transaction is done by a representative:	
6. Photocopy of valid ID of representative	Authorized Representative
7.Special Power of Attorney or Secretary Certificate, in case of	Property Owner

corporation (signature of the person authorizing must be the same in the ID of person authorizing)	
Reminder:	
9. Payment of Fees (P100.00 Processing Fee per property, per correction and per entry)	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

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 10or 11*
	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 Denial of Request			
	3.1. Ocular Inspection, 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)			*Encoder 1 or 2*
	3.5. Preparing			

	the Order of Payment			
	3.6. Reviewing 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 receiving of the Order of Payment	3. Issuance of the Order of Payment		2 minutes	*Releasing Officer 1, or 2*
3. Payment	4. Receiving of payment and issuance of Official Receipt	Processing Fee = P100.00, per property, per correction and per entry	5 minutes	*Cashier, Office of the City Treasurer*
4. 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*

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. *Only annotations duly registered and received by the Registry of Deeds are subject of application in the office. In case of Affidavit of Discrepancy, the same shall be annotated in the title first before submitting a request for correction in the Tax Declaration. Furthermore, for annotation of untitled property, the document to be submitted to the office must be duly registered with the Registry of Deeds. The office will not process the annotation if the owner or authorized representative will not provide proof of annotation accepted, received and applied by the Registry of Deeds.*
4. *Rest assured, considering this is a complex transaction, a maximum period of seven (7) business days will still be observed.*

9. 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 Record Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
2. Proof of ownership	Property owner
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
Additional Requirements, if transaction is done by a representative:	
5. Photocopy of valid ID of representative	Authorized Representative
6. 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:	
7. Payment of Fees (P50.00 per property and P100.00 Research Fee 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

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		3 minutes per property	*Receiving Officer 4, 5 or 6. Research*

	documentary requirements			*shall be assisted by Records Division*
	2. Research and trace back history of Tax Declaration, if old tax declaration or history of tax declaration is requested		1 - 2 working days	
2. Return to the Office of the City Assessor 2 working days after submission of request, if request requires trace back and receiving of the Order of Payment	3. Preparing and issuance of the Order of Payment		5 minutes	
4. Payment	4. Receiving of payment and issuance of Official Receipt	Certification fee = P50.00 and/or Research Fee = P100.00 for every trace back per Tax Declaration, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	5. Preparation of certified true copy of tax declaration		5 minutes per property	*Receiving Officer 4, 5 or 6*
	5.1. Printing			
	5.2. Review and approval of the certified true copy			*City Assessor or authorized signatory*
5. Receiving of Certified True Copy	6. Releasing of the Certified True Copy of Tax Declaration		2 minutes	*Receiving Officer 4, 5 or 6*

Note:

Considering the processing time, the office can accommodate around 40 transactions per day, for request of certified true copy and property or no property holdings, this is for transactions that does not require any research.
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.
To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 10 properties be considered as bulk transaction requests that will be scheduled for a specific date for release
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.
Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.

10. ISSUANCE OF CERTIFICATE OF PROPERTY HOLDINGS AND/OR NO PROPERTY HOLDINGS

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
2. Proof of ownership	Property owner
3. 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:	
4. Photocopy of valid ID of representative	Authorized Representative
5. Special Power of Attorney or Authorization Letter or Secretary	Property Owner

Certificate, in case of corporation (signature of the person authorizing must be the same in the ID)				
Reminder:				
6. Payment of Fees (P50.00 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		
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 4, 5 or 6*
2. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	
3. Payment	3. Receiving of payment and issuance of Official Receipt	Certification Fee = P 50.00 per property and/or P50.00 for No-Property Holdings	5 minutes	*Cashier, Office of the City Treasurer*
	4. Preparation of Certificate of Property or No Property Holdings		5 - 10 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*
4. Receiving of the Certificate	4. Releasing of the Certificate of Property or No Property Holdings		2 minutes	*Receiving Officer 4, 5 or 6*

Note:

1. *Considering the processing time, the office can accommodate around 40 transactions per day, for request of certified true copy and property or no property holdings, this is for transactions that does not require any research.*

2. *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.*
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. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.*

11. ISSUANCE OF CERTIFICATE OF TAX MAP

To accommodate request for 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 / Assessor Geographical Information (AGIS) Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, and G2G - Government to Government
Who may avail:	Property owner or authorized representative
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
2.Readable and clear copy of Free Patent, Original Certificate of Title (OCT) or Transfer Certificate of Title, as the case may be. (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). 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)
3. Proof of ownership	Property owner

4. 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:	
5. Photocopy of valid ID of representative	Authorized Representative
6. 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:	
7. Payment of Fees (P50.00 per property and P100.00 Research Fee 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

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. Receiving of the Order of Payment	2. Preparing and issuance of the Order of Payment		5 minutes	

3. Payment	3. Receiving of payment and issuance of Official Receipt	Certification fee = P100.00 and/or Research Fee = P100.00 for every trace back per Tax Declaration, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	4. Preparation of Certificate of Tax Map		5 minutes per property	*Receiving Officer 7, 8, or 9*
	4.1. Printing			
	4.2. Review and approval of the Certificate			*City Assessor or authorized signatory*
4. Receiving of the Certificate	5. Receiving of the Tax Map Certificate		2 minutes	*Receiving Officer 7, 8, or 9*

Note:

1. *Considering the processing time, the office can accommodate around 40 transactions per day and without other issue, for request of Certificates of Tax Map and No Improvement, this is for transactions that does not require any research or ocular inspection.*
2. *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.*
3. *To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 10 properties be considered as bulk transaction requests that will be scheduled for a specific date for release.*
4. *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.*
5. *If the requested property have 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 return of request due to incomplete documentary requirement because of the issue in technical description.*
6. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed.*

12. ISSUANCE OF CERTIFCATE OF NO IMPROVEMENT

To accommodate request that will verify if the land is vacant, otherwise the buildings/improvements located in the property shall be appraised and assessed for purpose of real property taxation. This will also serve as basis for identification of idle lands.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. The land have no existing building, improvements, other structures and machineries	Property owner
2. Two (2) copies of Request Letter or Duly Accomplished Form, with contact number and/or email address (1 receiving copy and 1 file copy)	Property owner
3. Proof of ownership	Property owner
4. Photocopy of Duly Notarized proof of disposition of property, such as: Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the disposition of real property	Notary Public
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
Additional Requirements, if transaction is done by a representative:	
7. Photocopy of valid ID of representative	Authorized Representative
8. Special Power of Attorney or Authorization Letter or Secretary Certificate, in case of corporation (signature of the person authorizing	Property Owner

must be the same in the ID)				
Reminder:				
9. Payment of Fees (P50.00 per property and P100.00 Research Fee 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		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
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.	
2. Receiving of the Order of Payment	3. Preparing and issuance of the Order of Payment		5 minutes	
4. Payment	3. Receiving of payment and issuance of Official Receipt	Certification fee = P50.00 and/or Research Fee = P100.00 for every trace back per Tax Declaration, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	4. Preparation of Certificate of Certificate of No Improvement (CNI)		5 minutes per property	*Receiving Officer 7, 8, or 9*
	4.1. Printing			
	4.2. Review and approval of the Certification			*City Assessor or authorized signatory*

5. 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*
3. Return to the Office of the City Assessor 2 days after submission of request and receiving of the Order of Payment	5. Preparing and Issuance of the Order of Payment		2 minutes	*Receiving Officer 7, 8, or 9*
3. Payment	6 Receiving of payment and issuance of Official Receipt	Certification fee = P50.00 and/or Research Fee = P100.00 for every trace back per Tax Declaration, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
	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, 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	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	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*
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	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*
3. Receiving of the Order of Payment	3. Preparing and issuance of the Order of Payment			
4. Payment of Certification Fee	4. Receiving of payment and issuance of Official Receipt	Certification fee = P50.00 and/or Research Fee = P100.00 for every trace back per Tax Declaration, if any, per	5 minutes	*Cashier, Office of the City Treasurer*

		property		
	5. Preparation of the Certificate of No Improvement		5 minutes per property	*Receiving Officer 7, 8, or 9*
	5.1. Printing			
	5.2. Review and approval of the Certificate			*City Assessor or authorized signatory*
5. Receiving of the certificate	5. Releasing of the CNI		2 minutes	*Receiving Officer 7, 8, or 9*

Note:

1. *Considering the processing time, the office can accommodate around 40 transactions per day and without other issue, for request of Certificates of Tax Map and No Improvement, this is for transactions that does not require any research or ocular inspection.*
2. *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.*
3. *To accommodate ordinary requests and to minimize possibility of long queue, the office recommend that transactions involving more than 10 properties be considered as bulk transaction requests that will be scheduled for a specific date for release.*
4. *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.*
5. *Rest assured, considering this is a simple transaction, a maximum period of three (3) business days will still be observed. However, if appraisal and assessment is involved the transaction shall be considered as highly complex and a maximum period of twenty (20) days will be observed.*

13. ISSUANCE OF CERTIFICATE OF ADJACENT LOTS

To accommodate request certification and verification of adjacent lot.

Office or Division:	Office of the City Assessor - Tax Mapping / Assessor Geographical Information (AGIS) 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 or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies of Request Letter or Duly Accomplished Form, with contact	Property owner

number and/or email address (1 receiving copy and 1 file copy)	
2. Proof of ownership	Property owner
3. Readable and clear copy of Free Patent, Original Certificate of Title (OCT) or Transfer Certificate of Title, as the case may be. (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). If property is untitled, Approved Plan and Lot Data Computation. If not available Certification of No Records from the concerned offices	Property owner or Registry of Deeds or Land Management Bureau (LMB) of the DENR or Land Registration Authority (LRA)
4. 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:	
5. Photocopy of valid ID of representative	Authorized Representative
6. 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:	
7. Payment of Research Fee of P100.00 per parcel of property adjacent to the subject lot	Property owner to the Office of the City Treasurer, Order of Payment with the Office of the City Assessor

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*
	2. Research in the TMCR and GIS		3 - 5 working days	

	and plotting of technical description, if necessary			
	3. Prepare Order of Payment			
2. Return to the Office of the City Assessor 5 days after submission of request and receiving of the Order of Payment	4. Issuance of the Order of Payment		2 minutes	
3. Payment	5. Receiving of payment and issuance of Official Receipt	Certification fee = P50.00 and Research Fee = P100.00 for every adjacent lot Tax Declaration, per property	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*
4. Receiving of the Certificate	7. Releasing of the Certificate showing Adjacent Lot		2 minutes	*Receiving Officer 7, 8, or 9*

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 the requested property have 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 return of request due to incomplete documentary requirement because of the issue in technical description.*

4. *Rest assured, considering this is a highly complex transaction, a maximum period of twenty (20) business days will still be observed.*

14. ONLINE PROCESS FOR THE OFFICE

To accommodate request for certified true copy of tax declaration, tax map certificates, certificate of no improvement and appraisal processed online using 3S+ Valenzuela City Online Services.

