



QUEZON CITY LOCAL GOVERNMENT

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate:

Republic Act No. 7160, as amended, and its Implementing Rules and Regulations.

II. Vision:

The Quezon City Government envisions itself to be a model of effective governance and responsible leadership, working in partnership with the citizenry in building a Quality Community.

III. Mission:

To provide quality service which will make Quezon City an ideal community where people live, work and do business in a hospitable, progressive & peaceful environment.

IV. Service Pledge:

We commit to:

- Provide quality service with integrity and dedication through competent, efficient and caring employees;
- Promote transparency and accountability in all our transactions in the delivery of public service;
- Implement simplified and re-engineered processes in lessening unnecessary documentary requirements;
- Give equal attention to our transacting clients within the City Hall Compound and at our satellite offices at all times, prior to the opening and closing of official office hours and even during lunch breaks.



LIST OF SERVICES

OFFICES/DEPARTMENT	PAGE NUMBER
1. Office of the City Mayor	5
2. Office of the City Administrator	7
3. Amoranto Sport Complex	27
4. Business Permit & Licensing Department	30
5. City Accounting Department	39
6. City Assessor's Office	60
7. City Architect Department	83
8. City Budget Department	89
9. City Civil Registry Department	94
10. City General Services Department	117
11. City Legal Department	151
12. City Planning Development Department	157
13. City Treasurer's Office	181
14. Barangay Community Relation Department	230
15. Department of Engineering	234
16. Department of Public Order & Safety	255
17. Housing Community Development Resettlement Department	270
18. Internal Audit Service	305
19. Liquor Licensing Regulatory Board	313
20. Market Development & Administration Department	320
21. Novaliches District Hospital	341
22. Parks Development Administration Department	388
23. People's Law Enforcement Board	394
24. Person with Disability Affairs Office	400
25. Procurement Department	404
26. Public Employment Service Office	413
27. Quezon City General Hospital	416
28. Quezon City Public Library	596
29. Quezon City Tourism Department	608
30. Quezon City Veterinary Department	613
31. Quezon City Disaster Risk Reduction Management Office	624
32. Quezon City Health Department	627
33. Scholarship Youth Development Program	658
34. Social Service Development Department	687
35. Task Force Control and Prevention and Removal of All Illegal Structures and Squatting	771
36. Public Affairs Information Service Department	774
37. Office for Senior Citizen Affairs	778
38. Task Force on Solid Waste Management	782



OFFICE OF THE CITY MAYOR

Request for Issuance of Mayor’s Clearance

For purposes of the following:

- a. Local employment
- b. Business Requirement
- c. PNP/AFP/PMA/BJMP/BFP Admissions
- d. Travel abroad
- e. Record check
- f. Marriage requirement
- g. Firearm’s License

Office or Division:		Administrative Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who may avail:		Quezon City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For purposes A to F:</u> <ul style="list-style-type: none">• Barangay Clearance• Police Clearance• Fiscal Clearance		<ul style="list-style-type: none">• Barangay of the resident-client• PNP• Office of the City Prosecutor		
<u>For purpose G only:</u> <ul style="list-style-type: none">• Barangay Clearance• Police Clearance• Fiscal Clearance• MTC Clearance• RTC Clearance• NBI Clearance		<ul style="list-style-type: none">• Barangay of the resident-client• PNP• Office of the City Prosecutor• Metropolitan Trial Court• Regional Trial Court• NBI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of requirements.	1.1. Check completeness of documents.	None	15 minutes	<i>Designated Staff</i> Administrative Division Office of the City Mayor



2. Pay fee at the City Treasurer's Office (Ground Floor).	2.1. Issue Order of Payment if documents are complete.	P 50.00	10 minutes	<i>Designated Staff</i> Taxpayer's Lounge City Treasurer's Office
3. Return to Mayor's Office for release of Clearance/Certificate.	3.1. Release the Clearance/Certificate upon presentation of Official Receipt.	None	5 minutes	<i>Designated Staff</i> Administrative Division Office of the City Mayor
	TOTAL	P 50.00	30 minutes	



OFFICE OF THE CITY ADMINISTRATOR

External Services

1. Processing of Incoming Correspondence Covering Various Requests, Complaints and Proposals

Act on various requests, complaints and proposals received by the Office.

Office or Division:	Administrative Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Original copy – Letter, Memo, Endorsement/Indorsement, Transmittal, Routing SlipOne (1) set of supporting documents, if warranted		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to Receiving Area.	1.1. Receives, classifies and encodes various submitted document/s/com munications (such as Transmittals, Memoranda, registered mails, emails, etc.) in the Document Tracking System for Reference/Contr ol Number. Gives to Head, Administrative	None	5 minutes	Assigned Staff Administrative Division



	Division for final review of document classification.			
	1.2. Reviews document classification. Routes document/s to concerned Assistant City Administrator, OCA Division or assigned staff.	None	10 minutes	Chief Administrative Officer/Acting Head Administrative Division
	1.3. Conducts Complete Staff Work thru review, evaluation and analysis; inspection; data gathering; recommendation of proper action; preparation of necessary documents to grant request or implement given instructions. Gives evaluation report and/or draft action documents to the Assistant City Administrator/s or to the City Administrator for final consideration/ approval/ signature.	None	5 days	<i>Assistant City Administrator for Fiscal Affairs and/or Assistant City Administrator for General Affairs and/or Assistant City Administrator for Operations and/or Heads of OCA Division – Administrative Division; Fiscal Management Division; Management and Organization Division; Operations, Coordination and Monitoring Division; Technical Division And/or Assigned Staff</i>
	1.4. Approves/signs final revised action documents.	None	2 days*	City Administrator
	1.5. Releases signed document/s to concerned city department/office/unit, concerned	None	5 minutes	Assigned Staff/Records Officer Administrative Division



	entity/ies, concerned NGAs/LGUs.			
Total:			7 days* 20 minutes	

Note: * Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notice by the City Mayor.

2. Processing of Selected Financial Documents

Evaluate and process the payment of identified financial documents received by the Office.

Office or Division:	Fiscal Management Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	City Government Officials and/or Employees Teaching and non-teaching Employees Utility Concessionaires Contractors/Service Providers National government agencies Private Universities and Colleges State Universities and Colleges Local government units Private entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incoming financial documents: <ul style="list-style-type: none">• Payrolls• Checks• Disbursement Vouchers (DV)• Obligation Requests (OBR)		HRMD CTO City Budget Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Financial Documents to Receiving Area.	1.1. Receives and records submitted financial documents for Reference/Control Number. Transmit to Fiscal Management Division.	None	5 minutes	Assigned Staff Administrative Division
	1.2. Receives, records and	None	5 minutes	Assigned Staff



	checks completeness of submitted financial documents.			Fiscal Management Division
	1.3. Final review/initials financial documents prior to signing of the Assistant City Administrator for Fiscal Affairs and/or the City Administrator.	None	5 minutes	Chief Administrative Officer/Acting Head Fiscal Management Division
	1.4. Initials financial documents.	None	30 minutes*	Assistant City Administrator for Fiscal Affairs
	1.5. Signs financial documents (payrolls and disbursement vouchers on salaries and allowances).	None	30 minutes*	City Administrator Assistant City Administrator for
	1.6. Signs financial documents (disbursement vouchers and checks).	None	30 minutes*	City Administrator
	1.7. Releases signed documents to Administrative Division.	None	5 minutes	Assigned Staff Fiscal Management Division
2. Follow-up.	2.1. Informs requesting party on status of financial document.	None	1 minute	Assigned Staff Fiscal Management Division or Administrative Division
Total			1 hour 51 minutes*	

Note: * Subject to time availability of the signatories due to scheduled/emergency meeting/s and/or immediate notice by the City Mayor.
 Qualified for multi-stage processing

3. Implementation of Projects under the Basic Education Enhancement Program (BEEP)



Release of approved funds in the implementation of various activities under the program.

Office or Division:	Fiscal Management Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2B (Government to Business)			
Who may avail:	City Councilors Suppliers/Contractors Concerned City Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Purchase Request (PR)• Purchase Order (PO)/Supply Delivery Agreement (SDA)• Work and Financial Plan (WFP)• Obligation Request (OBR)• Project Procurement Management Plan (PPMP)• Distribution List• Amendatory PPMP (if needed)• Augmentation• Justification• Requisition Issue Slip (RIS)• Deed of Donation• Acknowledgment Receipt for Equipment (ARE)/Sub-ARE• Delivery Receipt• Sales Invoice• Official Receipt (OR)• Acceptance• Inspection Report• Certificate of Due Diligence (if needed)• Cost Derivation (if needed)		End-user Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents at Receiving Area.	1.1. Receives and records document/s in the Documents Tracking System for Reference/ Control Number. Transmits to the Fiscal Management Division.	None	5 minutes	Assigned Staff Administrative Division



	<p>1.2. Conducts Complete Staff Work</p> <ul style="list-style-type: none"> - Coordination with concerned City Councilor, city department/office - Inspection - Attend Product Demo and Procurement Activities - Check project status, PPMP inclusion <p>Others (Distribution List) Request for inspection, if needed</p>		5 days	Assigned Staff Fiscal Management Division
	1.3. Prepares appropriate financial documents	None	30 minutes	Assigned staff Fiscal Management Division
	1.4. Reviews, initials appropriate financial documents	None	10 minutes	Chief Administrative Officer/Acting Head Fiscal Management Division
	1.5. Approves/signs appropriate financial documents	None	30 minutes*	City Administrator
	1.6. Releases signed documents	None	5 minutes	Assigned Staff/Records Officer Administrative Division
2. Follow-up.	2.1. Informs requesting party status of documents.		1 minute	Assigned Staff Administrative Division and/or



				Fiscal Management Division
Total			5 days 1 hour 21 minutes*	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.
Qualified for multi-stage processing.

4. Usage of Electronic Fleet Cards on Fuel, Lubricants and Other Services Consumption

Monitors and processes payment on usage of electronic fleet cards for fuel, lubes and other services consumed by city government-issued vehicles and/or equipment.

Office or Division:	Management and Organization Division			
Classification:	Simple, Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Service Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing or Statement of Account		Service Provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Billing or Statement of Account.	1.1. Receives the documents and routes to the Management and Organization Division	None	1 minute	Assigned Staff Administrative Division
	1.2. Checks completeness of documents. Prepares and submits necessary financial and supporting documents for processing of payment.	None	1 day	Assigned Staff Management and Organization Division
	1.3. Final review/initials/ signs necessary financial and supporting	None	10 minutes	Chief Administrative Officer Management and



	document/s prior to submission to/signature of the City Administrator			Organization Division
	1.4. Approves/signs document/s	None	30 minutes *	City Administrator
	1.5. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until posting of bank check payment.	None	15 days	Assigned Staff Management and Organization Division
Total			16 days 41 minutes*	

Note: * Subject to time availability of the signatory due to prior meetings scheduled and/or due to immediate notice by the City Mayor.
Qualified for multi-stage processing.