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 or authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
Reminder:	
1. The amount of fees to be are the same for each process	Automatically computed by the system, summary of amount due will be shown before checkout
2. Additional charge for delivery of the document/s requested will be collected. The amount will depend on the delivery location and on the delivery option chosen.	Automatically computed by the system, summary of amount due will be shown before checkout
3. The requestor will pay convenience fee 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 Partner

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			5 - 10 minutes	
2. To process your request click Office of the City Assessor				
3. Fill in the required data fields, attach the documentary requirements, submit your request for processing and wait for approval of request in your registered email	1. Receiving and checking of the completeness of submitted documentary requirements.		within working day and time	
	2. Research and update of documented information in the office, if necessary			
	3. Approval of request			
4. Payment	4. Before checkout, the system will be showing the summary of amount due. You be given the option to choose delivery partner, payment option and channel.		5 - 10 minutes	
	5. Processed in the Payment Option and Channel chosen	Certification fee = P50.00 for Certified True Copy of Tax Declaration and Certificate of No		*Office of the City Treasurer, for verification of payment made online*

		Improvement, and P100.00 for Tax Map Certificate.		
	6. Request for issuance of Official Receipt, if needed		5 - 10 minutes	*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		5 - 10 minutes for certified or certificate request	*ICTO - Dispatch Unit*
Process from Client Step No. 3, for appraisal				
3. Fill in the required data fields, attach the documentary requirements, submit your request for processing and wait for approval of request in your registered email	1. Receiving and checking of the completeness of submitted documentary requirements.		within working day and time	
	2. Processing of the request for Appraisal and Assessment		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. 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*
4. Return to the Office of the City Assessor 6 working days after submission of request and receiving of the Order of Payment	3. Issuance of the Order of Payment, if any.		2 minutes	*Releasing Officer 1, or 2*
5. Payment	4. Receiving of payment and issuance of Official Receipt	Penalty = P2,000.00, if any, per property	5 minutes	*Cashier, Office of the City Treasurer*
6. 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*

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 the requested property have 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 return of request due to incomplete documentary requirement 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 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.*

SOCIAL SERVICES OFFICES

VALENZUELA CITY EMERGENCY HOSPITAL (VCEH)

External Services

10. 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 form for transfer	2. Accomplishes medical abstract Explains and Guides patient/relatives in filling up consent form Notifies Ambulance Service personnel of 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	1 hour	*Cashier staff*
4.Present Official Receipt, Clearance Slip and Medical Abstract	4. Accompanies and Transfers patient to designated hospital	None	1 hour	*Ambulance Personnel Medical Service Personnel*

TOTAL	**As stated on the hospital bill**	**7 hours**	

11. Issuance of Official Receipt (OR) and Statement of Account (SOA)

The Official Receipt/Statement of Account is a hospital document that serves asa 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 received medical treatment/ consultation/medical procedures

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	Issue Order of Payment (OP) - Out Patient/ Walk-in Clients - Emergency Room Clients Provide Statement of Account (SOA) - Admitted Clients	See attached price list	20 minutes	*ER Personnel Laboratory Personnel Radiology Personnel OPD Personnel*
2.Pay the corresponding fees	2. Issuance of Official Receipt	See attached price list	20 minutes	*Cashier Personnel*
	TOTAL	**As stated on the Statement of Account**	**40 minutes**	

12. 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	VCEH Ward Section
Contribution Payment Receipts	Philhealth LHIO Office
Proof of Contribution (if employed)	Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PhilHealth ID	1. Check eligibility states using PhilHealth Portal	None	20 minutes	*PhilHealth Staff*
2. Fill-up PhilHealth forms/ documents - Member Registration Form (PMRF) - Contribution Payment Receipts - Proof of contribution (if employed)	2. Check for validity correctness and completeness of forms	None	20 minutes	*PhilHealth Staff*
3. Present Clearance/ Discharge Slip	3. Check for validity correctness and completeness of documents	None	10 minutes	*PhilHealth Staff*
TOTAL		**None**	**50 minutes**	

13. 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:	Complex
Type of Transaction:	Government to Client
Who may avail:	Any patient or clients who have job/work applications or health related purposes which need medical certification.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any government issued ID	Government Institutions (GSIS, SSS, PRC..)
Authorization Letter	Client (if representative by close kin)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirement - government ID - letter of Authorization	1. Check for completeness and correctness of the entries	None	5 minutes	*Medical Records Clerk*
2. Fill-up documentary requirement	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	45 minutes	

14. 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:	Complex
Type of Transaction:	Government to Client- G2C
Who may avail:	Parents of the newborn

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government Issued ID	Government Institution (GSIS, SSS, PRC..)
Marriage Contract	Local Civil Registry
Interview Form	Delivery Room
Company ID	Client's Work Place
Authorization Letter	c/o client (if with represented by close kin)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements	1. Check validity of documents	None	5 minutes	*Medical Records Clerk*
2. Fill-out the Birth Certificate Form	2. Review and check for completeness and correctness of entries document at Local Civil Registry	None	7 days	*Medical Records Clerk*

3. Pay the corresponding fees	3. Issue Official Receipt	None	10 minutes	*Cashier Clerk*
4. Review and check correctness and completeness of entries	4. Prepare document for release	None	10 minutes	*Medical Records Clerk*
5. Sign on Birth Certificate Releasing Logbook	Issue Birth Certificate	None	5 minutes	*Medical Records Clerk*
	TOTAL	None	7 days and 30 minutes	

15. 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:	Government to Client (G2C)			
Who may avail:	Immediate family of the deceased			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Government Issued ID		Government Institutions (GSIS, SSS. PRC..)		
Authorization letter		Nearest of kin		
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	20 minutes	*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	30 minutes	*Medical Records Clerk*
3.Sign on the Death Certificate Registry Logbook	3. Issue Death Certificate	None	10 minutes	*Medical Records Clerk*

TOTAL	None	1 hour	

16. 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	10-15 minutes	*Registration Desk Clerk*
3. Settlement of corresponding fees	3. Issue Official Receipt	50.00 php (Valenzuela residents) 100.00 php (Non-Valenzuela Residents for indigent patient proceed to Social Service Section	15 minutes	*Billing and Cashier Clerk*
4. Proceed to specific Clinic Service Desk Once number is called, for assessment and vital signs and retrieval of old chart		None	10-15 minutes	*Clinic Nurse*
5. Proceed to Consultation Room once queing numbert is flashed/seen on the queing board	4. Provide clinical consultation and assessment	None	5 minutes	*Physician*
6. If with ancillary procedure request proceed to specific section	5. Issue order of Payment and conduct procedure on patient	see attached pricelist	2 hours	
7. Return to OPD Section with results for clinical re-assessment	6. Conduct clinical re-assessment based on results	None	15 minutes	*Physician*

TOTAL	PHP 50 (Valenzuela residents) PHP 100 (Non-Valenzuela Residents) Additional fees for ancillary procedures		

7.1 Availment of Outpatient Clinical Consult (Malasakit

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 1.1 Fill up data information slip 1.2 Registration 1.3 Settlement of corresponding fees 1.4 Assessment and vital signs	1. Issue a waiting number 1.1 Check completeness andcorrectness of entries 1.2 Call out client number and proceed to encode client details 1.3 Issue Official Receipt	None	20 minutes	*Information Clerk* *Registration Desk Clerk* *Billing and Cashier Clerk* *Clinic Nurse*

2. Proceed to Consultation Room	2. Provide clinical consultation and assessment/ Medical Certificate	None	5 minutes	*Physician*
TOTAL		PHP 50 (Valenzuela residents) PHP 100 (Non-Valenzuela Residents) Additional fees for ancillary procedures	25 minutes	

17. 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:	Government to Client (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: 2 hours	*ER Physician* *ER Nurse*
4. Undergo necessary ancillary procedures	4. Provide the needed ancillary procedure	None	Most urgent: 30minutes Urgent: 45 minutes Less urgent: 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: 5 minutes Urgent: 5 - 15 minutes Less urgent: 2 hours	*ER Physician* *ER Nurse*
7. Settlement of appropriate fees	7. Issue Official Receipt	See attached pricelist	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			

18. 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:	Government to Client (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 1.2. Insure Order of payment	None	3-10 minutes	*Registration Clerk/ Radiologic Technician*
2. Settlement of corresponding fees	2. Issuance of official receipt	As stated on the bill	3-5 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 (waiting time may vary depending on the number of patients beign catered at the specific time) Release of results Mondays - Thursdays : 24 - 48 hrs Fridays - Sundays : 48 - 96 hrs	*Radiologist Radiologic Technician*

			Release of Official Result is after 2 working days except holidays	
	TOTAL			

SOCIAL SERVICES OFFICES

WORKER'S AFFAIRS OFFICE (WAO)

External Services

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

Provides legal counseling to the employers and employees sectors on labor issuesand concerns raised.

Office or Division:	Worker's Affairs Office (WAO)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Private Employees working in Valenzuela City, Valenzuela City residents working outside of the City and Private Employers operating inValenzuela City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any Valid ID	Concerned Company or Concerned Government Agency

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Initial Interview	1. Evaluate whether for advice or legal counseling	None	5 minutes	*Frontline Personnel*
2. Legal Counseling	2. Provide advice or legal counseling	None	10 minutes	*Frontline Personnel*
3. Fill up and submit Complaint Form	3. Evaluate the complaint/s 3.1. Note: For simple complaints call the respondent for possible settlement	None	10 minutes	*Frontline Personnel*
	3.2. For complex complaints: Schedule Conciliation-Mediation conference	None	15 minutes	*Frontline Personnel*
	TOTAL	**None**	**35 minutes**	

SOCIAL SERVICES OFFICES

CITY HEALTH OFFICE (CHO)

Internal/ 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	3-5 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	5-10 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	10-15 minutes	*Attending Physician*
	2.1.Issue laboratory request and referrals if needed; or appropriate prescription	None	10-15 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	3.1.Record medical findings of attending	None		*Nurse/Midwife on duty*

Return Slip to Barangay Health Station filled up by attending physician of hospital where admitted	physician where patient was admitted for cross referencing purposes			
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	3-5 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	3-5 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	3-5 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	5-10 minutes	*Physician on duty*
3. Claim Medical Certificate	3.Release the Medical Certificate	None	3-5 minutes	*Physician on duty*
	TOTAL	None	36 minutes	

3. Issuance of Death Certificate

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

Office or Division:	City Health Office / City Public Cemetery Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Barangay certificate – stating that the deceased is a resident of the barangay		Barangay hall		
Properly filled up Death Certificate		Funeral service provider		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.Proceed to the City Public Cemetery Management Unit	1. Check for the completeness and veracity of information If deceased died at home: a. Take down medical history of deceased as stated by the informant b. Review entries	None	5-10 minutes	*City Public Cemetery Management Unit personnel*

	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 b. Permit to Bury from the Prosecutor's office			
2.Back to City Public Cemetery Unit	2.Review and signature by Reviewing office	None	3-5 minutes	*City Health Office*
	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	2-3 minutes 2-3 minutes	*City Public Cemetery Management Unit*
	1.2.Review and sign Death Certificate	None	1-2 minutes	*ACHO, MD on duty*
2. Ask for the signed order of payment	2.Issue order of payment		3-5 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)	3-5 minutes	*Casher*

4. Proceed to Local Civil Registrar for registration of Death Certificate	4.Register and file Death Certificate		3-5 minutes	*Local Civil Registrar*

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 Health Office*
	TOTAL	Refer to fees	33 minutes	

Other fees:

a. P1800 - Niche Rental
b. P1800 - Committal Service
c. P200 - Burial Permit
d. P200 - Exhumation Permit
e. P500 - Entrance (If Public Cemetery)

5. Laboratory Service (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	1-2 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	3-5 minutes	*Medical Technologist*
	3.1.Indicate in the claim stub the schedule of the release of results (within 2 hours)	None	3-5 minutes	*Medical Technologist*
	3.2.Process specimen	None	2 hours	*Medical Technologist*
4. Claim laboratory results	4.Release laboratory results	None	1-2 minutes	*Medical Technologist*
	TOTAL	See below fee	2 hours and 19 minutes	

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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
• Online Scheduling System • One (1) copy of most recent 1x1 photo • Original copy of Community Tax Certificate (Cedula) • Stool and Urine sample • Chest X-Ray Result (1 year Validity) • CBC (optional – as per company's requirement) • NBI or Police Clearance – (For Occupational Permit) • Order of Payments for Health Certificate and Occupational Permit • Proof of Payment, if payment was processed online.	https://online.valenzuela.gov.ph Barangay Hall NBI Clearance Office or Police Clearance Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to https://online.valenzuela.gov.ph. Click Online Services		None	2-3 minutes	

2. Register an account/ Log in your account		None	5-10 minutes	
3. Watch online seminar and answer online questionnaires		None	15-20 minutes	*HEPO*
4. Processing of Health Card and Occupational Permit	Review of the request for Occupational Permit and Health and verification of payment are done on the same platform	None	3-5 minutes	*BPLO*
5. Pay online or choose over the counter payment (for Health Card and Occupational Permit)		If payment was processed online: Urinalysis P30.00 Fecalysis P30.00 CBC P60.00 Health Card P50.00 Occupational Permit P50.00	5-10 minutes	
6. If payment is made online, print proof of payment.	If payment is made online, verification of payment will be	None	5-10 Minutes	*Office of the City Treasurer*

If payment will be over the counter, print order of Payment	made			
7. System will give nearest schedule available / pick a convenient date		None		

8. On the scheduled date, bring the original documentary requirements to claim Health Certificate and Occupational Permit				
9. Proceed to the Office of the City Treasurer and present: a. Proof of Payment if paid online b. Order of Payments for the Over the Counter Payment	Issuance of Official Receipt	For over the counter payment: Urinalysis P30.00 Fecalysis P30.00 CBC P60.00 Health Card P50.00 Occupational Permit P50.00	5-10 minutes	*Cashier*
10. Go to City Health Annex Bldg. on the date of appointment Present Official Receipt and original documentary	Verify if the client is registered on the present day, Check documentary requirements and process request	None	6-10 minutes	*Sanitation Section Personnel*

requirements for processing Health Certificate				
11.Wait for instructions	Sanitation Section personnel will instruct the client to submit urine and stool specimen to laboratory tray in the laboratory area	None	2-3 minutes	*Sanitation Section Personnel*