5. Monitoring of Usage and Payments of Utilities (Telephone Lines, Water and Electricity Connections)

Monitors and processes payment on its consumption of applications for installation of telephone lines, water and electricity connections.

Office or Division:		Operations, Coordination and Monitoring Division		
Classification:		Simple, Complex		
Type of Transaction:		G2B (Government to Business)		
Who may avail:		Utility Concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing/Statement of Account		Utility Concessionaires (Meralco, PLDT, Maynilad, Manila Water)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Billing or Statement of Account.	1.1. Receives the documents and routes to the Operations, Coordinati	None	1 minute	Assigned Staff Administrative Division



	on and Monitoring Division.			
	1.2. Checks completeness of documents. Prepares and submits necessary financial and supporting documents for processing of payment.	None	1 day	<i>Assigned Staff Operations, Coordination and Monitoring Division</i>
	1.3. Final review/initials/signs necessary financial and supporting documents prior to submission to the City Administrator.	None	10 minutes	<i>Special Operations Officer V/Acting Head Operations, Coordination and Monitoring Division</i>
	1.4. Approves/signs documents.	None	30 minutes*	<i>City Administrator</i>
	1.5. Encodes data on consumption. Monitors process flow of documents for payment by authorized signatories until signing of	None	15 days	<i>Assigned Staff Operations, Coordination and Monitoring Division</i>



	bank check.			
Total			16 days* 41 minutes	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.
Qualified for multi-stage processing.

6. Programs/Projects/Activity Coordination and Monitoring

Office or Division:	Operations, Coordination and Monitoring Division			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government) G2B (Government to Business)			
Who may avail:	<ul style="list-style-type: none">• City Councilors,• City Departments/Offices/Units• Private entities• National Government Agencies• Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Letter• Project/Program Description				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request with supporting documents as warranted.	1.1. Receives and encodes document/s in the Documents Tracking System for Reference/ Control Number. Routes to the Operations, Coordination and Monitoring Division.	None	5 minutes	Assigned Staff Administrative Division



	1.2. Coordinates with requesting party on their logistics. Prepares and submits report and drafts of proper action documents on resources/l logistics needed, if warranted.		5 days	Assigned Staff Operations, Coordination and Monitoring Division
	1.3. Reviews evaluation report and appropriate action document/s . Recommends final action to the City Administrator.	None	1 day	Special Operations Officer V/Acting Head Operations, Coordination and Monitoring Division
	1.4. Approves/signs final revised action document/s	None	1 day *	City Administrator
	1.5. Releases action document/s , if warranted.	None	5 minutes	Assigned Staff Administrative Division
Total			7 days 10 minutes	

Note: * Subject to time availability of the signatory due to prior meetings scheduled and/or due to immediate notice by the City Mayor.

7. Technical Assistance in the Evaluation of Applications for Locational Clearances

Assist in the final review of request for reconsideration on applications for Locational Clearance.



Office or Division:		Technical Division, Assistant City Administrator for Operations		
Classification:		Complex, Highly Technical		
Type of Transaction:		G2C (Government to Citizen) G2G (Government to Government) G2B (Government to Business)		
Who may avail:		<ul style="list-style-type: none"> Private entities Local Government Units 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement/Transmittal with Evaluation Report		City Planning and Development Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Indorsement/Transmittal with supporting documents as warranted.	1.1. Receives and records document/s.	None	5 minutes	Assigned Staff Technical Division
	1.2. Conducts Complete Staff Work. Prepares and submits report and/or drafts of proper action documents.	None	15 days	Assigned Staff Technical Division
	1.3. Final review on evaluation report and appropriate action document/s signs.	None	1 day*	Assistant City Administrator for Operations
	1.4. Release document/s back to City Planning and Development Department.	None	5 minutes	Assigned Staff Technical Division
Total			16 days 10 minutes*	



Internal Services

1. Evaluation of Requests for Monetization of Leave Credits

Assess applications for fifty percent (50%) monetization of leave credits.

Office or Division:	Fiscal Management Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	City Government Officials and/or Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter-request of official/employeeEndorsement/Indorsement of concerned department/office headApproved Application for Leave with corresponding computationOther supporting documents as warranted.		<ul style="list-style-type: none">Human Resources Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document/s to the Receiving Area.	1.1. Receives and encodes document/s in the Document Tracking System. Routes document/s to the Fiscal Management Division.	None	5 minutes	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work. Evaluates request and checks supporting docs. Interviews requesting party, <i>if necessary</i> .	None	30 minutes	Assigned Staff Fiscal Management Division
	1.3. Prepares transmittal documents for approval of the City	None	30 minutes	Assigned Staff Fiscal Management Division



	Administrat or.			
	1.4. Reviews, initial transmittal document/s.	None	10 minutes	Chief Administrative Officer/Acting Head Fiscal Management Division
	1.5. Approves/si gns document/s.	None	1 day *	City Administrator
	1.6. Releases signed documents.	None	5 minutes	Releasing Officer/ Assigned Staff Administrative Division
2. Follow-up.	2.1. Informs the requesting party on status of documents	None	1 minute	Assigned Staff Administrative Division
Total			1 day 1 hour 21 minutes*	

Note: *Subject to time availability of the signatory due to scheduled/emergency meeting/s and/or immediate notice by the City Mayor.

2. Technical Assistance in the Rationalization of Quezon City Government Departments/Offices

Provides technical review/evaluation of rationalization/reorganization of city departments/offices

Office or Division:	Management and Organization Division Assistant City Administrator for General Affairs			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Concerned City Departments/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Proposal of city department/office Office mandate and other legal bases Plantilla positions 		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Concerned City Department/Office submits proposal for rationalization/reorganization.	1.1. Receives and encodes documents in the Document Tracking System for Reference/Control Number. Routes to the Assistant City Administrator or for General Affairs and Management and Organization Division.	None	5 minutes	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work to determine feasibility of the Department or Office to be rationalized/reorganized. Coordinates with HRMD and/or CSC for other necessary data. Submits report and drafts of necessary action documents to the City Administrator.		15 days	Assigned Staff Management and Organization Division Assistant City Administrator for General Affairs
	1.3. Approves/signs final revised		2 days*	City Administrator



	action document/s			
	1.4. Releases signed document/s		5 minutes	Records Officer/ Releasing Staff Administrative Division
Total			17 days* 10 minutes	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

3. Usage of Electronic Fleet Cards on Fuel, Lubricants and Other Services Consumption

Evaluates requests for issuance of fleet cards for city government-issued vehicles and/or equipment, and monitors consumption

Office or Division:	Management and Organization Division		
Classification:	Simple, Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	City departments/offices and concerned national government agencies with city government-issued service vehicle/equipment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
2. For issuance of new fleet card:			
2.1. Letter request of concerned city department/office/NGA;		End-user	
2.2. Photocopy of Acknowledgement Receipt for Equipment (ARE) or sub-ARE		Issued by the City General Services Dept.	
2.3. Photocopy of OR/CR			
2.4. Photocopy of service vehicle/equipment		Issued by the Land Transportation Office	
3. For fleet card replacement due to:			
3.1. Loss		End-user	
3.1.1. Letter-request of concerned city department/office;			
3.1.2. Affidavit of Loss executed by concerned employee		End-user	
3.2. Damage/Expiration			
3.2.1. Letter-request of concerned city department/office;			
3.2.2. Original fleet card			



4. Increase on fuel limit and closure of fleet card: letter request, original fleet card		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request with supporting documents as warranted.	1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to the Management and Organization Division.	None	5 minutes	Assigned Staff Administrative Division
	1.2. Conducts Complete Staff Work on request. Submits evaluation report and appropriate action document/s.	None	2 days	Assigned Staff Management and Organization Division
	1.3. Reviews evaluation report and appropriate action document/s. Recommends final action to the City Administrator.	None	1 day	Chief Administrative Officer Management and Organization Division



	1.4. Approves/signs action document/s.	None	1 day *	<i>City Administrator</i>
	1.5. Release of signed action document/s if warranted.	None	1 minute	<i>Assigned Staff Management and Organization Division Or Assigned Staff/Releasing Officer Administrative Division</i>
	1.6. Coordinates with service provider on issuance and delivery of new fleet card.	None	10 days	<i>Assigned Staff Management and Organization Division</i>
2. Release of fleet card.	2.1. Secures Order of Payment prior to release of fleet card.	None	1 minute	<i>Assigned Staff or Chief Administrative Officer Management and Organization Division</i>
	2.2. Pays at the City Treasurer's Office. Returns to the Office of the City Administrator and presents Official Receipt.	Damaged Fleet Card = P250.00 Lost Fleet Card = P400.00	15 minutes	<i>Assigned Staff City Treasurer's Office</i>
	2.3. Release new fleet card.	None	1 minute	<i>Assigned Staff Management and Organization Division</i>
Total		P400.00 P250.00	14 days 23 minutes*	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.

4. Processing of Requests for Installation of Utilities (Telephone Lines, Water and Electricity Connections)



Evaluates requests on applications for installation of telephone lines, water and electricity connections.

Office or Division:		Operations, Coordination and Monitoring Division		
Classification:		Simple, Complex		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		<ul style="list-style-type: none"> • City Health Centers • Public Library Branches • Satellite Offices of concerned city departments/offices • Other city government property 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter-request • Application Form 		<ul style="list-style-type: none"> • End-user • Utility Concessionaires (Meralco, PLDT, Maynilad, Manila Water) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter-request with supporting documents as warranted.	1.1. Receives and encodes document/s in the Documents Tracking System for Reference/Control Number. Routes to the Operations, Coordination and Monitoring Division.	None	5 minutes	<i>Assigned Staff Administrative Division</i>
	1.2. Conducts Complete Staff Work on request. Coordinates with end-user and concerned utility concessionaire. Submits evaluation/monitoring report and appropriate action document/s.	None	5 days	<i>Assigned Staff Operations, Coordination and Monitoring Division</i>
	1.3. Reviews evaluation report and appropriate action	None	1 day	<i>Special Operations Officer V/Acting Head</i>



	document/s. Recommends final action to the City Administrator.			Operations, Coordination and Monitoring Division
	1.4. Approves/signs action document/s	None	1 day *	<i>City Administrator</i>
	1.5. Release of document/s as warranted.	None	5 minutes	<i>Assigned Staff Administrative Division</i>
Total			7 days 10 minutes*	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor.



AMORANTO SPORTS COMPLEX

USE OF SPORTS FACILITIES

Assists clients in using or making reservation for use of the venue

Office or Division:		Amoranto Sports Complex																	
Classification:		Simple																	
Type of Transaction:		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)																	
Who may avail:		All																	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE																	
Any valid ID Payment of fees																			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE															
1. Walk-in	1.1. Advise and/or record the reservation and issue subsequent permit.	P5.00 - Entrance fee (Day time and Night time rates)	5 minutes	Venue Manager															
		<table><tr><td></td><td>Day time Rates (6:00 am – 5:00 pm)</td><td>Night time Rates (5:00 pm – 10:00 pm)</td></tr><tr><td>Basketball Court (covered)</td><td>P600.00 /hr.</td><td>P800.00 /hr</td></tr><tr><td>Basketball Court (open)</td><td>P100.00 /hr</td><td>P150.00 /hr</td></tr><tr><td>Volleyball Court (open)</td><td>P75.00/hr.</td><td>P120.00 /hr.</td></tr><tr><td>Badminton Court (open)</td><td>P75.00/hr.</td><td>P120.00 /hr.</td></tr></table>			Day time Rates (6:00 am – 5:00 pm)	Night time Rates (5:00 pm – 10:00 pm)	Basketball Court (covered)	P600.00 /hr.	P800.00 /hr	Basketball Court (open)	P100.00 /hr	P150.00 /hr	Volleyball Court (open)	P75.00/hr.	P120.00 /hr.	Badminton Court (open)	P75.00/hr.	P120.00 /hr.	Gym 2/Oval - Merlita A. Manaois
				Day time Rates (6:00 am – 5:00 pm)	Night time Rates (5:00 pm – 10:00 pm)														
		Basketball Court (covered)		P600.00 /hr.	P800.00 /hr														
		Basketball Court (open)		P100.00 /hr	P150.00 /hr														
		Volleyball Court (open)		P75.00/hr.	P120.00 /hr.														
		Badminton Court (open)		P75.00/hr.	P120.00 /hr.														
		Gym 1 - Andro G. Cruz																	
Table Tennis - Liza S. Calo																			
Open Basketball Court – Wilfredo Rivera																			
Open Badminton Court – Alfredo Discipulo																			
Gym 3 – Patrick A. Fanugao / Rannie F. Pepito																			
Weightlifting/Boxing – Nolan Rioveros																			
Swimming Pool – Darlyn A. Rosal																			
Multi Purpose Arena – Cynthia T. Sarmiento																			



2. Phone-in Reservation	2.1. Pencil booking is made for use of a particular venue on a particular date and time.	Lawn Tennis Court (per player)	P25.00/hr.	P40.00/hr.	5 minutes	Assigned Staff
		Karate and Taekwondo (inside the Multipurpose hall w/ aircon)	P500.00/hr.	P800.00/hr.		
		Karate and Taekwondo (inside the stadium)	P200.00/hr.	P250.00/hr.		
		Swimming Pool (regular use)	P500/hr.	P1000/hr.		
		Swimming Pool (if, rented)	P1,500.00/hr.	P2,000.00/hr.		
		Boxing area	P200.00/hr.	P250.00/hr.		
		Chess venue center	P200.00/hr.	P350.00/hr.		
		Oval Track and Field (for sports fest)	P300.00/hr.	P600.00/hr.		



		Oval Track and Field (for religious and other events)	P1,200.00/hr.	P1,500.00/hr.		
		Weight lifting and bodybuilding venue (per person)	P25.00/hr.	P35.00/hr.		
	TOTAL				5 minutes	



BUSINESS PERMITS & LICENSING DEPARTMENT

External Services

Business Permits Division

This division issues Business Permits (New, Renewal, Special Permit and Amendment) and recommends inspection / verification of establishments if necessary.

Application of New Businesses

All taxpayers who plan to create new businesses within the City shall apply for a new Business Permit.

As a COVID-19 safety precaution, all taxpayers shall book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to new Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

Office or Division	Business Permit & Licensing Department Business Permit Division			
Classification	External Service			
Type of Transaction	Application for New Business Permit			
Who may Avail	Taxpayers who intend to set up a business in Quezon City			
Checklist of Requirements		Where to Secure		
Photocopy of Proof of Business Registration				
• DTI Registration (for Sole Proprietorship)		Department of Trade and Industry		
• SEC Articles of Incorporation (for Corporation/Partnership)		Securities and Exchange Commission		
• CDA Registration (for Cooperative)		Cooperative Development Authority		
Contract of Lease (if business area is leased)				
Tax Declaration (if business area is owned)				
Authorization Letter/SPA (if representative)				
Any Government issued ID (of Owner and Representative)				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible



Submits the required documents for Business One-Stop Shop (BOSS) Evaluation	When all required documents are submitted, the application is coursed through ancillary clearances in the BOSS.	None	Varies depending on the evaluations of ancillary clearances.	Concierge
Pays Tax Assessment Bill at the City Treasurer's Office (CTO)	<p>The CTO is also included in the BOSS, hence payment may be done in the same venue.</p> <p>The Business Permit Division sends a copy of the tax bill to the applicant and advises them on payment options.</p>	Depends on the amount to be paid		Cashier
Claims permit via Pick-up or Courier Service of Choice	<p>The department notifies the business applicant about the availability of their permit and details on modes to claim them:</p> <p>a) pick-up in person, or b) via courier service their choice of.</p> <p>The department releases the permit via client's choice mode of claim.</p>	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team
		Varies depending on the courier service	Time varies	BPLD E-Response Team

Application for Renewal of Businesses

Every year, all existing and operating businesses in the city shall have their Business Permits renewed.

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to the Renewal of Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.



Office or Division	BPLD Permit Division			
Classification	External Service			
Type of Transaction	Application for Renewal of Business Permits			
Who may Avail	Anyone who wishes to set up a business in Quezon City			
Checklist of Requirements		Where to Secure		
A completely filled-up Unified Application Form		Download from Q.C. website: https://quezoncity.gov.ph/index.php/latest-news/item/107-unifiedf-business-permit-application-form		
Ancillary Clearances if available				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Pays Business Tax at City Treasurer's Office and other available Ancillary Clearances	If all required documents are submitted, the application is coursed through ancillary clearances in the BOSS.	Business Tax fee (?)	.	CTO Cashier
Submits Business Tax Official Receipt at the City Treasurer's Office and other available Ancillary Clearances		None	Varies depending on the evaluations of ancillary clearances	Business Renewal Evaluators
Claims permit via Pick-up or Courier Service of Choice	The department notifies the business applicant about the availability of their permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of. The department releases the permit via client's choice mode of claim.	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team
		Varies depending on the courier service	Time varies	BPLD E-Response Team

Amending an Existing Business Permit



Not all business information stays accurate for its entire existence. Some change addresses, while some change their business activity. In which chase, clients are responsible to apply corresponding amendments to their Business Permits accordingly.

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

All transactions pertaining to Amending their Business Permits, during the writing of this Citizen's Charter, are located at Civic Building F, Quezon City Hall Compound.

Office or Division		BPLD Permit Division		
Classification		External Service		
Type of Transaction		Amendment of Business Permit		
Who may Avail		Anyone who wishes to set up a business in Quezon City		
Checklist of Requirements		Where to Secure		
A completely filled-up Unified Application Form		Download from Q.C. website: https://quezoncity.gov.ph/index.php/latest-news/item/107-unifiedf-business-permit-application-form		
Board resolution or secretary certificate if corporation				
SEC General information sheet				
Certificate of Lease / Proof of ownership if the amendment is transfer of location				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submits completely filled-up Unified Application form at the Renewal counter	Verifies records: a) if there is no record and complaint with regulatory clearances, the Business Permit is printed and the taxpayer is instructed to pay the amendment fee b) If there is a record of non-compliance, the taxpayer is advised to comply with ancillary clearances before proceeding with the amendment of the Business Permit.		Varies depending on the evaluations of ancillary clearances.	Evaluator



Pays Amendment fee	CTO receives payment			CTO Cashier
Submits proof of compliance to the BPLD renewal counter and/or proof of payment (Official Receipt) of amendment fees.	The Department verifies the submitted documents and amends information.		Varies depending on the number of applicants.	Evaluator
Claims permit via Pick-up or Courier Service of Choice	<p>The department will notify the business about the availability of their permit and details on how to pick them up either personally or via their choice of courier service.</p> <p>The department releases the permit via client's choice mode of claim.</p>	<p>None for personal pick-up</p> <p>Varies depending on the courier service</p>	<p>Approximately 30 minutes if pick-up</p> <p>Time varies if via courier services</p>	BPLD E-Response Team

Application for a Special Permit

Sometimes certain activities or events don't last the whole year but require the consent of the Local Government Unit. Events like concerts, Sunday Markets, charitable events, or any seasonal event requires the organizers/applicants to secure a Special Permit.

Issuance of a Special Permit



As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division		BPLD Permit Division		
Classification		External Service		
Type of Transaction		Amendment of Business Permit		
Who may Avail		Promoter, Events Organizer, or any individual entity intending to hold special events in the city		
Checklist of Requirements			Where to Secure	
Contract of Lease of the venue			From the Lessor (owner of Venue)	
License from Immigration if the applicant is a foreigner			Bureau of Immigration	
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Submits completely filled-up Unified Application Form for BOSS Evaluation	The department accepts and encodes details of the application / event.		Varies depending on the evaluations of ancillary clearances.	Evaluator
	Issues an order of payment.			
Pays order of payment at the City Treasurer's Office	CTO receives payment	Per Billing Statement		Cashier
Submits the Official Receipt to the BOSS	When the Official Receipt gets verified, the department prepares to release the permit.			Concierge
Claims permit via Pick-up or Courier Service of Choice	The department notifies the business applicant about the availability of their permit and details on how to claim them: a) pick-up in person, or b) via courier service their choice of. The department releases the permit via client's choice mode of claim.	For personal Pick-up, None	Approximately 30 minutes	BPLD E-Response Team
		Varies depending on the courier service	Time varies	BPLD E-Response Team



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Business Occupational Permits Division

The Occupational Permits Division is located at the 2nd Floor Civic Building A, Quezon City Hall Compound. This division Issues Occupational Permits to all private company employees.