12. Submit urine and stool sample to the laboratory	Accept and process specimen	None	20 minutes per specimen	*Medical Technologist*
13. Claim result	Record and release Laboratory Result	None	5-10 minutes	*Medical Technologist*
If laboratory result is normal				
14.Claim health permit	Release Permit	None	2-3 minutes	*Sanitation Officer*
If laboratory result is not normal				
Avail medical Consultation	Consult for diagnosis and treatment Advice when to come back	None	5-10 minutes	*Physician on duty*
Proceed to Business Permits and Licensing Office (BPLO) to claim Occupational Permit				
*Note: (if the client switched to a different employer and needs to replace Health	Issue Order of Payment for Health Card replacement.	Health Card P50.00	10-15 Minutes	*Sanitation Section Personnel Cashier*

Card) Proceed to City Health Annex Bldg., advise the City Health Annex Personnel for Health Card replacement. Receive and pay order of payment at the cashier.	Printing of Health Certificate with the new Employer Name	None	1-3 Minutes	*Sanitation Section Personnel Cashier*
	Issuance of Health Certificate with changed Employer Name	None	3-5 Minutes	*Sanitation Section Personnel Cashier*

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 Establishment/Manufacturing/ if needed)	Food and Drug Administration
Water Analysis: Micro Biological Physical/ Chemical (Water Station)	Accredited by DOH and Recognized Water Testing Laboratories by Valenzuela City Health Office
Certificate of Water Potability (Water Station)	Sanitation Unit
First Aider Training Certificate (Industrial Establishment/Manufacturing/ if needed)	Philippine Red Cross
DENR: Environmental Compliance Certificate, Certificate of Non-Coverage Waste Water Discharge Permit (Industrial Establishment/Manufacturing)	Department of Environment and Natural Resources
Pest Control Service Report (Food Establishment/ if needed)	Licensed Pest Controller

Pest Control Service Report (Food Establishment/ if needed)	Licensed Pest Controller
Basic Occupational Safety and Health (BOSH) (Industrial Establishment/Manufacturing)	Department of Labor and Employment
Pollution Control Officer Certificate (Industrial Establishment/Manufacturing)	Department of Environment and Natural Resources
PDEA Certificate (if needed)	Philippine Drug Enforcement Agency
PNP-Anti Fencing (Junkshop)	Philippine National Police
SCC DOE	Department of Energy
Infectious Waste MOA	Hazardous Waste Collector

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Renewal of Business Permit with the BPLO	1. Issue new Business Permit 1. 1 Issue Temporary Sanitary Permit	To be determined by the BPLO	10-15 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*
2.1 If with complete documentary requirements during inspection 2.2 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	*SI Area Supervisor / Sanitary inspectors*

			inspection after 14 days for non-compliant establishments	
2.3 Submission of complete documentary requirements after issuance of SO1 .	3.Issue Sanitary permit 3.1.Follow up inspection after 14 days for non-compliant	None	1-2 hours 30 Minutes	*Clerk / Encoder* *Sanitary Inspectors*

	establishments 3.2. Re-inspection and issuance Sanitary Order No. 2 with 7 days period of compliance.			
3.3. Submission of complete documentary requirements	3.3. Accept requirements if complete for the issuance of Sanitary Permit	None	1-2 hours	*Clerk / Encoder*
3.4. For Non-compliant business establishments after issuance of SO2	3.4. Endorse to BPLO for appropriate action		1 day	*Sanitary inspector*
3.5. Refusal for inspection				
	TOTAL	None	1 day, 3 hours and 10 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	None	5-10 minutes	*Nurse/Midwife on duty*
	1.1.Record vital signs			
	1.2.Refer the patient			

	to the physician 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	5-15 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	3-5 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**	**PROCESSING**	**PERSON**

		TO BE PAID	TIME	RESPONSIBLE
1.Acquire queue card number and wait to be called	1.Attend to client and check vital signs, blood pressure and weight	None	3-5 minutes	*Midwife*
	1.1.Record the age of gestation			
	1.2.Accomplish the homebased maternity record card Prepare a referral slip for CBC & urinalysis for the first visit		2-3 minutes	*Midwife*
2. Undergo prenatal examination and administration of tetanus toxoid immunization	2.Conduct prenatal examination	None	10-15 minutes	*Midwife*
	2.1.Inform client about the findings – Administer Tetanus toxoid immunization			
3.Undergo a brief health education	3.Inform client on the importance of proper nutrition and maternity care-Advocate the importance of breastfeeding, basic immunization and complete tetanus immunization	None	5-10 minutes	*Midwife*
4.Claim free ferrous sulfate with folic acid and prescription for other pre-natal multivitamins	4.Provide free ferrous sulfate with folic acid to all pregnant clients Issue prescription	None	2-3 minutes	*Midwife*
	TOTAL	None	36 minutes	

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	1-2 minutes	*Midwife on duty*
2. Undergo routine assessment for pregnant women	2.Record the age of the patient and past medical history	None	2-3 minutes	*Midwife on duty*
	2.1.Access gravidity, last menstrual period and age of gestation	None	5-10 minutes	*Midwife on duty*
	2.2.Take vital signs, blood pressure, respiratory rate, pulse rate, and weight	None	5-10 minutes	*Midwife on duty*
3. Undergo Physical examination	3.Perform abdominal palpation on the client and inform the client of findings	None	3-5 minutes	*Midwife on duty*
4. Pay attention to findings and instructions of physician	4.Inform the client of the danger signs to watch out for	None	1-2 minutes	*Midwife on duty*

	4.1.Give mother health instruction on proper nutrition and maternity care	None	2-3 minutes	*Midwife on duty*
5. Undergo tetanus toxoid administration	5.Provide tetanus toxoid as schedule	None	1-2 minutes	*Midwife on duty*
6. Secure prescribed laboratory procedures	6.Give referral for routine urinalysis, CBC and initial ultrasound, Rpr, HBsAg, HIV Test.	None	1-2 minutes	*Midwife on duty*
7. Pay attention to instructions	7.Inform the mother on the next consultation and date	None	1-2 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	1-2 minutes	*Midwife on duty*
2. Undergo routine assessment for postpartum women	2.Record the age of the patient and past medical history	None	2-3 minutes	*Midwife on duty*
	2.1.Assess gravidity, date of delivery		2-3 minutes	*Midwife on duty*
3. Undergo physical examination	3.Perform Physical examination on the client and inform the client of findings	None	5-10 minutes	*Midwife on duty*
4. Receive findings and instructions of physician	4. Inform the client of danger signs to watch out for	None	1-2 minutes	*Midwife on duty*
	4.1.Provide mother health instruction on proper nutrition and postpartum care; encourage to breastfeed	None	5-10 minutes	*Midwife on duty*

5. Provision of ferrous sulfate and vitamin	5.Give ferrous sulfate and Vitamin A	None	1-2 minutes	*Midwife on duty*
	5.1.Inform the mother of the next consultation and date	None	1-2 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	2-3 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	5-10 minutes	*Laboratory Clerk/Medical Technologist*

3. Proceed to payment window and pay the required fees	3. Receive payment and issue official receipt	Initial pay-ment (femal e sex worke r) PHP 110 Smea r PHP 60 RPR-PHP 60.00	3-5 minutes	*Casher*
4. Present official receipt	4. Usher to Medical Treatment room for instructions on examination procedures	None	10-15 minutes	*Nurse/Midwi fe ,Social Hygien e Clinic*
	Examine collected specimen Evaluate laboratory results	None	20-30 minutes	*Medical Technolo gist* *Physician in Charge*

For Client yielding negative result for STD/HIV				
5. Claim Health Card	5. Issue results and Health Card	None	10-15 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	10-15 minutes	*Social Hygiene MD, nurse coordinator*
TOTAL		Initial pay-ment(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	3-5 minutes	*Barangay Health Workers*
2. Provide required data of child to be vaccinated	2.Record information of the child to be immunized	None	5-10 minutes	*Barangay Health worker*
3. Patient waits to be called	3.Review record for past immunizations given	None	5-10 minutes	*Nurse/Midwife*
4. Receive scheduled vaccines	4.Administer the scheduled vaccines	None	5-10 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	5-10 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 Building Animal Bite Centers (Malinta and GTDL 3S)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Referral for Rabies shot – history of animal bites	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**

Referral forms		Health facilities		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Clinic	1.Check the referral from a physician to administer rabies shot 1.1History taking	None	5-10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic*
2. For indigents, proceed to Step 3 District I - Malinta District II - GTDL	2.Check the referral form a physician to administer rabies shot	None	5-10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Clinic*
3. Submit VCHO referral	3.Check Original Receipt/ referral 3.1 Administer Rabies shot	None	5-10 minutes	*Nurse/Midwife Employee's Clinic (City Health Medical Clinic), Animal Bite Center*
	3.2. Schedule for next rabies shot	None	5-10 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:	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 City Serrano / Mega Center

	Different Barangay Health Centers
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	1-2 minutes	*Dental Aide*
2. Checking of vital signs	2. Examine mouth of patient	None	1-2 minutes	*Dentist*
3. Undergo mouth examination	3. Take vital signs	None	2-4 minutes	*Dentist*
4. Listen to diagnosis, evaluation and instructions	4. Diagnose evaluate	None	3-5 minutes	*Dentist*
5. Undergo appropriate dental procedure	5. Perform appropriate dental procedure	None	10-15 minutes	*Dentist*
	5.1. Curative Services: Cavity preparation	None	3-5 minutes	*Dentist*
	5.2. Temporary Restoration	None	10-15 minutes	*Dentist*
	5.3. Permanent Restoration	None	20-30 minutes	*Dentist*
	5.4. Preventive Service: fluoridization (Children ages 1-3)	None	5-10 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 and register	1. Record pertinent data	None	1-2 minutes	*Dental Aide*
2. Undergo mouth examination	2. Examine mouth of patient	None	1-2 minutes	*Dentist*
3. Undergo routine checking of vital signs	3. Take vital signs	None	3-4 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	1-2 minutes	*Dental Aide*

		(posterior teeth) PHP 100		
5. Pay the required fee	5. Receive payment and issue official Receipt	None	3-5 minutes	*Cashier*
6. Listen to diagnosis, evaluation and instructions	6. Diagnose evaluate	None	3-5 minutes	*Dentist*
7. Undergo appropriate dental procedure	7. Perform appropriate dental procedure	None	10-15 minutes	*Dentist*
8. Claim Dental Certificate	8. Sign and issue dental certificate	None	1-2 minutes	
	TOTAL	Dental Certificate – PHP 50 Tooth extraction (anterior teeth PHP 75 Tooth extraction (posterior teeth) PHP 100	37 minutes	

SOCIAL SERVICES

SOCIAL WELFARE AND DEVELOPMENT OFFICE

External Services

1. 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
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, neighbours)	Client
6.Income Tax Return (BIR) Latest	BIR
7.Psychological Evaluation (as need arises)	
8. Brgy Certificate (length of residency and good moral character)	Barangay
9. Valid residence visa or proof of residency (for foreign nationals)	DFA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client needs to attend the orientation on foster care program	1. Social worker provides endorsement/ referral of client to DSWD-NCR for orientation	None	20 minutes	*Social Worker*
2. Submit all necessary requirements	2. Social worker to conduct validation / home visitation and further case management including home study report and submit documents to DSWD-NCR for processing and approval	None	14 days (upon submission of requirements)	*Social Worker*
3. Client should wait for notice for possible matching	3. Worker attends foster care matching for presentation to matching committee	None	20 days	*Social Worker*
	TOTAL	None	34 days and 20 minutes	

2. Adoption Program

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Walk in Clients	
1. Certificate of Attendance on foster care orientation	DSWD-NCR
2. Police Clearance	Police Clearance Office
3.Marriage Certificate (if married) SECPA form	PSA, Local Civil Registry
4. Medical Certificate	Private/ Public Clinic or hospital certified by licensed physician
5. Three (3) Character References	Client
6.Birth certificate of applicant SECPA Form (authenticated copy)	PSA
7. Latest Income Tax Return (BIR)	BIR
8. Psychological Evaluation (as need arises)	
For Abandoned, Neglect and Dependent Child	
1.Notarized Petition	CSWDO, Lawyer
2.Social Case Study Report	CSWDO
3.Written certificatin 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 BarangayHall, 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 documents (requirements submitted by the applicant)	None	20 days	*Social Worker*
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 the Prospective Adoptive Parents (PAPs) to the committee of adoption matching. The result of the matching conference will be announced after the matching.	None	20 days	*Social Worker*
	TOTAL	None	67 days	