Issuance of an Occupational Permit (Work Permit)

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division	Occupational Permit Division			
Classification	External Service			
Type of Transaction	Issuance of Occupational Permit			
Who may Avail	Anyone who is required to submit Occupational Permit			
Checklist of Requirements		Where to Secure		
NBI / Police Clearance		NBI / Police Clearance Offices		
Health Certificate / Card		City Health Department		
Alien Employment Card (AEP) for foreigner-applicants		DOLE		
Parental Consent for Minors				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
Presents the required documents to the Occupational Counter	When the client's requirements are complete, department issues a queuing number along with an order of payment to be paid at the City Treasurer's Office.	None	5 Minutes	Concierge



Pays the Occupational Permit Fee	CTO is co-located with the Occupational Permits Division	Occupational Fees ₱75.00 or ₱ 150.00 and Photo Fees- ₱ 20.00		Cashier Co-located at Occupational Permit Section
Presents OR at the Occupational counter.	The department takes a picture of the client's			Occupational Counter Personnel
Have picture taken				
Waits for release of Occupational Permit	Releases the permit.			Occupational Counter Personnel

Records and Statistics Division

This division takes charge in receiving, recording and maintains systematic filing of business permits (new, renewal and amendment) and other documents, verifies application for business permit from the database, issues Certified True Copies of permit and Certifications upon request of the taxpayer, and receives inspection /violation report from the Inspection Division and forwards to Administrative Staff for appropriate action

Issuance of Certification or Certified True Copy of Business Permit

As a COVID-19 safety precaution, all taxpayers must book an appointment at <https://qcbpldbusinesspermitapplication.setmore.com/> to begin transactions with the department.

Office or Division	BPLD Records and Statistics Division			
Classification	External Service			
Type of Transaction	Issuance of Certification or Certified True Copy of Business Permit			
Who may Avail	Taxpayer who requests for Certification or Certified True Copy of Business Permit			
Checklist of Requirements		Where to Secure		
Any valid ID of Owner		Provided by the requesting party		
Any valid ID of the representative together with valid ID of owner, if a representative				
Authorization letter, if a representative				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible



At the appointed date and time, client proceeds to records section	Records section evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO.	None		Records Section, Receiving Personnel
Pays certification fee at the CTO	CTO receives payment	P50		CTO Cashier
Presents OR to the Records Section	Records section releases the Certification (CTC) of business permit.	None		Records Section Personnel



CITY ACCOUNTING DEPARTMENT

External Services

1. PRE-AUDIT OF PAYROLL/S EMPLOYEES

Payrolls covering Personnel Services, Disbursement voucher/s and MOOE (regular plantilla, salaries and other benefits; contract of service, consultant, job order) as remuneration for services rendered.

Office/Division	City Accounting Department : Fiscal Management and Control Division			
Classification	Complex			
Type of Transaction	Government to Government / Government to Consumer (G2C / G2G)			
Who may avail	Employees of QC LGU, Nat'l. Gov't. Employees assigned in QC LGU's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request Slip (OBR) 2. Payroll/Disbursement Voucher 3. Daily Time Record / Certificate of Services Rendered / Attendance Report 4. Accomplishment Report 5. Collection Lists		City Budget Department Originating Office Originating Office Originating Office Originating Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Budget Department Transmittal of Payroll, DTR, Accomplishment Report and other attachments	– Receives, records and designates accounting no. for all incoming payroll / DV – Forwards Payroll / DV to respective pre – audit team in – charge	None	1 day	FMCD RECEIVING Clerk / Office Aide



	<ul style="list-style-type: none"> – Examiner checks the payroll / Disbursement Voucher if supporting documents are complete and valid – Write carded and close the amount involved 	None		FMCD PRE – AUDIT TEAM Eleven (11) Pre- Audit Teams (Fiscal Examiners, Audit Analysts and Office Aides)
	<ul style="list-style-type: none"> – Verify checks charging of Account – Obligates fund – Encoding / Initial 	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	<ul style="list-style-type: none"> – Checks & Reviews completeness of supporting documents and charging of accounts /Initial payroll / DV 	None		FMCD Assistant Division Head
	Final Review / Initial payroll / DV	None		FMCD Division Head
	Signed Box A	None		ASSISTANT CITY ACCOUNTANT
Released processed Payroll/ Disbursement Voucher	Transmit to the Financial Management Unit (FMU) of the City Treasurer's Office	None		FMCD Releasing Clerk



Send request via E-mail account: <u>accountingdepartment@Quezoncity.gov.ph</u> (ATTN: FMCD) for Certification of Last Salary; Certification of Availability of Funds	Check Database records vs. requesting agency/personnel for veracity of information	None	1 day	Fiscal Examiners, Audit Analysts, Office Aides
	Final Review /Affix Initial	None		FMCD Division Head
	Affix Signature	None		CITY ACCOUNTANT
TOTAL:		None	3 days	
END OF TRANSACTION				

2. DISBURSEMENT VOUCHER – PROCUREMENT OF GOOD, INFRASTRUCTURE PROJECTS, AND CONSULTANCY SERVICES

Disbursement Voucher of sorts covering claims on INFRA, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al; as payment for services rendered or goods delivered.

Office/Division	City Accounting Department: Fiscal Management and Control Division		
Classification	Complex		
Type of Transaction	Government to Consumer (G2C)		
Who may avail	Quezon City Officials and employees, Contractors, Suppliers and Others		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Obligation Request Slip (OBR) 2. Purchase Order / Infrastructure Project – Bidding Documents 3. Inspection Report / Progress Billing 4. Certificate of Completion & Acceptance Report (INFRA)		City Budget Department Procurement Department (BAC) CGSD / Engineering Department Engineering Department	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City Budget Department Transmittal of Bidding Documents from BAC Goods / BAC Infrastructure	<ul style="list-style-type: none"> – Attached checklist, Initial evaluation of completeness of documents – Receives, records and designates accounting no. for all incoming DVs – Forward DVs to respective pre – audit team in – charge 	None	1 day	FMCD RECEIVING Receiving / Office Aide
	<ul style="list-style-type: none"> – Examiner checks the Disbursement Voucher if supporting documents are complete and valid – Checks computation of taxes – Writes carded and close the amount involved. Initials 	None		FMCD PRE – AUDIT TEAM (Fiscal Examiners, Audit Analyst and Office Aides)
	<ul style="list-style-type: none"> – Checks charging of Account – Obligates fund /Encodes – Initials 	None	1 day	FMCD FUND CONTROL SECTION (Fiscal Examiner, Audit Analyst)
	<ul style="list-style-type: none"> – Checks & Reviews completeness of supporting documents and charging of account /Initials 	None		FMCD Assistant Division Head
	Final Review / Initial	None		FMCD Division Head
	Signs Box A	None		CITY ACCOUNTANT



				/ Assistant City Accountant
Released processed Payroll/ Disbursement Voucher	Transmit from Financial Management Unit (FMU) to the City Treasurer's Office	None		FMCD Releasing Clerk
Send request via E-mail account: <u>accountingdepartme nt@ Quezoncity.gov.ph</u> (ATTN: FMCD) For Certification of Availability of Funds, 1% Retention on Disbursement claims	Check Database records vs requesting agency / personnel for veracity of information	None	1 day	Fiscal Examiners, Audit Analyst, Office Aides
	Final Review / Affix Initial	None		FMCD Division Head
	Affix Signature	None		City Accountant
TOTAL:		None	3 days	
END OF TRANSACTION				

3. VERIFICATION OF APPLICATION FOR REFUND OF RETENTION FEES (GUARANTEE / SECURITY DEPOSITS PAYABLE)

Verification on the suppliers / contractors Retention Money withheld, recorded and release by the City.

Office/Division	City Accounting Department : Financial Account and Analysis Division
Classification	Simple
Type of Transaction	Government to Business (G2B)
Who may avail	Suppliers / Contractors with Retention money withheld by the City



CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Disbursement Vouchers, Sales Invoice, Purchase Order, Delivery Receipt, Request Letter for release of 10% Retention and Certification of Good Condition and Quality of items delivered.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents to Fiscal Management and Control Division (FMCD)	Receives required documents and prepares Disbursement Voucher (DV) with notation of the supporting documents attached	None	4 hours	Fiscal Management and Control Division (FMCD)
	Forwards to the Financial Account and Analysis Division (FAAD) the Disbursement Voucher (DV) for verification of the account being claimed / refunded	None	4 hours	Fiscal Management and Control Division (FMCD)
	Verifies if the account being claimed / refunded is recorded as withheld and is still available for refund by indicating on the Disbursement Voucher claim the Journal Entry Voucher (JEV) number, Treasury Voucher (TV) number and the Subsidiary Ledger (SL) code of the said account.	None	4 hours	Financial Account and Analysis Division (FAAD)



	The Disbursement Voucher (DV) will be initialed by the FAAD division Head	None	15 mins.	Financial Account and Analysis Division (FAAD) Head
	Forwards the Disbursement Voucher claim on the account withheld to the FMCD receiving section for audit and processing.	None	4 hours	Financial Account and Analysis Division (FAAD) personnel
	Disbursement Voucher undergo processing / audit			Fiscal Management and Control Division (FMCD)
	Disbursement Voucher for refund signed by the City Accountant or Asst. City Accountant depending on the amount of refund	None	4 hours	City Accountant Asst. City Accountant
	Releases Disbursement Voucher for refund to the applicant	None	15 mins.	FMCD Releasing Clerk
TOTAL:		None	20 hours and 30 mins	
END OF TRANSACTION				



4. CERTIFICATION OF OUTSTANDING CASH ADVANCE BALANCE

A certification issued by the City Accounting Department to the concerned officials / personnel who requested for the status of their Cash Advances from the City. A supporting document required for the request / availment of Cash Advances.

Office/Division	City Accounting Department: Financial Account and Analysis Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Officers / Personnel who received Cash Advance for City Government			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Letter for release of Certification of Outstanding NO Unliquidated Cash Advance / Cash Advance Balance.		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartme</u> <u>nt@</u> <u>quezoncity.gov.ph</u> (ATTN: FAAD) For Certification of NO Unliquidated Cash Advance / Cash Advance Balance	Receives required documents and forwards to the Financial Account and Analysis Division (FAAD) the request letter for certification of NO Unliquidated Cash Advance	None	4 hours	Administrative Division (Admin)
	Verifies Cash Advance Balances from the Three (3) Funds (General Fund, Trust Fund and SEF) Prepares Certification Initials Certification	None	4 hours	Financial Account and Analysis Division (FAAD) Head - Financial Account and Analysis Division (FAAD)



	Certification signed by the City Accountant or Asst. City Accountant	None	4 hours	City Accountant Asst. City Accountant
Receives Certification of NO Unliquidated CA / CA Balance thru email	Releases Certification of NO Unliquidated Cash Advance / Cash Advance Balances to the applicant	None	4 hours	City Accounting Admin / FAAD
TOTAL:		None	16 hours	
END OF TRANSACTION				

5. PREPARATION OF LIQUIDATION REPORT

Report on the official / personnel Cash Advances which were duly liquidated and for transmittal / submission to the Commission on Audit (COA).

Office/Division	City Accounting Department : Financial Account and Analysis Division			
Classification	Simple			
Type of Transaction	Government to Government (G2G)			
Who may avail	Officers / Personnel who have Cash Advance liquidation			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Fully processed Audited Disbursement Vouchers for Liquidation with complete supporting documents		Originating Office / Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents to Fiscal	Receives processed required Cash Advance with	None		Fiscal Management and Control Division



Management and Control Division (FMCD)	notation of the supporting documents attachment		8 hours	(FMCD)
	Forwards to the Financial Account and Analysis Division (FAAD) the Liquidation Report with supporting documents attached	None		Fiscal Management and Control Division (FMCD)
	Receives the Liquidation Report (LR) and indicate on the LR its LR No.	None	4 hours	Financial Accounts and Analysis Division (FAAD)
	Releases copy of the received Liquidation Report (LR) with LR No. to the client	None		
TOTAL:		None	12 hours	
END OF TRANSACTION				

6. ABSTRACT OF REVENUE

The Division performs abstracting of all receipts and revenues, consolidating them into proper account classification and prepares monthly report of actual receipts and revenues accruing to the city and money collected for the account of other agencies / entities.

Office/Division	City Accounting Department : Revenue Abstract and Statistics Division
Classification	Simple



Type of Transaction		Government to Citizen (G2C)		
Who may avail		Taxpaying Public and other private personnel with Tax payment-related concerns and needs to be addressed with prompt.		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
For verification of documents such as if Payments previously made have been entered and/or registered in the Collection Registry Database with the correct O.R. No., Date of payment, and in some cases, the Name of the taxpayer, the person with concern shall bring with him Original copy of Official Receipt as proof of payment. An Affidavit of Loss shall be presented together with the photocopy of the O.R. in case the original receipt is lost, misplaced or destroyed by the acts of God.		Client must bring original documents to be verified.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Original Receipt of paid Taxes	Check veracity of the document/s presented	None	1 minute	Authorized RASD personnel
In place of Step 1, present Affidavit of Loss and photocopy of the lost O.R.	Go to computer records to verify if payments have been recorded in the database. Check O.R No, date of Payment, Name of Taxpayer	None	10 mins.	Authorized RASD personnel
Upon verification, receive the same OR with sign and verification proof at the back	<p>If proven true and correct, the OR presented shall be presented to RASD Chief or authorized personnel for signature.</p> <p>If found not in order, for confiscation and prepare incident report.</p>	None	1 minute	RASD Chief/ Authorized RASD personnel



Put name & sign in the Logbook to indicate that the transaction is completed	Have the client signed in the verification transaction logbook for future references.	None	30 seconds	Authorized RASD personnel
TOTAL:		None	12 mins. and 30 seconds	
END OF TRANSACTION				

7. PREPARATION OF BARANGAY FINANCIAL STATEMENT

The Division keep records of all accounts and financial records of all the barangays in the City. Maintain books of accounts to enable those concerned to ascertain the assets, the liabilities, the government equity, the income and the expenditures of the barangay unit as of a given time.

Office/Division	City Accounting Department : Barangay Accounting Services Division	
Classification	Simple	
Type of Transaction	Government to Government (G2G)	
Who may avail	The Barangay Treasurer's Any person who wants to get information on barangay financial records	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
A. Submission of Daily Statement & Collection& Accountable Forms 1. Accountable Form 2. Deposit Slip 3. Form #51 B. Monthly Submission of Paid Disbursement Vouchers 1. Reportorial Requirements 2. Paid Disbursement Vouchers 3. Supporting Documents 4. Punong Barangay Certificate C. Submission of Proposed Annual/Supplemental Budget 1. Propose Annual / Supplemental Budget D. Information on Barangay Financial Transactions 1. Letter Request		LGU - Barangay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. DSCA (Daily Statement of Collections & Accountable Forms) Present DSCAF with Deposit Slip	Bookkeepers receives and check the accuracy of the reports submitted.	None	3 days	
	1. Abstract DSCAF	None	1 day	Bookkeepers
	2. Prepares Journal Voucher (JV)	None	1 day	Asst. and Chief of BASD
	Reviews and Initial JV's	None		City Accountant
	Approves and signs JV's			
B. Submission of Paid Disbursement Voucher Present Reportorials, with PBC (Punong Bgy. Cert.) and complete documentations	1.The receiving clerk receives and check the accuracy of the reports submitted then have it receive by the bookkeeper	None	3 days	Receiving clerk
	2. Journalize Bgy. Transactions	None	3 days	Bookkeepers
	3. Prepares transmittal of vouchers to Commission on Audit (COA)	None	2 days	Encoder
	1. Prepares Journal Vouchers (JV's) for IRA, RPT's, CTC and other adjustments	None		
	2. Prepares Bank Reconciliation		3 days	Bookkeepers



C. Preparation of Financial Statements	3. Checks and print financial statement	None	1 day	Asst. & Division Head - BASD
	4. Reviews and Initials Financial Statement	None		City Accountant
	5. Approves and signs financial statements		1 day	Staff of the Division
	Transmit Financial Statements to COA, Brgy. Or other requesting local offices			
D. ANNUAL BUDGET for Approval	Receives said proposed Annual Budget	None	1 day	Receiving Clerk
	1. Checks and verify the actual RPTS realized for next preceding years	None	1 day	Asst. & Division Head - BASD
	2. Approves and sign Annual Budget	None	1 day	City Accountant



E. SUPPLEMENTAL BUDGET				
a. Submit Income and Expenditures as of Dec. 31	1. Prepares Statement of Surplus	None	3 days	Staff in charge
	2. Initials Statement of Surplus	None	1 day	Asst. & Division Head - BASD
	3. Approves and signs Statements of Surplus	None	1 day	City Accountant
	4. Release Statement of Surplus	None	1 day	Staff in charge
b. Submission of Propose S/Budget	Receives said proposed Supplemental Budget			
		None	1 day	Staff in charge
	1. Checks and verifies the figures in the Statement of Surplus	None	1 day	Asst. Division Head
	2. Initial Proposed Supplemental Budget	None	1 day	Division Head
	Review and Initial Supplemental Budget	None	1 day	City Accountant
	Approves and signs Proposed Supplemental Budget			
F. LETTER REQUEST	Receives letter request	None	10 minutes	Receiving Clerk



	Draft answer to the request	None	3 days	Division Head
	Approves letter request	None	1 day	City Accountant
TOTAL:		None	33 days and 10mins.	
END OF TRANSACTION				

8. ISSUANCE OF CERTIFICATION FOR TAXES WITHHELD

Taxes withheld of Contractor/s and Supplier/s

Office/Division	City Accounting Department : Payrolls, Bills and Remittance Division			
Classification	Simple - Complex			
Type of Transaction	Government to Government / Government to Citizen (G2G / G2C)			
Who may avail	Quezon City officials and employees & Contractor's			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
SCANNED COPY <input type="checkbox"/> Tax Payers Identification Number (T.I.N.) , Contractor's & Business Name		Certificates will be sent to the E-mail account of the client (requesting party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartment@quezoncity.gov.ph</u> (ATTN: PBRD) with Tax Identification No.(TIN)&Contract or / Business Name	Receive request slip and log in record book	None		Receiving Clerk



(Scanned copy)			Received and released on the same day	
	Verify Withholding taxes and TIN.	None		Assigned Personnel
	Prepare BIR Form No. 2306, 2307 and City Tax	None		
	Print BIR & City Tax Certification	None		
	Signature	None		PBRD Head City Accounting Department Head
Receive via E-mail the scanned copy of BIR form 2306 / 2307 & City Tax Certification	Release of certificate/s via E-mail account of client (requesting party) / Log out transaction via record book	None		Depends on personnel assigned
TOTAL:		None	1 day	
END OF TRANSACTION				

9. ISSUANCE OF CERTIFICATION FOR EMPLOYEES MANDATORY DEDUCTIONS / CONTRIBUTION

Employees mandatory deductions/ contributions

Office/Division	City Accounting Department : Payrolls, Bills and Remittance Division	
Classification	Simple – Complex	
Type of Transaction	Government to Government / Government to Consumer (G2G / G2C)	
Who may avail	LGU-Quezon City Officials and Employees / Employee Representative	
CHECKLIST REQUIREMENTS		WHERE TO SECURE



SCANNED COPY Government Service Insurance System Unified Multi-purpose ID (GSIS-UMID) / Home Development Mutual Fund Loyalty Card (PAG-IBIG ID) Philhealth ID. (OPTIONAL)		Certificates will be sent to the E-mail account of the client (requesting party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send request via E-mail account: <u>accountingdepartment@Quezoncity.gov.ph</u> (ATTN: PBRD)	Receive request slip and log in record book	None	Received and released on the same day	Receiving Clerk
	Verify mandatory deductions/ contributions and Membership Identification No. (MIN)	None		Assigned Personnel
	Prepare Certification	None		
	Print certification of mandatory deductions / contributions or other requested certification/s	None		
	Signature	None		PBRD Head City Accounting Department Head
Receive via E-mail the scanned copy of the Certification Mandatory Deductions / other requested certification/s	Release of certificate/s via E-mail account of client (requesting party) / Log out transaction via record book	None		Depends on personnel assigned
TOTAL:		None	1 day	