3. 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 DSWDNCR will send a letter	None	20 days	*Applicant Social Worker*
	regarding their Observation/ recommendation 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	

4. 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
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 2. Enrolment Form (downloadable from Valenzuela City Page)	LCR, PSA

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the nearest day care center and drop (drop box) the enrolment form and a photocopy of the child's birth certificate.	1. Conduct interview with the parent on child's personal profile thru phone.	None	10 minutes	*Day care teacher*
	TOTAL	None	10 minutes	

5. Government Internship Program (GIP) of the Youth Welfare Program

Provision of opportunities to in–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:	Simple
Type of Transaction:	G2C
Who may avail:	Out-of-School Youth Age 15- 24 yrs. Old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) pc. 2x2 latest picture with white background	Client
2.Photocopy of Birth Certificate (3 copies)	Philippine Statistics Authority (PSA)

3.Photocopy of Class Card/Registration Form/Form 137 (3 copies) / School Diploma (photoCopy)	School last attended
4.Photocopy of Valid ID of Guardian -Government Issued ID (not Expired) and the Applicant (3 copies) Eg. Voter's Certification, Philhealth, Drivers License, School ID, National ID.	Government agency
5.Barangay Certificate of Indigence of the Applicant-GIP Purpose – one (1) original, two (2) photocopies , If minor, Brgy. Indigency of guardians.	Barangay
6. Duly Accomplished Kasunduan Form and Application form of GIP	CSWDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*
2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO personnel*
3. Submission of requirements	3. Social worker's assessment	None	3 minutes	*CSWDO personnel*
4. Attendance to the orientation	4. Prepare for the orientation	None	1 hour	*CSWDO personnel*
5. Wait for the call of the social worker	5. Deployment	None	10 minutes	*CSWDO personnel*
	TOTAL	None	1 hour and 21 minutes	

6. Educational Assistance of the Youth Welfare Program

The educational assistance program provides assistance to the youth under the youth welfare program to be able to stay in school to complete their studies.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple

Type of Transaction:	G2C
Who may avail:	In- school youth Particularly College students study in private school ,Child of a Solo parent, Street Childrens.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate of Indigence of the Applicant Purpose: Educational Assistance One (1) original, two (2) photocopies	Barangay
2. Three (3) photocopies of Parents or Guardian's Valid ID government Issued ID (not Expired) and the Applicant (3 copies) Eg. Voter's Certification, Philhealth, Drivers License, National ID,Solo parent ID, OSCA/PWD ID.	Government Agency
3. Three (3) photocopies of Student"s ID	School attended
4. Three (3) photocopies of Registration Card or Certificate of Enrollment	School attended
5. Statement of Account from School	School attended
6. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)	Client
7. 2 pcs. Photocopy of Birth certificate of client.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*
2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO*
3. Follow up	3. Assessment(Social Case Study report)	none	15 minutes	*personnel*
3. Submission of requirements	3. Social worker's assessment	None	3 minutes	*CSWDO personnel*
4. Claiming of stub for possible date of releasing	4. Give claim stub for follow-up	None	2 minutes	*CSWDO personnel*

5. Wait for the call of the social worker	5. Releasing	None	10 minutes	*CSWDO personnel*
TOTAL		None	23 inutes	

7. Provision of Social Case Study Report and Certificate of Indigence for Scholarship under the Youth Welfare Program

Social Case Study Report is being issued to clients who need the documents for financial assistance, medical assistance, referrals, etc.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Bonafide resident of Valenzuela City(Student)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Certificate of Indigency (Purpose: CSWDO Requirements)	Barangay
2. Student‟s ID (Photocopy)	School attended
3.Parents/Guardian Valid ID (Photocopy)government Issued ID (not Expired) and the Applicant (3 copies) Eg. Voter's Certification, Philhealth, Drivers License, School ID, National ID	Government Agency
4. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room), Latest Billing of Water and Electricity (Photocopy)	Client
5. Letter from School	School attended
6. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)	Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Registration	1. Encoding of information	None	3 minutes	*CSWDO personnel*
2. Intake	2. Pre-assessment	None	5 minutes	*CSWDO personnel*

3. Submission of requirements	3. Social worker's assessment	None	3 minutes	*CSWDO personnel*
4.Waiting for releasing	4. Make a social case study/ certificate of indigence	None	5 minutes	*CSWDO personnel*
5.Waiting for releasing	5. Releasing of certificate	None	4 minutes	*CSWDO personnel*
	TOTAL	None	20 Minutes	

8. Provision of Financial Assistance for Medical Needs of Families in Crisis

Program to help families in crisis situations meet their medical needs through financial assistance.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parents/substitute parents, solo parents, families in-conflict, families with problems in relationships, unemployed family heads, needy adults and socially-depressed barangays

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Certificate of Barangay Indigency with a purpose of seeking medical assistance from CSWDO – Two (2) photocopies	Assigned Barangay Hall

2.Medical Certificate/Medical Abstract/Certificate of Confinement with Doctor's Diagnosis or impression If requesting Medicines: Updated medicine prescription with price quotation If requesting laboratory work-ups: laboratory request from the doctor with price quotation For unpaid hospital bill: Running bill or promissory note from the hospital For other treatments like chemotherapy or dialysis: Treatment protocol with price quotation – Two (2) photocopies	Any hospital or clinic where patient undergoes medical treatment
3.Valid identification card of patient and client address in Valenzuela from the following: ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D . OSCA ID ·Solo Parent ID .National ID .4P's ID – Two (2) photocopies	COMELEC, GSIS, LTO, PDAO, OSCA offices and CSWDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all documents: original barangay indigency and 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 to verify documents submitted and prepares Social Case Study Report	None	1 hour	*Social Worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation (case-to-case basis)	None	1 day	*Social Worker*
4.Return on the scheduled date of release and present valid ID	4. Releasing of financial assistance (every Wednesday and Friday)	None	10 minutes	*Social Worker*
	TOTAL	None	1 day, 1 hour and 15 minutes	

9. Financial Assistance for Emergency Shelter Assistance of Families In-Crisis of the Family Welfare Program

Program to help families in crisis situations be provided with emergency shelter assistance through financial assistance.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parents/substitute parents, solo parents, families-in-conflict, families with relationship problems, unemployed family heads, needy adults and socially-depressed barangays
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Certificate of Barangay Indigency (with a purpose: seeking for CSWDO Requirements) -Two (2) photocopies	Assigned Barangay Hall
2.Valid Identification card of patient and client address in Valenzuela from the following: ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO

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 counselling and prepares Social Case Study Report	None	1 hour	*Social Worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	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	

10. Financial Assistance for Families In-Crisis Needing Livelihood Assistance/Seed Capital

The service is provided to productive families who want to start up a small business or expand a business to augment their family income.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
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 Has the skill to run a small-scale business (based on assessment)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Certificate of Barangay Indigency (with a purpose: seeking for CSWDO Requirements) -Two (2) photocopies	Assigned Barangay Hall
2. Valid Identification card of patient and client address in Valenzuela produce from the following: ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO

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 counselling for further assessment; if approved provide for home visitation	None	1 hour	*Social Worker*
3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	*Social Worker*
	TOTAL	None	1 day, 1 hour and 5 minutes	

11. Request for Marriage Counseling (MC) Certificate

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:	Simple
Type of Transaction:	G2C
Who may avail:	Couples contemplating to marry after a month 18 to 25 years old

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate of the Couple -Two (2) photocopies	Client
2. Fill-up the Marriage Counseling Application Form	CSWDO- Family welfare Unit

3. Valid Identification card of patient and client address in Valenzuela produce by the following: ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO
4. Prepare PHP 50.00 for clearance fee	Treasurer's Office

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 to both partner with counseling for further assessment	None	1 hour	*Social Worker*
3.Secure order of payment and Marriage Expectation Inventory Questionnaire	3. Provided MEIQ and Order of Payment	None	10 minutes	*Social Worker*
4.Pay MC fee and secure Official Receipt	4. Received payment and issue Official Receipt	PHP 50 per couple	10 minutes	*City Treasurer's Office, Ground Floor, Finance Building*
5.Attend Marriage Counseling at the specified venue	5. Conducts Pre-Marriage Counseling	None	5 hours	*Accredited Pre-Marriage Counselor& Social worker*
6. Receive your MC Certificates after the seminar	6. Give your PMC Certificates after the seminar	None	5 minutes	*Accredited Pre-Marriage Counselor& Social worker*

TOTAL	PHP 50	6 hours and 30 minutes	

12. 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:	Simple
Type of Transaction:	G2C
Who may avail:	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; 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; 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; 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; Parent left solo or alone with the responsibility of parenthood due to legal separation orde facto separation from spouse for at least one (1) year, as long as he/she is entrusted with the custody of the children; 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;

	Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year. 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; Any other person who solely provides parental care and support to a child or children; Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parents 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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance (purpose: Solo Parent ID) – Two (2) photocopies	Assigned barangay
2. Affidavit of Separation/ if separated (Notarized) – Two (2) photocopies	Legal Office
3. Certificate of Detention from Jail Warden (if spouse is detained) – Two (2) photocopies	BJMP
4. Death Certificate of Spouse (if widow/widower) – Two (2) photocopies	PSA
5. Birth Certificate of Minor Children/PWD adult certified by Medical Doctor – Two (2) photocopies	PSA
6. Two (2) pcs of 1 x 1 ID picture	Client
7. Valid identification card of patient and client address in Valenzuela from the following: ·Voter's I.D/ Voter's Certification ·UMID I.D Driver's License ·PWD I.D ·Solo Parent ID -Two (2) photocopies	COMELEC, GSIS, LTO, PDAO offices and CSWDO
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. 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 to both partner with counseling for further assessment	None	1 hour	*Social Worker*
3. Client receives Solo Parent ID or Certification	3. Issuance of Solo Parent ID/NHA Certification	None	2 minutes	*Social worker*
4. Acknowledge Claim Slip or Home Visit Schedule Slip	4. Issue Claim Slip/Home Visit Schedule Slip to prepare for Home Visit for further assessment or collateral investigation	None	1 day	*Social Worker*
TOTAL		None	1 day, 1 hour and 7 minutes	

13. Educational Assistance for Indigent Solo Parents or their Children

Provision of educational assistance to solo parents or children of solo parents who are in college level and found to be indigent. It is given to the client twice a year or every semester.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Children of indigent solo parent who are in school, in college or the student is enrolled in either formal and non-formal schools
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assign Barangay Hall
2. Birth Certificate of the student/client	PSA
3. BIR Certification of No Income (Parents)/ITR if available	BIR
4. Medical Certificate of the student/client	Any hospital/ clinic client requesting
5. Certificate of Registration and Latest Grades of the student/client	School
6. Valid Identification card of patient and client address in Valenzuela with the following: ·Solo Parent ID	CSWDO

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 for further assessment and preparation for case study report	None	1 hour	*Social Worker*
3. Acknowledges schedule of release of educational assistance	3. Student/client admitted to the program upon approval of the OIC	None	15 minutes	*Social Worker*
4.Follow up/ releasing for assistance	4. Assist the client for the releasing	None	10 minutes	*Social Worker*
	TOTAL	None	1 hour and 30 minutes	

14. Persons Living with HIV (PLHIV) Welfare Services

It provides persons living with HIV and their families a financial Support Program which is a form of medical and livelihood assistance which is one of the services to be provided by the

government agencies in the effort of mainstreaming them in their communities.

Office or Division:	City Social Welfare and Development Office-Persons living with HIV(PLHIV) Welfare Services
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	People living with HIV

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1.Certificate of Barangay Indigency	Assigned Barangay Hall
2.Confirmatory Certificate (that he/she is diagnosed as PLHIV	Any hospital/clinic client requesting
3.Any valid Identification card of patient and client address in Valenzuela with the following: ·PWD ID ·Voter ID/ Voter's Certification ·UMID I.D ·Driver's License ·Solo Parent ID	CSWDO, COMELEC, SSS, LTO

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 for further assessment, preparation for case study report and Psychosocial Services	None	1 hour	*Social Worker*

3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya); Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc	None	10 minutes	*Social Worker*
	TOTAL	None	1 hour and 15 minutes	

15. Aftercare Program

'Aftercare' is a general term used to describe any on-going or follow-up treatment for substance abuse that occurs after an initial rehab program. The CSWDO provides an aftercare program for recovering person who used drugs (RPWUDs).