END OF TRANSACTION

10. PROCESSING OF ACCOUNTANT'S ADVICE FOR LOCAL CHECK
DISBURSEMENT TRANSMITTED BY CASH DIVISION, CTO

Check Disbursement made by the City Government

Office/Division	City Accounting Department :Administrative Division			
Classification	Simple - Complex			
Type of Transaction	Government to Government / Government to Consumer (G2G / G2C)			
Who may avail	Quezon City – City Treasurer’s (for disbursement officers, employees, taxpayers claiming refunds, contractors and suppliers.)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Official Transmittal from Cash Division, City Treasurer’s Office, Quezon City (CTO) 2. Fully processed disbursement voucher or payroll. 3. Corresponding accomplished and signed disbursement check.		City Treasurer’s Office (CTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash Division, City Treasurer’s Office transmit fully processed Disbursement Voucher/payroll with corresponding accomplished & signed disbursement checks	Received transmitted transactions from Cash Division, City Treasurer’s Office, Quezon City.	None	Received and released before the closing of banking hours (3:30 p.m.) of the same day.	Administrative Officer IV Administrative Assistant I
	Sort transactions according to fund account (General Fund, Special Education Fund and Trust Fund (13ACCTS.) If discrepancies are noted, transactions are officially returned to the Cash Division, City		1 day	Administrative Officer IV



	treasurer's Office Quezon City for rectification/ cancellation/ replacement	None		Administrative Assistant I
	Verify transactions from the systems file, assign accountant's advice no. and encode the necessary details (check no. and date)	None	1 day	Administrative Officer IV Administrative Assistant I
	Prepare Accountant's Advice in four (4) copies on the form specified by the Commission on Audit and the corresponding transmittal, also in four (4) copies, both addressed to the Manager, Land Bank of the Philippines, Quezon City Hall Branch, for signature of the officially designated Bookkeeper. Accountant's Representative to the Land Bank of the Philippines Quezon City Hall Branch and; the City Accountant.	None	1 day	Administrative Officer IV Administrative Assistant I
	Record transactions on respective logbooks. Each fund account has separate logbook. Note the Accountant's Advice no. At the back of check and at the foot of the original copy of disbursement voucher.	None	1 day	Accountant's Representative
	After the advice and transmittal			



	are signed, segregate copies for the following: Original copy for the Land Bank of the Philippines, Quezon City Hall Branch; Duplicate copy for the City Auditor, Quezon City and 4 th copy for Accounting file.	None	1 day	Accountant's Representative
	Deliver the transmitted transactions with Accountant's Advice issued to Cash Division, City Treasurer's Office, Quezon City and the original copy of Accountant's Advice with transmittal to the Land Bank of the Philippines. Copy for the City Auditor is attached to the original copy of the disbursement voucher. A summary of Accountant's Advice issued is submitted as monthly report also to the Office of the City Auditor, Quezon City.	None	1 day	Accountant's Representative
Receive transactions with Accountant's Advice No.		None	1 day	Accountant's Representative
TOTAL:		None	8 days	
END OF TRANSACTION				



CITY ASSESSOR’S OFFICE

External Services

1.0 REQUEST FOR ISSUANCE OF NEW TAX DECLARATION

Tax Declaration is a document that reflects the value of real property (Land, Building/Improvement or Machinery) for purposes of Real Property Tax, assessed against the owner/taxable person or entity, as authorized under the Local Government Code (RA 7160), implemented through City Ordinance No. SP-91, S-1993, as amended, or The Quezon City Revenue Code of 1993 and subsequent Ordinances.

The Owner’s Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner, or upon declaration of new building or improvement and machinery. Under existing laws, **it is the duty of all persons acquiring property to declare the same with the City Assessor’s Office within a period of sixty (60) days from the issuance of its Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT).**

Tax Declaration can also be issued for other transactions such as:

- (i) Segregation/Consolidation
- (ii) New Assessments
- (iii) Reassessments/Reclassifications
- (iv) Revision of values (per existing Ordinances)
- (v) Correction of Entry/ies
- (vi) Annotations, etc. as maybe necessary

1.1 Transfer of Ownership of Tax Declaration

SEC. 208 of the Local Government Code otherwise known as Republic Act 7160– Notification of Real Property Ownership – Any person who shall transfer real property ownership to another shall notify the provincial, city or municipal assessor concerned within sixty (60) days from the date of such transfer. The notification shall include the mode of transfer, the description of property alienated and the name and address of the transferee. In compliance, updated copy of Tax Declaration is issued for taxation purposes, upon transfer of ownership of a particular real property from previous owner to a new owner, based on Land Title and other Legal documents submitted, certifying ownership over a property, whether land, building and machinery. Transfer of ownership can also be done as a result of subdivision or consolidation of a property, based similarly on legal documents submitted.

Office or Division:	CITY ASSESSOR’S OFFICE	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly Filled-out FORM 101(QCG-CAO-QP/SOI-B01-v03)		City Assessor’s Office, Ground Floor, Information Desk



Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title		Register of Deeds		
Deed of Conveyance (Secretary Certificate is required, if seller is a corporation) ___Deed of Sale/Donation ___Deed of Exchange ___Extrajudicial settlement of estate ___Affidavit of Self Adjudication (sole heir) ___Deed of Conditional Sale ___Others (Specify) _____ <i>Note: In case the foregoing documents are no longer available, please submit:</i> <ul style="list-style-type: none"> ○ LRA Certification ○ Notarized Affidavit of Loss 		Property Owner		
Copy of latest tax declaration		City Assessor's Office		
Transfer tax receipt (original or certified copy from CTO & photo copy) Seller's Business Tax Receipt/Business Permit (original & photo copy) Current Realty Tax Clearance (present original and/or photocopy of latest year full payment)		City Treasurer's Office		
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007)		Bureau of Internal Revenue		
A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). <i>To show proof of release, submit Acknowledgement Slip or Certification of Release from RD.</i>		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit properly filled-out application FORM 101(QCG-CAO-QP/SOI-B01-v03) inclusive of all documents required	1.0 Receives properly accomplished Form 1.1 Checks and validates submitted documents, assign transaction control/	None	30 mins (Transmitted turned over by batch 10am-12nn-3pm &5pm)	Evaluation & Receiving Staff (Windows 4&5)



	claim no. and issues claim stub; 1.2 Prepares transmittal listing to Station 1			
2.0	2.0 Receives, checks & evaluates -EDP - Record Validation -ARMD - Confirmation of TD -TMD - PIN validation 2.1 PAD-Prepares manual FAAS, recommends inspection 2.2 Record/control/track 2.3 Transmits to Stn 2	None	2days or more depending on lot area and number of parcels	Station 1 in-charge– Electronic Data Processing Division, Assessment Records Management Division, Tax Mapping Division and Property Appraisal Division) Verifiers & Evaluators
3.0	3.0 Validate/verify property record; Check RPT payment& 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraisers
5.0	5.0 Review & submit FAAS 5.1 Assign TDN; 5.2 Encode annotation 5.3 Print/ generate NOA/TD 5.4 Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division- Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, 7.1 Posting and Sorting of TD for release	None	30 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division



				Releasing Clerk (Window 6)
	TOTAL:		5 days	

Note: Processing Period: 5 or more days depending on the number of parcels/real property units (RPU) involved and the complexity of Transaction/s involved

- Simple** - involves transfer of lot only or single condominium unit transactions;
- Complex** - involves transfer of lot with improvement/s; as well as 2 or more condominium unit transactions, maximum of 5;
- Highly Technical** - involves transfer of multiple lots and improvements in excess of five (5) RPU

Note: Owner's copy of Tax Declaration unclaimed within 5 days shall be forwarded to the Record's Section for mailing (within 5 days).

1.2 SEGREGATION/CONSOLIDATION OF LOT/IMPROVEMENT OR BUILDING

The City Assessor's Office is also mandated to Subdivide and Consolidate lands, for proper taxation purposes, based on approved subdivision plans submitted by the owner or any transacting public.

Office or Division:	CITY ASSESSOR'S OFFICE		
Classification:	COMPLEX, HIGHLY TECHNICAL		
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Properly Filled-out FORM 102(QCG-CAO-QP/SOI-B02-v03)		City Assessor's Office, Ground Floor, Information Desk	
Transfer Certificate of Title/Condominium Certificate of Title (Present original or authenticated copy from Registry of Deeds) Certified true copy of previous Transfer Certificate of Title/Condominium Certificate of Title		Register of Deeds	
Approved Subdivision Plan		Owner/Surveying Office/Bureau of Lands	
Deed of Conveyance (Secretary Certificate is required, if seller is a corporation) ^{1/} ___Deed of Sale/Donation ___Deed of Exchange ___Extrajudicial settlement of estate		Property Owner	



___Affidavit of Self Adjudication (sole heir) ___Deed of Conditional Sale ___Others (Specify) _____ <i>Note: In case the foregoing documents are no longer available, please submit:</i> <ul style="list-style-type: none"> ○ LRA Certification ○ Notarized Affidavit of Loss 				
Copy of latest tax declaration		City Assessor's Office		
Transfer tax receipt (original or certified copy from CTO & photo copy) ^{1/} Seller's Business Tax Receipt/Business Permit (original & photo copy) Current Realty Tax Clearance (present original and/or photocopy of latest year full payment)		City Treasurer's Office		
Electronic-Certificate Authorizing Registration (eCAR), duplicate or photocopy(AO 186, s-2007) ^{1/}		Bureau of Internal Revenue		
A penalty of P2,000.00 per title (if necessary) imposed for late declaration filed sixty (60) days after the issuance of Transfer Certificate of Title from the Registry of Deeds (Ordinance No.2361, Series of 2014). ^{1/} <i>To show proof of release, submit Acknowledgement Slip or Certification of Release from RD.</i>		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submit properly filled-out application FORM 102(QCG-CAO-QP/SOI-B02-v03) inclusive of all documents required	1.0 Receives properly accomplished Form 1.1 Checks and validates submitted documents, assign transaction control/ claim no. and issues claim stub; 1.2 Prepares transmittal listing to Station 1	None	30 mins (Transmitted turned over by batch 10am-12nn-3pm & 5pm)	Evaluation & Receiving Staff (Windows 4 & 5)
2.0	2.0 Prints property record and latest tax map 2.1 Researches and checks parcel configuration/plattin g	None	2 days or more depending on lot area and number of parcels	Station 1 – OSS Electronic Data Processing Division, Assessment



	2.2 Conducts ocular inspection (if necessary) 2.3 Validates, checks & approves for computerized platting 2.4 Prepares FAAS (Assign respective PIN; Prepare computation and final completion of manual FAAS) 2.5 Prepares transmittal listing to Station 2			Management Division, Tax Mapping Division and Property Appraisal Division) Verifier, Evaluator
3.0	3.0 Validate/verify property record; Check payment 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	30 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk



				(Window Counter 6)
	TOTAL:		5 days	

^{1/}Required in case of simultaneous Transfers which make transactions highly technical.

Processing Period :

- Complex**
 - 1-5 parcels w/out improvement, 5 days
 - 1-5 parcels with improvement, 6 days
- Highly Technical**
 - 6-10 parcels w/out improvement, 8 days
 - 6-10 parcels with improvement, 10 days

Note: Owner’s copy of Tax Declaration unclaimed within 5 days shall be forwarded to the Record’s Section for mailing (within 5 days).

1.3 NEW ASSESSMENT/DISCOVERY/REASSESSMENT/ RECLASSIFICATION

Both persons acquiring real property or making improvements thereon, and the City Assessor’s Office have the duty to make declaration of real property as provided by law. This particular service is requested by declarant/owner for the issuance of new tax declaration for his/her newly constructed building and/or newly installed machinery. Reassessment/Reclassification on the other hand are services requested by a property owner for purposes of declaring the predominant use of his/her property.

Office or Division:	CITY ASSESSOR’S OFFICE			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 103 (QCG-CAO-QP/ SOI-B03-v03), If property owner declaring Photo copy of Tax Declaration (Land Record) Certified true copy of latest tax declaration (for re-assessment/reclassification)		Assessor’s Office, Ground Floor, Information Desk		
Approved Building Permit Approved Building Plan Occupancy Permit (if any)		Department of Building Official		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer’s Office		
Sworn Statement of owner declaring the property		Property Owner		
Picture of property (3” x 5” colored, photo paper) – frontage/facade (showing full view of the structure)		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1.0 Submits letter-request or properly filled Sworn Statement declaring details of property; Fills-out application Form 103 (QCG-CAO-QP/SOI-B03-v03) for reassessment/reclassification inclusive of all documents required	1.0 Receives properly accomplished Form 103 (QCG-CAO-QP/SOI-B03-v03) 1.2 Checks and validates submitted documents, assigns transaction control/ tracking no. and issues claim stub 1.3 Prepares transmittal listing to Station 1	None	15-30 mins (Transmittal turned over by batch 10am-12nn-3pm & 5pm)	Administrative Division, Records Section Receiving Clerks for request letter Tax Mapping & Assessment Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
2.0	2.0 Conducts ocular inspection (if necessary) 2.1 Prepares FAAS - Confirms location & PIN - Prepares computation & final completion of manual FAAS 2.2 Prepares transmittal listing to Station 2	None	1 day or more depending on number of RPUs	Station 1 – OSS Electronic Data Processing Division, Assessment Management Division, Tax Mapping Division and Property Appraisal Division) Verifier, Evaluator
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	15 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations	None	30 mins	Electronic Data Processing Division- Station 4 Data Encoders



	5.4 Track and Transmit			
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	10 minutes	Assistant City Assessor for Operation-Station 5
7.0	7.0 Approval, Posting and Sorting of TD for release	None	10 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	10 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)
	TOTAL:		3 dayss	

Note: Findings as a result of Sec. 204 (Declaration of Real Property by the Assessor) upon actual/ocular inspection, shall originate from the respective Appraisers in-charge, followed by the issuance of corresponding Notice to property owner/s.

Processing Period: Three (3) working days for single transaction,
Complex - 3-5 days for more complex ones, e.g. Townhouses, medium-rise buildings, etc.;;
Highly Technical - One (1) week or more, for multiple (500 and above) condominium units

1.4 CORRECTION/UPDATING OF ENTRY

Office or Division:	CITY ASSESSOR’S OFFICE	
Classification:	SIMPLE	
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens	
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly Filled-up FORM 104 (QCG-CAO-QP/SOI-B04-v03) Certified true copy of latest tax declaration (subject of correction)		Assessor’s Office, Ground Floor, Information Desk
<i>(Depends on the information being requested for correction)</i> TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s’ Name, Technical Description, etc.)		Registry of Deeds
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer’s Office



<p>Letter-request of the owner specifying requested correction and purpose for which the document will be used</p> <p>Owner's authorization/special power of attorney (for other parties requesting)</p>		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application Form 104 (QCG-CAO-QP/SOI-B04-v03) inclusive of all documents required	1.0 Checks and validates submitted documents; 1.1 Receives application, assigns transaction control/ tracking no. and issues claim stub 1.2 Prepares transmittal listing to Station 1	None	15 mins (Transmittal turned over by batch 10am-12nn-3pm &5pm	Tax Mapping& Assessment Records Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
2.0	2.0 Prepares FAAS - Confirms location & PIN - Prepares computation & final completion of manual FAAS 2.1 Prepares transmittal listing to Station 2	None	30 minutes (for simple transaction)	Station 1 – OSS EDP, ARMD, TMD, PPAD Verifier, Evaluator
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval	None	15 minutes	Station 5



	6.1 Counter-sign on NOA/TD 6.2 Track and Transmit			Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)

Processing Period : Within three (3) working days or earlier being a simple transaction only

1.5 ANNOTATION (WARRANT OF LEVY & OTHERS INCLUDING TCT/CCT-RELATED ANNOTATIONS

Office or Division:	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 105 (QCG-CAO-QP/SOI-B05-v03) Certified true copy of latest tax declaration (subject of correction)		Assessor's Office, Ground Floor, Information Desk		
<i>(Depends on the information being requested for correction)</i> TCTs/CCTs - authenticated/certified copy from RD (For correction of Owner/s' Name, Technical Description, etc.)		Registry of Deeds		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer's Office		
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting)		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1.0 Fills-out application Form 105 (QCG-CAO-QP/SOI-B05-v03) inclusive of all documents required	1.0 Checks and validates submitted documents; 1.1 Receives application, assigns transaction control/ tracking no. and issues claim stub 1.2 Prepares transmittal listing to Station 1	None	15 mins (Transmittal turned over by batch 10am-12nn-3pm & 5pm)	Tax Mapping & Assessment Records Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
2.0	2.0 Validates TD & prepare FAAS - Confirms & verify TD - Prepare instruction for annotation - Confirm PIN - Prepare manual FAAS 2.1 Prepares transmittal listing to Station 2	None	30 minutes (for simple transaction)	Station 1 – OSS EDP, ARMD, TMD and PAD Verifier/ Evaluators
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division Property Appraiser
5.0	5.0 Review & submit FAAS 5.1 Assign TDN 5.2 Print/ generate NOA/TD 5.3 Encode annotations 5.4 Track and Transmit	None	30 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	15 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	15 minutes	Assessment Records



				Management Division Releasing Clerk (Window Counter 6)
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Processing Period: Within three (3) working days or earlier being a simple transaction only

1.6 CANCELLATION OF ASSESSMENT (TOTAL DEMOLITION/ CESSATION OR RETIREMENT OF MACHINERY OPERATION

Office or Division:	CITY ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Filled-up FORM 106 (QCG-CAO-QP/SOI-B06-v01) Certified true copy of latest tax declaration (subject of correction)		Assessor's Office, Ground Floor, Information Desk		
Realty Tax Clearance or present original and photo copy of current year full payment (if necessary)		City Treasurer's Office		
Letter-request of the owner specifying requested correction and purpose for which the document will be used Owner's authorization/special power of attorney (for other parties requesting) Picture of property (3"x5" colored, photo-paper)		Owner/Authorized Representative		
Demolition Permit (in case of demolition)		Department of Building Official		
Certification from Fire Department (if razed/destroyed by Fire)		Bureau of Fire		
Barangay Certification (if necessary)		Office of the Barangay where property is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Fills-out application form FORM 106	1.0 Checks and validates submitted documents;	None	15 mins (Transmittal turned over by batch	Tax Mapping& Assessment



(QCG-CAO-QP/SOI-B06-v01) inclusive of all documents required	1.1 Receives application, assigns transaction control/ tracking no. and issues claim stub 1.2 Prepares transmittal listing to Station 1		10am-12nn-3pm & 5pm	Management Division Evaluation & Receiving Staff (Window Counter 4 or 5)
	2.0 Prepares Cancellation Report - TD confirmation - Field Inspection (if necessary) - Prepares corresponding Appraiser's Report 2.1 Transmits to Stn 2	None	1 day	Station 1 – OSS EDP, ARMD, TMD & PAD Verifier/ Evaluator
3.0	3.0 Validate/verify property record; 3.1 Encode FAAS 3.2 Print FAAS 3.4 Track & Transmit	None	30 mins	Station 2 EDP Division Verifier and Data Encoder
4.0	4.0 Review & Verify encoded FAAS 4.1 Recommend editing (if necessary) 4.2 Route for Approval 4.3 Record & Track transaction 4.4 Transmit	None	30 mins	Station 3 Property Appraisal Division- Station 3 Property Appraiser
5.0	5.0 Print/ generate Notice of Cancellation (NOC) 5.1 Track and Transmit	None	10 mins	Station 4 Electronic Data Processing Division Data Encoders
6.0	6.0 Final review and Pre-Approval 6.1 Counter-sign on NOA/TD 6.2 Track and Transmit	None	10 minutes	Station 5 Assistant City Assessor for Operation
7.0	7.0 Approval, Posting and Sorting of TD for release	None	15 minutes	Station 6 City Assessor
8.0 Receives new copy of Tax Declaration	8.0 Releases Tax Declaration through Counter 6	None	10 minutes	Assessment Records Management Division Releasing Clerk (Window Counter 6)

Processing Period : Within three (3) working days or earlier being a simple transaction only



2.0 REQUEST FOR CERTIFIED TRUE COPY OF REAL PROPERTY ASSESSMENT DOCUMENTS, TAXMAPPING INFORMATION AND PROPERTY CERTIFICATION

2.1.1 CERTIFIED COPY OF TAX MAP/S

A tax map can be requested to identify particular location of a property based on the latest Tax Mapping Record, whether manual or Geographical Information System (GIS) Certificate of Property Location and Adjoining Lot Ownership is also issued purpose of stating the exact location of property base on records available, however, the certification can only serve as reference, but not to be used as evidence for settling boundary disputes.