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Recovering Person who Used Drugs (RPWUDs). Treatment and Rehabilitation Centers (TRCs) undergoing outpatient treatment and monitoring for a minimum of eighteen (18) months under the CSWDO
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Court Order/ Release Order or Endorsement Letter	Respective Courts ordering the said inclusion of the client to the aftercare program of the office, or the latter requirement in special cases to be provided by the VADAC/ VADAO or other endorsing party.
2.Treatment Plan (Aftercare Plan) from the residential facility	From the referring agency, respective Treatment and Rehabilitation Centers, as well as from other concerned parties depending on the case.
3.Photocopy of valid government issued of the client and petitioner	Client and Petitioner
4. Client and petitioner's original copy of the certificate of residency	Barangay
5. Certificate of Completion of Residential Rehabilitation Program	Treatment and Rehabilitation Center/ VADAO
6. One (1) pc. 2x2 ID picture of the client	Client
7. One (1) pc. 2x2 ID picture of the petitioner	Petitioner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial Contact with the RDD	1. Filling-up, with the help of the client, documents useful in the Aftercare program, such may include, but not limited to, the following: i) Aftercare Agreement Form, ii) Intake Form/ Psychosocial Form. Client's submission of documentary requirements upon the program orientation.	None	20 minutes	*Recovering Drug Dependent Aftercare Program Social Workers*

2. Monthly Group work Session/ Family Session and other ACP related activities not mentioned below	2. Prepare and facilitate the program in accordance with the assigned topic/ format, as well as the aspect of logistics, and other incidental measures to ensure the execution of the said activity.	None	3 hours	*Aftercare Program Social Workers Recovering Person who used Drugs, Relatives/ Family members of recovering person who used drugs*
3. Random Drug testing	3. Schedule, coordinate, and endorse the clients to the Valenzuela Medical Center for the (free) monthly drug test requirement, as part of the program.	None	1 hour	*RPWUD, Aftercare Program Social Workers , Specimen Collector at Valenzuela Medical Center, BADAC-BCSC*

	As an alternative in case of failure on the part of the client to participate in the said activity (without valid reason), the said client will be instructed to secure the same on his own expense at any DOH accredited laboratory/ clinics If the client results positive during the initial drug test conducted at Valenzuela Medical Center, the client's respective barangay will be taped for the confirmatory result which costs Php1, 000.			
4. Intensive Community Involvement Program (ICIP)	4. As part of the requirement for graduation/ termination of the Aftercare Program, every client should be able to devote 10 days or 80 hours, within the span of the 18 months program, to voluntary community work. Referral form will be secured and forwarded to BADAC of Barangay relating to such activity.	None	10 days	*RPWUD, BADAC- BCSC 3.Aftercare Program Social Worker*

5. Drug Dependency Evaluation, Terminal Evaluation	5. After considerable fulfilment of the aftercare goals, requirements and other requisites to termination, provided that the client has not been involved to any negative activities within the community, no recent positive drug test results, and is already assessed as ready for termination, the same shall be instructed to undergo Drug Dependency Evaluation to determine the next phase of his/ her treatment, otherwise TERMINATION of His inclusion to the program is already possible.	None	1 hour	*Valenzuela Anti-Drug Abuse Council (VADAC)/ Valenzuela Anti-Drug Abuse Office (VADAO) City Health Office (CHO), PRWUD, Aftercare Program social worker*
6. Referral to other agencies based on client's needs and assessment of case manager	6. Client may be referred to other agencies if he/she sought help available/ offered by the latter such	None	15 minutes	*Recovering Drug Dependents Aftercare program social worker Concerned*

	as but not limited to employment, educational assistance, livelihood assistance and others			*agency/ Department*
	TOTAL	None	10 days, 5 hours and 35 minutes	

16. Women in Extremely Difficult Circumstances (WED-C)

Refers to victims and survivors of sexual and physical abuse, illegal recruitment, prostitution, trafficking, armed conflict, women in detention, victims and survivors of rape and incest, and such other related circumstances which have incapacitated them functionally.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Battered/Abused women Victims of Involuntary prostitution Victims of Illegal recruitment Victims of Rape/Incest/Sexual Harassment Victims of Armed Conflict Women in Detention Note: For services/assistance to WED-C such aseducational assistance, medical assistance, Balik-Probinsya assistance, livelihood assistance/Seed capital, emergency shelter assistance, financial assistance to augment temporary basic needs, etc., please refer to programs and services/ intervention for families incrisis for the standard requirements and flow.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assigned Barangay Hall
2. Birth Certificate of the Student/client	PSA
3. BIR Certification of No Income (Parents)/ITR if available	BIR
4. Medical Certificate of the student/client	Any hospital/ clinic client requesting
5. Certificate of Registration and Latest Grades of the student/client	School

6. Any valid Identification card of patient/client address in Valenzuela with the following: ·Pwd ID ·Voter ID/ Voter's Certification ·UMID I.D ·Driver's License ·Solo Parent ID	COMELEC, GSIS, LTO, PDAO offices and CSWDO

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 for further assessment, preparation for case study report and psychosocial services	None	1 hour	*Social Worker*
3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya);	None	10 minutes	*Social Worker*

	Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc			
	TOTAL	None	1 hour and 15 minutes	

17. Violence Against Women and their Children

Refers to any act or a series of acts committed by any person against a woman who is his wife, former wife, or against a woman with whom the person has or had a sexual or dating relationship, or with whom he has a common child, or against her child whether legitimate or illegitimate, within or without the family abode, which result in or is likely to result in physical, sexual, psychological harm or suffering, or economic abuse including threats of such acts, battery, assault, coercion, harassment or arbitrary deprivation of liberty.

Office or Division:	City Social Welfare and Development Office-Violence against Women and their Children
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	A woman who is the wife or former wife of the of the abuser/ husband A woman with whom the abuser has or had a sexual or dating relationship A woman with whom the abuser had a common child/children(whether legitimate or illegitimate) A child/children of the abuser with whom the abuser committed abuse.
	Note: For services/assistance such as educational assistance, medical assistance, Balik-Probinsya assistance, livelihood assistance/Seed capital, emergency shelter assistance, financial assistance to augment temporary basic needs, etc., please refer to programs and services/ intervention for families in-crisis for the standard requirements and flow.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Two (2) photocopies of the following: 1. Certificate of Barangay Indigency	Assign Barangay Hall
2. Initial intervention from Barangay VAWC desk (blotter, referral letter, etc.) if there's any	Assign Barangay Hall
3. Medical Certificate (if any)	Any hospital/ clinic client requesting
4. Valid Identification card of patient and client address in Valenzuela with the following: ·PWD ID ·Voter ID/ Voter's Certification	COMELEC, GSIS, LTO, PDAO offices and CSWDO
·UMID I.D ·Driver's License ·Solo Parent ID	

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 for further assessment, preparation for case study report	None	1 hour	*Social Worker*

3. Acknowledged schedule of release of assistance based on the needs of the client	3. Intervention based on the social worker, not limited to Medical Assistance; Transportation Assistance (Balik-Probinsya); Livelihood Assistance; Educational Assistance, Job Placements, and other Psychosocial Services. Financial Assistance to augment temporarily basic needs, etc.	None	10 minutes	*Social Worker*
TOTAL		None	1 hour and 15 minutes	

18. Crisis Intervention Unit – Application for Medical Assistance

Provision of financial assistance for medical needs to persons/families in crisis situations, specifically those belonging to the informal sector and other poor, marginalized, vulnerable, and disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office- CIU Unit
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Poor or indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantaged individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original and photocopy of the Barangay Indigency	3S Centers, Barangay Hall

2. Valid identification card of patient and client bearing residence address of particular Barangay under 3S Centers. ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D .OSCA ID .Solo Parent ID .National ID .4P's ID Need (2) photocopies		COMELEC, GSIS, LTO and PDAO, OSCA offices and CSWDO		
3. Two (2) photocopies of the updated medical certificate or clinical abstract.		Hospital that provides medical records such as medical certificates and clinical abstract. Note that all medical records should be provided by the same doctor.		
4. Two (2) photocopies of the updated medical prescription/laboratory request/hospital bills		Hospital, company or supplier that provides all the given requirements as well as the quotation of the prescription.		
5. If the patient is 17 years old and below, two (2) photocopies of the birth certificate is needed and/or School ID		PSA and school where the patient is studying		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for medical assistance	1. Register and check validity and completeness ofrequirements	None	3 minutes	*Assigned Front liner worker/*
2. Client presents the requirements needed	2. Endorses requirements/client to the assigned worker 2.1. Assigned worker conducts intake interview	None	3 minutes 1 day	

3. Acknowledge Claim Slip or Home Visit Schedule Slip	3. Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation 3.1. Assigned worker collects all the application does all summary reports of application for the approval of department head	None	3 days	*Assigned worker for home visit*
4. Return on the scheduled date of release and present valid ID	4. Release voucher for Financial Assistance. Advises client to proceed to City Cashier"s Office	None	15 minutes	*Assigned worker for releasing*
	TOTAL	None	4 days, 21 minutes	

19. Crisis Intervention Unit – Application for Balik-Probinsya

Provision of financial assistance for transportation needs or Balik-Probinsya to persons/families in crisis situations, specifically those belonging to the informal sector and other poor, marginalized, vulnerable, and disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office- CIU Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Residence of Valenzuela City that decided to return to their home province for good.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City – one (1) original, two (2) photocopies	Barangay Hall

2. Valid Identification card of patient and client such as the ff bearing residence address barangay under 3S: ·Voter's I.D / Voter's Certification ·UMID I.D ·Driver's License . OSCA ID . PWD ID .Solo Parent ID .National ID .4P's ID	COMELEC, GSIS, LTO and PDAO, OSCA offices and CSWDO
3. Contact personal or individual returning to their provinces	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for BalikProbinsya Program 1.1. Client present the requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker/*
2. Submit self for initial interview. 2.1. Acknowledge Claim Slip or Home Visit Schedule Slip	2. Assigned worker conducts intake interview 2.1. Assigned worker conducts necessary validation and coordination at the receiving LGU 2.2. Issue Claim Slip/Home Visit Schedule Slip/ Preparation for home visitation	None	5 days	*Assigned social worker for home visit*

3. Acknowledges claim stub from FP or RSWs on Duty	3. Focal Person/RSWs on duty signs the SCSR - Approval of the OIC	None	3 days	*Department Head/ Social Worker Assign*
	-Release of Voucher	None		
	TOTAL	None	8 days and 3 minutes	

20. Crisis Intervention Unit – Application for Certificate of Indigence or Social Case Study Report

Certificate of Indigency is a document that is sometimes required by the Philippine government or a private institution as proof of an individual's financial situation. The certificate is often required to avail of government services (i.e. educational scholarships, medical assistance, transportation, etc.)

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela city Poor or indigent individuals or families needing assistance for medical Members of informal sector, marginalized, vulnerable and disadvantaged individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall
2. Medical Certificate or Medical Abstract - Original	Clinic or Hospital where the patient sought consultation or check-up

2. Valid Identification card of patient and client such as the ff bearing residence address of barangay under 3S: ·Voter's I.D/ Voter's Certification ·UMID I.D ·Driver's License ·PWD I.D .OSCA ID .Solo Parent ID .National ID .4P's ID Need (2) photocopies	COMELEC, GSIS, LTO and PDAO, OSCA offices and CSWDO
4. Original and photocopy of the Certificate of No Property from Municipal Assessor's Office	Municipal Assessor‟s office (For Certificate of Indigency Only)
5. Original and photocopy of the Certificate of No Business from the Municipal Treasury Office	Treasurer‟s Office (For Certificate of Indigency Only)
6. Photocopy of the Certificate of Tax Exemption from the Bureau of Internal Revenue (BIR)	BIR (For Certificate of Indigency Only)
7. Case Summary Report or Referral Letter from the CSWDO or MSWDO	Requesting party or offices (For Social Case Study Report Only)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for Certificate of Indigence or Social Case Study Report 1.1. Client present the requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/client to the assign worker	None	3 minutes	*Assigned Front liner worker*

2. Submit self for initial interview.	2. Assigned worker conducts intake interview 2.1. If the client completes the requirements, the assigned worker produces the Certificate of Indigence within the day 2.2. If the client completes the requirements, the assigned worker produces the Social Case Study Report within the day	None	20 minutes	*Assigned worker*
	TOTAL	None	23 minutes	

21. Crisis Intervention- Burial Assistance

Residents can also request for Burial Assistance.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City For qualified registered Senior Citizens of Valenzuela City, obtain certification from the office of the Senior Citizens Affairs (OSCA)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and photocopy of the Barangay Indigency	3S Centers, Barangay Hall
2. Original and photocopy of the General Intake Sheet	3S Centers, Barangay Hall

3. Valid Identification card of Claimant and Original Valid ID of the deceased or Proof of billing with address ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela Need two (2) photocopies		COMELEC, GSIS, LTO and PDAO offices		
4. Death Certificate with registry number (1) Certified True Copy (1) Photocopy		Funeral Service		
5. Two (2) photocopies of the Original Funeral Contract or official Receipt		Funeral Service		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Go to the 3S Center for interview	1. Register and check validity and completeness of requirements	None	5 minutes.	*Assigned Front liner worker*
2.Submit filled-up Intake Sheet for Burial Assistance Form together with other requirements	2. Review Application and Requirements 2.1. Endorse application for approval	None	5 minutes	*Assigned Worker*
3. Claim Check	3. Issue check	None	2 minutes	*Assigned worker*
4. Sign Receiving Copy	4. Affix client"s signature on receiving copy	None	2 minutes	*Assigned Worker*
5. Encash Check at the Treasurer"s Office	5. Process Client"s Check	None	5 days and 2 minutes	*City Cashier*
	TOTAL	None	5 days and 16 minutes	

22. 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 SagipKalinga staff is being carried out to lower if not eradicate the increasing number of the said clientele.

Office or Division:	City Social Welfare and Development Office

Classification:	Simple to Highly Technical
Type of Transaction:	G2C
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 REQUIREMENT	**WHERE TO SECURE**
1. Medical Certificate	Barangay Health Center or VCEH or VMC
2. Blotter Report	Barangay Hall
3. Referral Letter	Barangay where the client was reached out
4. Referral Letter for Institution	CSWDO (Main Office or 3S Annex)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Make phone call, radio call or personal request	1. Receive the call or request	None	5 minutes	*Frontline or Sagip Kalinga Personnel*
	1.1 Assess if nature of request can be granted	None	5 minutes	*SagipKalinga Personnel*
If verified and available for reach out:				
	2. Coordinate with the Barangay Peace and Order to conduct initial response	None	15 minutes	*Barangay Personnel or Tanod*

	3. Coordinate with VC Command and Coordinating Center (VCC3) to conduct area visibility on the client	None	5 minutes	*SagipKalinga Personnel*
	4.Dispatch immediately the SagipKalinga Team 5. Upon reach out, client is immediately taken for medical check-up ang blotter the incident at the barangay	None None	15 minutes - 1 hour (depending on the location/ area of the client) 1 hour	*Social Worker* *SagipKalinga Personnel*
	TOTAL	None	2 hours and 30 minutes	
If no team is readily available for reach out:				
	5. Coordinate with the Barangay Officials/ nearest TMO or Pedestrian Officer	None	15 minutes	*Frontline Personnel*
	6. Provide feedback to requesting party once coordinated	None	10 minutes	
2. Fill-up Feedback Form	7. Require client to fill-up Feedback Form	None	5 minutes	
	TOTAL	None	30 minutes	

23. Educational Assistance Program (EAP)

Beneficiaries can choose from assistance for tuition, allowance or for school supplies. This is for college, high school and elementary students only who are enrolled in private schools and for other disadvantage clientele enrolled in public schools (e.g. street children)

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be a citizen of Valenzuela City Poor or indigent individuals or families needing assistance for education Members of informal sector, marginalized, vulnerable and disadvantaged individuals Student enrolled in public and private schools For College Students: Presently Enrolled in a private school Family belongs below the poverty threshold. Members of informal sector, marginalized, vulnerable and disadvantaged individuals Resident of Valenzuela City For High School and Elementary Students: Presently Enrolled in a private school Family Belongs to Poverty Threshold. Members of informal sector, marginalized, vulnerable and disadvantaged individuals Resident of Valenzuela City Assessed as special case by the Focal Person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall
2. Valid Identification card of client and his/her guardian or parent such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela -Photocopy of Parents/Guardian Valid ID (3 copies) -Photocopy of Student‟s ID (3 copies)	COMELEC, GSIS, LTO and PDAO offices

3. Three (3) copies of the Registration Card or Certificate of Enrollment		School where the client enrolled		
4.Statement of Account from School		School where the client enrolled		
5. House Photo (Kitchen, Receiving Area, Bedroom and Comfort Room)		Client		
6. Latest Billing of Water & Electricity Photocopy)		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for educational assistance 1.1. Client presents the requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/ client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2 Submit self for initial interview. 3. Acknowledges claim stub from assigned worker	2. Assigned worker conducts initial interview 3. Focal Person/RSWs on duty signs the SCSR - Approval of the OIC -Release of Voucher	None None None	20 minutes 3 days	*Assigned worker*
	TOTAL	None		

24. Emergency Shelter Assistance (ESA)

Provision of timely and limited financial /materials assistance to demolished victims, street dwellers, victims of evictions, and relocatees to temporarily alleviate their present plight. 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- ESA
Classification:	Simple

Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Demolished/Evicted from Waterways/NLEX/ Natl Power Corp. Tower Lines Poor or indigent individuals or families needing assistance for shelter
	Members of informal sector, marginalized, vulnerable and disadvantaged individuals, demolished victims, street dwellers, victims of evictions, and relocatees Demolished/Evicted from Private-Owned and Government-Owned structures or land Poor or indigent individuals or families needing assistance for education (delete) Members of informal sector, marginalized, vulnerable and disadvantage

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City- one (1) original, two (2) photocopies	Barangay Hall
2. Valid Identification card of client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela -OSCA ID address in Valenzuela -Solo Parent ID address in Valenzuela Need (2) photocopy	COMELEC, GSIS, LTO, OSCA, Solo Parent Unit and PDAO offices
3. Human Resettlement Office/Engineering/ Office of the Building Official Endorsement	Human Resettlement Office/ Engineering/ Office of the Building Official (Demolished Structure)
4. Three (3) photocopies of the Court Order/Notice of Violation	Court (Demolished Structure)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client goes to the office asking for assistance 1.1. Client presents the requirements needed	1. Register and check validity and completeness of requirements 1.1. Endorses requirements/client to the assigned worker	None	3 minutes	*Assigned Front liner worker*
2 Submit self for initial interview.	2. Assigned worker conducts intake interview	None	20 minutes	*Assigned worker*
3. Prepares self for home visit	3. Schedule home visit	None	3 days	*Assigned Social Worker*
4. Acknowledge claim stub schedule	4. Prepares Social Case Study Report for Approval of the OIC and provide claim stub	None	10 minutes	*Department Head/ Assigned Social Worker*
	TOTAL	None	3 days and 33 minutes	

25. Disaster Relief and Rehabilitation Program

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- DRRP
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Victims of manmade and natural disasters
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Victim's name must be included in the List of Victims/Survivors of Disaster as surveyed/monitored by the Social Workers at the Evacuation Center		Evacuation Center		
2. Victim must be present at the Evacuation Center		Evacuation Center		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Victim/ client visibility/ presence at the evacuation center	1. Master listing of evacuees present at the evacuation center	None	1 day	*Assigned Social Worker/ Assigned worker for Disaster Preparedness*
	2. Orientation on Evacuation Center rules and protocols			
	TOTAL	None	1 day	

26. Person with Disability Program – Financial Assistance

Financial assistance will be given to vulnerable sectors of society such as persons with disabilities.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Valenzuela citizens needing orthopedic management such us but not limited to titanium materials, hearing aid kits and developmental and physical therapies
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Barangay Indigency for Financial assistance - one (1) original and two (2) photocopies	Assigned Barangay Hall

2.Valid Identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D .OSCA I.D .National I.D -Need three (3) photocopies of any identified I.D's above with address in Valenzuela City	COMELEC, GSIS, LTO, OSCA, National I.D and PDAO offices
3. Three (3) photocopies of the updated medical certificate or clinical abstract	Any hospital/clinic that was signed by the licensed physician, paediatrician and doctors
4. Three (3) photocopies of the updated medical quotation	Any hospital, company or supplier that produce the quotation
5. If the patient is 17 years old and below, three (3) photocopies of the birth certificate is needed	PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for financial assistance	1. Social worker interviews the client and give the requirements	None	20 minutes	Social Worker

2. Submit all necessary requirements	2. Social worker checks the requirements, if ok, the social worker interviews the client for case study report, give the client follow up slip and call after 3 weeks 2.1. The social worker compiles the requirements to give to the assigned worker to have the voucher of the case 2.2. The social worker compiles the requirements for the approval of department head	None	10 minutes 10 minutes 10 minutes	*Social Worker* *Assigned worker for voucher* *Department Head*
	2.3 The assigned worker who produced the voucher will give the papers to the other worker assigned to process the papers in different offices such as Accounting, Audit, and Budget office's etc.		1 day	*Assigned worker*

3. Client should follow up his/her application	3. Social worker follows up to the assigned officer the status of client's application	None	1 day	*Social Worker*
4. Client goes to the office to claim the assistance	4. Social worker assists the client to claim the assistance	None	1 day	*Social Worker*
	TOTAL	None	3 days and 50 minutes	

27. Person with Disability Program – Assistive Device

Through assistive devices, persons with disability will continue to be productive and contributing members of society, despite their disability.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability living in Valenzuela City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) photocopies of the Barangay Indigency (assistive device purpose)	Assign Barangay Hall
2.Valid Identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D .OSCA I.D .National I.D -Need three (3) photocopies of any identified I.D's above with address in Valenzuela City	COMELEC, GSIS, LTO, OSCA, National I.D and PDAO offices
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.Client goes to the office or referred by the homecare volunteer for applying assistive device	1. Social Worker conducts interview and for assessment and referral for assistive device	None	20 minutes	*Social worker*
	2. Social worker does a case study report or assessment/ home visitation report for the referral of the client to have an assistive device and submitted to the assigned worker who processed the papers	None	1 hour	*Social Worker*
2.Client or Home care volunteer claims the assistive device	3. Social worker assists the client or homecare volunteer to claim the assistive device if the requirements are completes	None	1 day	*Social Worker / Homecare volunteer*
	TOTAL	None	1 day, 1 hour and 20 minutes	

28. Person with Disability Program – Request for GO Bag/Milk/Food Pack

Persons with disabilities can also request for a GO Bag, Milk and Food Pack to augment their daily needs.

Office or Division:	City Social Welfare and Development Office

Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability live in Valenzuela City / Referred by PWD Homecare Volunteer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency – one (1) original, two (2) photocopies	Assign Barangay Hall
2. Two (2) photocopies of the PWD I.D of the patient	Patient
3. Assessment form from social worker	PWD unit assigned social worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office or referred by the homecare volunteer for requesting Go Bags/ Milk/ Food Pack	1. Social Worker conducts interview and for assessment for the request of Go bags, Milks and Food Pack	None	20 minutes	*Social worker/ Assigned worker for checking the requirements*
2. Client claims the request for Go bags/milk/Food pack	2. When the social worker completes the requirements with in the day and the assigned worker confirms the requirements, request will be granted	None	5 minutes	
	TOTAL	None	25 minutes	

29. Livelihood or Capital Assistance

Refers to the services provided to productive individuals who want to start a small business to expand a business to augment their family income.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex

Type of Transaction:	G2C
Who may avail:	Resident of Valenzuela City who are: 18 -60 years old Physically and mentally fit Skilled to run a small-scale business (based on assessment)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Barangay Indigency, Barangay Certificate of Residency or any proof of residency in the City - one (1) original two (2) photocopies	Barangay Hall
2. Valid identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License .National I.D ·PWD I.D address in Valenzuela	COMELEC, GSIS, LTO and PDAO offices
Need two (2) photocopies	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for Livelihood Assistance 2. Client presents the requirements needed	1.Register and check validity and completeness of requirements 2.Endorses client and their requirements to the assigned worker	None	3 minutes	*Assigned Front liner worker*
3. Submit self for initial interview.	3. Assigned worker conducts intake interview - If, disapproved, refer to other Social Workers for other interventions or assistance appropriate for the client	None	20 minutes	*Assigned worker*

4. Prepares self for home visit	4. Schedule Home Visit	None	3 days	*Assigned Social Worker*
5. Client referred to orientation schedule on Basis Business Management Training (BBMT)	4. Assigned worker informs the client to attend the training before the assistance to release	None	2 days	*Assigned Social Worker or Partner NGO*
5. Acknowledge claim stub schedule	5. Prepares Social Case Study Report for Approval of the OIC and provide claim stub	None	10 minutes	*Department Head/ Assigned Social Worker*
	TOTAL	None	5 days and 33 minutes	

30. Elderly Welfare Program – Application for GamotHandogparakay Lolo at Lola Booklet

Program which aims to establish mechanisms whereby the contribution of senior citizens is maximized, adopts measures whereby they are assisted and appreciated by the community as a whole and establish a program beneficial to the senior citizens, their families, and the rest of the community that they serve.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Indigent Senior Citizens ages 60 years old and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency Certificate for GamotHandogparakayLolo't Lola Booklet - one (1) original	Designated Barangay Hall
2. One (1) photocopies of the latest Medical Certificate / Medical Abstract	Barangay Health Center or Clinic / Hospital
3. One (1) photocopies of the latest Medicine Prescription	Any hospital or clinic where patient undergo check ups

4. One (1) photocopy of the Senior Citizen ID	Office of the Senior Citizen Affairs
5. Two (2) pieces 1x1 picture	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits all original documents along with photocopies of each.	1. Verify client's data from record	None	2 minutes	*Social worker*
2. Prepares interview of GamotHandogparakayLolo't Lola Booklet application	2. Social worker does the interview and creates an assessment or home visitation (if needed).	None	1 hour	*Social Worker*
3.Client or elderly unit staff claims the assistive device	3. Social worker assists the client or elderly staff to claim the assistive device once the requirements are completes	None	1 day	*Social Worker / Elderly Unit Staff*
	TOTAL	None	1 day, 1 hour and 2 minutes	

31. Endorsement Letter to Philippine Red Cross Valenzuela Chapter-Requesting for Blood Plasma

Provides endorsement letter to Philippine Red Cross – Valenzuela chapter for indigent Valenzuela residents needing Blood Plasma.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela City Poor or indigent individuals or families needing assistance for medical

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) photocopy of the Barangay Certificate of Indigency (claimant – immediate family member)	Barangay Hall
2. one (1) photocopy of the request letter from the hospital indicating the type of blood and quantity	Any hospital where the patient admitted or check-up
3. Valid Identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela Need one (1) photocopy (claimant: immediate family member and patient, if patient is mobile)	COMELEC, GSIS, LTO and PDAO offices/Patient or claimant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client goes to the office asking for Endorsement Letter 2. Client presents the requirements needed	1.Register and check validity and completeness of requirements 2.Endorses Requirements/ client to the assign worker	None	3 minutes	*Assigned Front liner worker*
3. Submit self for initial interview.	3. Assigned worker conducts intake interview and does endorsement letter	None	20 minutes	*Assigned worker*
4. Receive Endorsement Letter	4. Issue Endorsement Letter	None	5 minutes	*Assigned Worker*
	TOTAL	None	28 minutes	

32. PhilHealth ID Para sa Masa

This program of the Special Projects Unit facilitates and issues Philippine Health Family Card for Indigent constituents. Through the Family Health Card, indigent members and their dependents may avail of hospitalization benefits within the validity period of their card.

Benefits include inpatient services such as allowances for hospital room and board, allowances for drugs and medicines and payment for professional fees.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Must be citizen of Valenzuela city Qualified Indigent family residing in Valenzuela City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Accomplished Application Form	CSWDO- PhilHealth unit
2. One (1) photocopy of the Barangay Certificate of Indigency (claimant – immediate family member)	Barangay Hall
3. One (1) photocopy Marriage Contract	Client
4. Birth Certificate of Dependents (21 years old and below)	Client/PSA
5. One (1) photocopy citizens ID (parents of the qualified member) Need one (1) photocopy - Husband and Wife	Client/ Office of the Senior Citizen Affairs

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for applying Philhealth I.D Para saMasa	1. Register and check validity and completeness of requirements	None	3 minutes	*Assigned Front liner worker*
2. Client present the requirements needed	2. Endorses requirements/client to the assign worker	None	1 minute	*Assigned Front liner worker*
3. Fill up and submit accomplished	3. Assigned worker conducts	None	20 minutes	*Assigned worker*
Application Form together with other requirement	intake interview			
4. Claim schedule slip for the release of PhilHealth Card	4. Provide schedule slip for the issuance of PhilHealth Card	None	5 minutes	*Assigned Worker*

5. Follow up the application of I.D	5. Releasing of I.D for Philhealth	None	3 minutes	*Assigned Worker*
	TOTAL	None	32 minutes	

33. Renewal of MDR PhilHealth ID Para sa Masa

It refers to the issuance of renewal of PhilHealth ID Para saMasa upon expiration.

Office or Division:	City Social Welfare and Development Office- SPO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Must be citizen of Valenzuela City Qualified Indigent family residing in Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Present expired PhilHealth Card		Client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client goes to the office asking for applying renewal Philhealth I.D Para sa Masa	1. Register and check validity and completeness of requirements	None	3 minutes	*Assigned Front liner worker*
2. Client presents the requirements needed	2. Assigned worker verifies the requirements	None	3 minutes	*Assigned worker*
3. Claim schedule slip for the release of PhilHealth Card	3. Provide schedule slip for the issuance of PhiliHealth Card	None	2 minutes	*Assigned Worker*
4. Follow up the application of I.D	4. Releasing of I.D for PhilHealth	None	3 minutes	*Assigned Worker*
	TOTAL	None	11 minutes	

34. Provision of Assistive Devices such as Wheelchair, Cane and Crutches

Provides wheelchair, cane and crutches to indigent disable constituents.

Office or Division:	City Social Welfare and Development Office- SPO
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Person with disability live in Valenzuela City and request by the client, social worker and homecare volunteer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Application Form	City Social Welfare Development Office
2. Three (3) photocopies of the Barangay Indigency for Assistive device purpose	Barangay Hall
3. Valid Identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela -Need three (3) photocopies of I.D	COMELEC, GSIS, LTO and PDAO offices
4. Three (3) photocopies of the Medical Certificate with doctor's recommendation to the patient to use wheel chair or crane	Any hospital or clinic where patient undergo check ups
5. One (1) whole body picture of the patient	Patient

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client referred by the social worker for Assistive device	1.Assigned worker validates and checks the requirements first	None	5 minutes	*Assigned worker*
2. Fill up Form	2. Social worker gives the assessment form and home visit report from home care volunteer information for validation	None	5 minutes	*Social Worker*

3. Client or home care volunteer claims the assistive device	3. Social worker assists the client or homecare volunteer to claim the assistive device of the requirements are completes	None	1 day	*Social Worker / Homecare volunteer*
	TOTAL	None	1 day and 10 minutes	

35. Provision of Free Cataract, Cleft Lip/ Palate and Club Foot Operation

Provides affordable cataract, cleft lip/palate and club foot operation to indigent citizens. The City will subsidize the medical laboratories of the operation in coordination with its NGO partners.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Person with disability living in Valenzuela City			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished Application Form		City Social Welfare Development Office		
2. Two (2) photocopies of the Barangay Indigency for Assistive device purpose		Barangay Hall		
3. Valid Identification card of patient and client such as the following: ·Voter's I.D ·UMID I.D ·Driver's License ·PWD I.D address in Valenzuela -Need two (2) photocopies		COMELEC, GSIS, LTO and PDAO offices		
4. Two (2) photocopies of the referral letter from Dr. Tan (CSWDO partner doctor for cataract patients)		Dr. L.C Tan Clinic Near at Old City Hall of Valenzuela		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Client referred by the social worker for Assistive device	1. Assigned worker validate and check the requirements first	None	5 minutes	*Assigned worker*
2. Fill up form	2. Assigned worker assists the client for filling up the form	None	5 minutes	*Assigned worker*
3. Client goes to the Clinic of Dr..Tan for check up	3. Assigned worker gives a referral letter to the client	None	10 minutes	*Assigned worker*
4. Upon confirmation of cataract diagnosis, the client must return to the office for another referral form for operation	4. Give referral letter for operation - Schedule client for check-up/operation in coordination with partner NGOs	None	3 months / 90 days	*Assigned worker*
	TOTAL	None	90 days and 20 minutes	

36. Bahay Kalingang 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, adult and elderly including these withphysical and mental disability. please delete, BK will focus on children, women and other special cases..

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	

37. Bahay Kalingang 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, adult and elderly 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/ Adult Client (please delete, alter 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), BahayKalinga Social Worker in charge City Health Hospital, BahayKalinga Clinic		
3. Certificate of Acceptance		BahayKalinga Valenzuela		
4. Discharge Slip		BahayKalinga Valenzuela		
5. Gate Pass		BahayKalinga 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	

38. Bahay Pag-Asang 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.

Office or Division:	BahayPag-Asang 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. Admitting Officer is Notified	None	2 minutes	*Referring Party (CPC/CSWDO)*
2. Submit the Duly Requirements / Documents	2. Completeness of Admitting Documents is Checked	None	2 minutes	*Referring Party (CPC/CSWDO)*
3. Admission Conference	3. Case is Discussed and Signing of Kasunduan with Parents/Guardian	None	10 minutes	*Referring Pary / Center Social Worker*
4. Accomplish Admission Slip	4. Gathering of Basic Information about the CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*
5. Weighing, Height Measurement and Temperature Check	5. Determine Vital Signs and External Physical Condition	None	10 minutes	*Admitting Officer / Nurse on Duty*
and Interview on Medical History	of the CICL			
6. Body Search / Inspection and Inventory of Personal Belongings	6. Account Personal Belongings of CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*

7. Take Whole Body Picture	7. Photo Captured	None	2 minutes	*Admitting Officer / Nurse on Duty*
8. Introduce the Newly Admitted CICL to other Staffs/ Residents	8. Welcome CICL	None	5 minutes	*Admitting Officer / Nurse on Duty*
9. Turn-Over CICL to Houseparent		None	2 minutes	*Admitting Officer / Nurse on Duty*
10. Conduct of Orientation on the Center's Program and Services, House Rules and Regulations and CICL's Responsibility while in the Center	10. Signing of Contract with CICL	None	10 minutes	*Trustees / Leaders with Supervision of House Parent*
11. Issuance of Basic Needs		None	5 minutes	*Houseparent on Duty*
TOTAL		None	58 minutes	

39. Bahay Pag-Asang 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.

Office or Division:	BahayPag-Asang Valenzuela (CSWDO)
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	Children in conflict with the law (CICL)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Parental Capability Assessment Report	LSWDO
2. Affidavit of Undertaking	Legal Office
3. Release Order	Court (RTC)

4. Clearance / Certification of No Pending Court Case			Court (MTC / RTC)	
5. Discharge Paper			Center Social Worker	
6. Identification Card			Receiving Parent/Guardian	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. No Court Cases: Submit Parental Capability Assessment Report and/or Affidavit of Undertaking	1. Secure and Review PCAR	None	5 minutes	*Receiving Parent/Guardian / 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. Acknowledgement 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	

40. Bahay Kanlunganng 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:	BahayKanlunganng Valenzuela (CSWDO)
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	All clients assessed by the Social Workers of CSWDO Valenzuela

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Referral Letter / Endorsement Form	CSWDO
2. Medical Certificate / Medico-Legal	VCEH/Valenzuela Medical Center
3. Blotter Report	Barangay where the client was rescued
4. Case Summary / SCSR	CSWDO
5. RT-PCR test	CESU Valenzuela
7. 1st Dose of Vaccine	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	2 minutes	*Referring Party (CSWDO)*
2. Submit the Duly Requirements / Documents	2. Completeness of Admitting Documents is Checked	None	2 minutes	*Referring Party (CSWDO)*
3. Admission Conference	3. Case is discussed through telephone call coordination	None	10 minutes	*Referring Party / Center Social Worker*
4. Accomplish Admission Slip	4. Gathering of Basic Information about the client	None	10 minutes	*Admitting Officer / Nurse on Duty*

5. Weighing, Height Measurement and Temperature Check	5. Determine Vital Signs and External Physical Condition	None	10 minutes	*Admitting Officer / Nurse on Duty*
and Interview on Medical History	of the client			
6. Body Search / Inspection and Inventory of Personal Belongings	6. Account Personal Belongings of the client	None	5 minutes	*Admitting Officer / Nurse on Duty*
7. Take Whole Body Picture	7. Photo Captured	None	2 minutes	*Admitting Officer / Nurse on Duty*
8. Turn-Over client to Houseparent		None	2 minutes	*Admitting Officer / Nurse on Duty*
11. Issuance of Basic Needs		None	5 minutes	*Houseparent on Duty*
TOTAL		None	48 minutes	

41. Bahay Kanlunganng 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:	BahayKanlunganng 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 2.Social Case Study Report 3.Psychological Report 4.Diet Order 5.Medical Certificate, Prescription and Laboratory Results 6.RT-PCR Negative Result 7.Vaccination Passport	BahayKanlungan Social Worker in charge Center'sPsychometrician Center's Nutritionist BahayKanlungan Clinic CESU VCVAX
8.Certificate of Acceptance	BahayKanlunganng Valenzuela
9.Discharge Slip	BahayKanlunganng Valenzuela
10.Gate Pass	BahayKanlunganng Valenzuela

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Returned to Family Endorse Medical Certificate and Laboratory Results, Diet Order, RT PCR negative result and Vaccination Passport	1.Secure Pertinent Documents	None	5 minutes	*Receiving Guardian* *Center Social Worker*
2. Turn over to LGU: Endorse Letter, SCSR, 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: Endorse Letter, SCSR, Psychological Report, 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 Discharge Papers, 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	

42. 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 ACTION**	**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	

43. 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.	Referring Party

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				
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 ACTION**	**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	

44. 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary	Acknowledge Receipt of the	None	10 minutes	Front Desk Officer

requirements by the referring party	Request			
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	

45. 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 ACTION**	**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. 2. Sign Consent for the Examination 3. Sign Safety Contract for the Child	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
	Conduct Joint Interview about the abuse or traumatic incident	None	1-2 hours per incident	Police investigator, social worker and/or doctor/psychometrician
	Medical and 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
	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	

46. 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 ACTION**	**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	

47. 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	**AGENCY**	**FEES TO**	**PROCESSING**	**PERSON**

STEPS	ACTION	BE PAID	TIME	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	

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 the 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 out theonline 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 the 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 has been received.	None	5 minutes	*DCU Personnel*
2. Wait for the approval and/or feedback on the request.	2. DCU OIC shall review the request. If clarification is needed, DCU personnel shall contact the requestee for	None	Within24 to 48 hours (from the time the e-mail or request letter has been received)	*DCU OIC and Personnel*

	additional information and clarification on request. If request is already approved for posting or sharing, DCU personnel shall check the content calendar for schedule of posting. Updates the requestee.			
	TOTAL	None	24 to 48 hours (except weekends and holidays)	

LEAD TIME FOR POSTING REQUESTS:

Request must be submitted days/weeks prior to the actual event, observance, or target posting date. Requests not following the lead time will be automatically declined.

CONTENT TYPE	LEAD TIME
For social media static posts such as promotional and educational pubmats, announcements, and advisories or shared posts	At least 1-2 weeks before the event/observance or target posting date
For livestream requests such as Facebook Live	At least 2-3 weeks before the event
For video requests	At least 2 weeks before the posting date

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 an 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	24 to 48 hours for simple transactions / 7 days for complex transactions	*DCU Personnel*
2. Wait for the feedback on comments, complaints, assistance or requests.	2. Forward the email message to the concerned office for immediate disposition and appropriate action.			
TOTAL		None	24 to 48 hours for simple transactions / 7 days for complex transactions (except weekends and holidays)	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Submit filled-up feedback form or Customer Satisfaction Survey and drop the form at the designated drop/suggestion boxes. Recommendations, issues and concerns are also included in the feedback form.
How feedback is processed	HRMO processes the monthly collation and tallying of feedbacks gathered for client satisfaction measurement. Any significant feedbacks will be relayed to the concerned offices.
How to file a complaint	Submit filled-up complaint form with verification and non-forum shopping or a letter of complaint to the Human Resources Management Office / Public Assistance and Complaints Desk or contact (02) 8352 1000 loc. 1124. Concerns can also be relayed through the online social media platforms by the City Government of Valenzuela or through email at info@valenzuela.gov.ph.
How complaints are processed	HRMO will record the complaint in the logbook and will also inform the personnel about the complaint against him/her. A meeting will be scheduled between the complainant and the personnel and decide on whether to file a case or resolve the issue and move for amicable settlement. For case filing, the case will be referred to the Ethics Committee. For amicable settlement, case will be declared closed upon accomplishment of the Complaint Settlement Agreement document.
Contact Information	City Government of Valenzuela Human Resources Management Office (HRMO) Office Number: 8352-1000 local 1121 / 1122 / 1124 / 1127 Fax Number: 8294-5686

891

VII. LIST OF OFFICES

Office	Address	Contact Information
Social Services Offices		
Agriculture Office	3rd floor, Annex Building, Valenzuela City Hall, Cecilio Santos St., Barangay Malinta, Valenzuela City Metro Manila, Philippines 1440	8352-3000 loc. 146
Cultural Affairs and Tourism Development Office (CATDO)	1st Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1825 Fax number: 8293-8486
Cooperative Development Office	2nd Floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay Malinta, Valenzuela City, Philippines 1440	8352-1000 local 1806 Fax Number: 8291-1879
Population Management	1st Floor Legistative Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352 1000
Social Welfare and Development Office	1st Floor Legistative Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 loc.1406 / 1407 / 1416 / 1129 / 1103 / 1105 / 8277-3929 Fax Number: 3445-5437
Valenzuela City Emergency Hospital (VCEH)	G. Lazaro St., Barangay Dalandanan, Valenzuela City, Philippines 1440	8352-6000
Health Office	1st Floor Legislative Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1111 / 1107 / 1110 / 1104 / 2119 / 1813 / 1116 / 1104 / 2127 / 1610
Housing and Resettlement Office	1st Floor Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 loc. 2144 / 2143
Local Economic and Investment Promotion Office (LEIPO)	2nd floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay	8352-1000

891

	Malinta, Valenzuela City, Philippines 1440	
Office of Senior Citizens Affairs (OSCA)	1st Floor Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1203 / 2148
Valenzuela City People's Park	MacArthur Highway, Barangay Malinta, Valenzuela City, Philippines 1440	8294-4216
Persons with Disability Affairs Office (PDAO)	New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1213
Public Employment Service Office (PESO)	2nd Floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay Malinta, Valenzuela City, Philippines 1440	8352-1000 loc. 1711 or 8292-3787
Valenzuela City Command Center (VCC3)	ALERT Center Compound, MacArthur Highway, Malinta, Valenzuela City	8352-5000
Valenzuela City Disaster Risk Reduction and Management Office (VCDRRMO)	ALERT Center Compound, MacArthur Highway, Malinta, Valenzuela City	8352- 5000, 8292-1405 Fax Number: 8292-1405
Veterinary Services Office	Valenzuela City Action Center, MacArthur Highway (beside Puregold Price Club), Barangay Dalandanan, Valenzuela City, Metro Manila, Philippines 1443	8352-2000 loc. 2111
Worker's Affairs Office (WAO)	2nd Floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay Malinta, Valenzuela City, Philippines 1440	8352-1000 loc. 2974 Telefax: 8294 0805
Planning and Engineering Offices		
Environment and Natural Resources Office	3rd Floor, Finance Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1212 8293-4061
Engineering Office	Bulwagang Geronimo Angeles, Valenzuela City Hall MacArthur Highway, Barangay Karuhatan,	8352-1000 local 1300

891

	Valenzuela City, Metro Manila, Philippines 1440	
City Planning and Development Office	3rd Floor Legistative Building, Valenzuela City Hall, MacArthur Highway, Barangay Karuhatan, Valenzuela City, Metro Manila, Philippines 1440	8352-1000 local 1135 / 1311 / 1130
Office of the Building Official	Bulwagang Geronimo Angeles, Valenzuela City Hall MacArthur Highway, Barangay Karuhatan, Valenzuela City, Metro Manila, Philippines 1440	8352-1000 local 2100/ 2104 / 2107 / 2109 / 2110 /2115/ 2116/ 2123/ 2135 / 2140
Zoning Office	Bulwagang Geronimo Angeles, Valenzuela City Hall MacArthur Highway, Barangay Karuhatan, Valenzuela City, Metro Manila, Philippines 1440	852-1000 local 1812
Finance Offices		
Assessor's Office	2nd Floor Bulwagang Geronimo Angeles, New City Government Complex, MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1350 / 1367 / 1306 / 1307 / 1308 / 1316 / 1365 / 1366 / 1367 / 2500 / 1318 / 8292-9347
Business Permit and Licensing Office (BPLO)	3rd Floor Bulwagang Geronimo Angeles, New City Government Complex, MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1928 / 1801 / 1907 / 1823
Civil Registry Office	2nd Floor Bulwagang Geronimo Angeles, New City Government Complex, MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1400 / 1403 / 1404 / 1408 / 1409 / 1412 / 1413 / 1415 / 1522 Fax Number: 8277-3130
Geographical Information System (GIS) - Data Management Office	3rd Floor, Finance Bldg., Valenzuela City Hall MacArthur Highway, Barangay Karuhatan, Valenzuela City, Metro Manila, Philippines 1440	8352-1000 loc. 2985
Treasurer's Office	1st Floor Bulwagang Geronimo Angeles, New City Government Complex, MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	Admin: 8352-1000 local 1106/ 1108/ 1109/ 1113/ 1115/ 1123/ 1120/ 1112/ 2350 Cash Division: 8352-

891

		1000 local 2250/ 2550 License Division: 1929/ 1604/ 1917 8292-9345
Administrative Offices		
Accounting Office Internal Audit	2nd Floor, Legislative Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1510/ 1528/ 1516/ 1512/ 1506/ 1508/ 1507
Administrative and Records Office	2nd Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1216 / 1214 / 1330 Fax Number: 8292-9349
Bids and Awards Committee	2nd Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1539 / 1323 / 1117 / 1202 / 1511 / 2102 / 1822 / 1309
Budget Office	2nd Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1715 / 1714 / 1713 Fax Number: 8291-0433
Digital Communications Unit (DCU)	ALERT Center Compound, MacArthur Highway, Malinta, Valenzuela City	8352- 5000
Human Resources Management Office (HRMO)	1st Floor Legistative Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1121 / 1122 / 1124 / 1127 Fax Number: 8294-5686
Legal Office	3rd Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1206 / 1208 / 1326 / 1328 / 1329 / 8292-1072
Procurement Office	2nd Floor Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1932 / 1143 / 1211 Fax Number: 8277-05-71
Property Office	2nd Floor Executive Building, New City Government Complex	8352-1000 local 1332 / 1709 / 1331

891

	MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	Fax Number: 8277-3301
Public Information Office (PIO)	3rd Floor, Executive Building, New City Government Complex MacArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440	8352-1000 local 1132 / 1102 / 1138 / 1410 Fax Number: 8292 9168
External Services Offices		
Public Safety Division	Valenzuela City Action Center, MacArthur Highway (beside Puregold Price Club), Barangay Dalandanan,	8352-2000 loc. 2114 / 8293-4851 / 3432-0474 Fax Number: 8291-8231
Motorpool		8352-2000 loc.2225 Fax Number: 3432-0531
Clean & Green		8352-2000 loc. 2120 /3432-0425 Fax Number: 8291-8231
Flood Control		8352-2000
Sidewalk Clearing Operations Group (SCOG)		8352-2000
Waste Management Office (WMO)		8352-2000 loc.2113 / 8352-2000 loc. 2109 (Warehouse) / 3432-0425
Traffic Management Office (TMO)		8352-2000 loc.2102 Fax Number: 8291-8231
Valenzuela City Transportation Office (VCTO)		8352-2000 local 2105 / 3432-0474 Fax Number: 8291-8231
Tubig Patrol		8352-2000 local 2106 / 8432-0474 Fax Number: 8291-8231
Ad hoc and Regulatory Offices		
Livelihood Office	2nd Floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay Malinta, Valenzuela City,	8352-1000 loc. 1540 / 8294-0229

891

	Philippines 1440	
People's Law Enforcement Board	3rd Floor, Valenzuela Trade Center, New City Hall Annex, MacArthur Highway, Barangay Malinta, Valenzuela City, Philippines 1440	8277-0504
Task Force Disiplina	Valenzuela City Action Center, MacArthur Highway (beside Puregold Price Club), Barangay Dalandanan, Valenzuela City, Metro Manila, Philippines 1443	8352-2000 loc. 2105
Higher Education		
Pamantasan ng Lungsod ng Valenzuela	Pamantasang Lungsod ng Valenzuela Building Valenzuela City Hall Complex, Cecilio Santos St.,Barangay Malinta, Valenzuela City Metro Manila, Philippines 1440	8352-7000 / 8277-6495 Fax Number: 8277-6100
Valenzuela City Polytechnic College	Kamagong St., Fortune 6, Barangay Parada Valenzuela City, Metro Manila, Philippines 1440	8293-0775 / 8292-0480 Fax Number: 8293-0775

Tayo na, Valenzuela!
CITY GOVERNMENT OF VALENZUELA
MacArthur Highway, Barangay Karuhatan, Valenzuela City, Metro Manila, Philippines 1440
[632] 352.1000 [632] 292.0211

www.valenzuela.gov.ph info@valenzuela.gov.ph Valenzuela City @valenzuelacity