Office or Division:	CITY ASSESSOR'S OFFICE (Tax Mapping Division)			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request		Assessor's Office, Ground Floor, Windows Counters 1-3		
2. Photo copy of valid ID		Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v02) inclusive of required document/informat ion to Window/ Counters 1-3	1.0 Validates and receives request; 1.2 Verifies property being requested 1.3 Issue order of Payment	None	10 minutes	Taxmapping Section Receiving Clerk (Taxmapper) (Window Counters 1-3)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php200/ property	10 minutes	Office of the City Treasurer, Billing/Cashie r Officer
3.0 Presents corresponding OR	3.0 Print Tax Map, submit for approval and record the O.R. number	None	5 minutes	Taxmapping Division Taxmapper



4.0 Receives copy of Tax Map	4.0 Releases Tax Map with the Official Receipt	None	5 minutes	<i>Taxmapping Division Taxmapper / Releasing Officer/Clerk</i>
TOTAL:		PHP 200	30 Minutes	

Processing Period : Within thirty (30) minutes waiting time;
first come, first served policy
Priority is given to Sr. Citizen, PWD and Pregnant Women

2.1.2 CERTIFICATION OF ADJOINING LOT OWNERSHIP

Office or Division:	ASSESSOR'S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request		Assessor's Office, Ground Floor, Windows Counters 1-3		
2. Photo copy of valid ID		Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v02) to Window Counters 1-3 or through official communication	1.0 Receives and validates request; 1.1 Issue order of Payment	None	10 minutes	Taxmapping Section Receiving Clerk (Window Counters 1-3) Administrative Division, Records Section Receiving Officer/Clerk



2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office 2.1 Taxmapper assigns the same for verification and record validation	Php70/property	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3.0 Presents corresponding OR	3.0 Prepare/type certification, submit for approval and record the O.R. number	None	15 minutes	Taxmapping Division Taxmapper
4.0 Receives certification	4.0 Approves certification and affix signature & 4.1 Releases Certification with the O.R	None	10 minutes	Taxmapping Division Releasing Officer/Clerk (Window Counters 1-3)
TOTAL:		Php 70.00	45 minutes	

Processing Period : Within 45 minutes waiting time;
First come, first served policy
Priority is given to Sr. Citizen, PWD and Pregnant Women

2.1.3 CERTIFICATE OF PROPERTY LOCATION & VICINITY

Office or Division:	CITY ASSESSOR’S OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up TMD Form (QCG-CAO-QP/SOI-B08-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID		Assessor’s Office, Ground Floor, Windows Counters 1-3 Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4.Or by merely identifying & confirming property location thru RPV		Owner/TMD Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.0 Submits duly accomplished TMD Form 1 (QCG-CAO-QP/SOI-B08-v01) inclusive of required document/information to Window Counters 1-3	1.0 Validates and receive request; 1.1 Verifies property being requested 1.2 Issues order of Payment	None	10 minutes	Tax Mapping Section Receiving Clerk (Window Counters 1-3)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php20/property	10 minutes	Office of the City Treasurer, Billing/Cashier Officer
3.0 Presents corresponding OR	3.0 Records the OR number, attaches receipt to the document requested	None	5 minutes	Tax Mapping Division Releasing Officer/ Clerks (Window Counters 1-3)
4.0 Receives information requested/computer print-out	4.0 Releases computer print-out of property or any information as an output of the verification	None	5 minutes	Taxmapping Division Releasing Officer/ Clerks (Window Counters 1-3)

Processing Period : Within 30 minutes waiting time;
First come, first served policy
Priority is given to Sr. Citizen, PWD and pregnant Women

2.2.0 ISSUANCE OF PROPERTY HOLDING CERTIFICATION (WITH PROPERTY/NO PROPERTY) & CERTIFICATIO OF NO IMPROVEMENT (WITH IMPROVEMENT/NO IMPROVEMENT)

The City Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized representatives, any government agency or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes, and for other legal purposes it may serve.

Certificate of No Improvement on the other hand, provides proof that a certain parcel of land is vacant upon the request of the owner or his/her authorized representative. Should there be an improvement or structure thereon, declared on record, the office will Certify as to the improvement/s erected on the lot, as per existing database.

Office or Division:	CITY ASSESSOR'S OFFICE
Classification:	SIMPLE/COMPLEX



Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v02) or can be submitted thru an official letter-request 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 7-9 Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification		Owner		
4. Additional requirements for authorized representative requesting: - Owner's authorization/special power of attorney - Photo copy of valid ID		Owner/Authorized Representative		
5. Referral Slip from Hospital (for medical social service-related requests)**		Social Service Department of Hospital concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished EDP Form (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information	1.0 Validates and receive request; 1.2 Issues order of Payment	None	10 minutes	Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counters 7-9)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office 2.1 Verifies property being requested 2.2 Checks on improvement, if any; and validate other fields (if necessary)	Php70/ Property plus additional P20 per prop in excess of one	15-30 minutes 1- 2 hours	Office of the City Treasurer, Billing/Cashier Officer Electronic Data Processing Division Computer Operator (Window Counters 7-9)
3.0 Presents corresponding OR	3.0 Attaches Order of Payment to	None	30 minutes	Electronic Data



	the request and issues claim stub 3.1 Prepares and types certification			Processing Division Computer Operator (Window Counters 7-9)
4.0 Waits for claim number to be called	4.0 Submits certification for review and approval, Affixes Signature & refer back to Window 7 for release	None	30 minutes	Electronic Data Processing Division, Head, EDP Division
4.1 Receives certification		None	5 minutes	Electronic Data Processing Division Releasing Officer/ Clerks (Window Counters 7-9)
	TOTAL :	Php 70.00	1-4 hrs**	
<p><i>Note:</i></p> <p><i>Certificate of property holdings/no property <u>requested as a requirement for medical social service</u>** are given priority and released at shorter waiting time</i></p> <p><i>Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.</i></p> <p><i>Lastly, requests for BIR Estate Tax Settlement are considered more complex and will take longer time for the necessary record verification, considering time of death, etc.</i></p>				

Processing Period: 1-4 hours, first come-first served policy for single transactions
Multiple subjects need to be scheduled, also on a first come, served policy;
Priority is given to Sr. Citizen, PWD and Pregnant Women

2.2.1 COUNTER VERIFICATION/ISSUANCE OF COMPUTER PRINT-OUT

Office or Division:	CITY ASSESSOR’S OFFICE
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B10-v02) 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 7-9 Administrative Division, Records Section (for request letter)		
3. Photo copy of Title/TD or real property tax receipt and other reference for property identification, if any		Owner		
4. Additional requirements for authorized representative requesting: <ul style="list-style-type: none"> - Owner's authorization/special power of attorney - Photo copy of valid ID 		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished EDP Form 1 (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information to Window Counter 8	1.0 Validates and receive request; 1.1. Verifies property being requested 1.2 Issue order of Payment	None	5 minutes	Electronic Data Processing Division Receiving Officer Clerk (Computer Operator) (Window Counter 8)
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office	Php 25.00 per print out Php 20.00 for property identification only	15 minutes	Office of the City Treasurer, Billing/Cashier Officer
3.0 Presents corresponding OR	3.0 Logs the request, records the OR number, attaches receipt to the document requested	None	5 minutes	Electronic Data Processing Division Releasing Clerk (Window Counter 8)
4.0 Receives print out	4.0 Releases computer print-out together with the Official Receipt	None	5 minutes	Electronic Data Processing Division Releasing Officer/ Clerk (Window Counter 8)

Processing Period : Thirty (30) minutes, or earlier waiting time; first come-first served policy
 Priority is given to Sr. Citizen, PWD and Pregnant Women



2.3 ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION

The City Assessor's Office provides Certified True Copy of Tax Declaration upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR, for mortgage/loan/financial institutions, courts and many other legal purposes.

There are currently two (2) classifications of TDs being certified –the manual copy or those issued from 2006 and below, manually processed; and the other is the electronic ones which to date can be certified electronically as well.

Office or Division:	CITY ASSESSOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	All Quezon City real property owners/tax payers, buyers, brokers, Consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-up EDP Form (QCG-CAO-QP/SOI-B07-v02) 2. Photo copy of valid ID		Assessor's Office, Ground Floor, Windows Counters 10-12 Administrative Division, Records Section (for request letter)		
3. Proof of ownership (in case of newly acquired/transferred property)		Owner/Applicant		
4. Photo copy of Title/TD or real property tax receipt and other reference for property identification, if any		Owner/Applicant		
5. Additional requirements for authorized representative requesting: <ul style="list-style-type: none">- Owner's authorization/special power of attorney- Photo copy of valid ID- Request letter (for those falling under 5,000sqm and above)		Owner/Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Submits duly accomplished ARMD Form 1 (QCG-CAO-QP/SOI-B10-v02) inclusive of required documents/information to	1.0 Validates request; 1.1 Receives request and issue order of payment	None	5 minutes	Assessment Records Management Division Receiving Officers/Clerks on Rotation Basis



Window Counter 10				
2.0 Owners pay corresponding fee	2.0 Window 5-18 Miscellaneous Fees Section, City Treasurer's Office 2.1 Verifies property requested 2.2 Prints electronic copy of TD or photocopy the manual ones	Php 50.00 for personal copy of TD Php 70.00 for BIR purposes	10 minutes 45 minutes	Office of the City Treasurer, Billing/Cashier Officer Assessment Records Management Division Personnel, Basement
3.0 Presents corresponding OR	3.0 Attaches OR to the request and issues claim stub; 3.1 Stamps printed/photocopied TD as "certified"	None	15 minutes	Assessment Records Management Division Receiving Officers/Clerks on Rotation Basis on Window Counter 11
4.0 Waits for claim number to be called; Receives certified copy of TD	4.0 Submits for signature/ approval, Affixes Signature & refer back to Counter Window 12 for release	None	20 minutes	Assessment Records Management Division Releasing Officers/Clerks on Rotation Basis on Window Counter 11
	TOTAL :	Php 70.00 Php 50.00	For BIR personal	

Note:
Requests can also be made through a formal communication on which case, receipt and release are coursed through the Records Section.

Processing Period : 10-20 minutes for Electronic copy ^{2/}
 1-2 hrs for manual copy ^{3/}
 First come-first served policy
 Priority is given to Sr. Citizen, PWD and Pregnant Women

^{2/} 5-10 certified copy of TDs requested (eCopy) will take us 30mins or more to process; 11-20 copies, 30mins-1hr. processing time; and
^{3/} 10 and more CTC requested (Manual copy) will take us 2-3hrs processing



CITY ARCHITECT DEPARTMENT

External Services

A. HIGHLY TECHNICAL PROJECTS

Office or Division:	City Architect Department			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor’s 14-point agenda		Indorsement from the Chairman of the Infrastructure Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transmit request letter/list to City Architect Department	Receive letter request/list	N/A	15 Minutes	Administrative Support Staff
	City Architect reviews and assigns proposed project	N/A	30 Minutes	City Architect & Administrative Support Staff
	Coordinates with concerned Office/End-user of planning requirements	N/A	3-5 Days	Senior Architects and Engineers
	Conduct ocular inspection and survey study	N/A	3-5 Days	Senior Architects, Engineers and Administrative Support Staff
	Provide schematic design in coordination with end-user	N/A	5-7 Days	Senior Architects and Engineers
	Design Development (Architectural and Engineering)	N/A	15-20 Days	Senior & Junior Architects & Engineers



	Preparation of Plans (Plotting)	N/A	5-7 Days	Junior Architects & CAD Operators
	Preparation of initial cost estimates and work program	N/A	3-5 Days	Senior & Junior Architects & Engineers
	Presentation of Project Plans for approval	N/A	1-2 Days	City Architect and Senior Architect
	Signs Plans and other pertinent documents	N/A	1 Day	City Architect
	Transmit Architectural Plans, Specifications and Work Program to Department of Engineering	N/A	1 Day	Administrative Support Staff
Total:			43 Days 45 Minutes	

B. HIGHLY TECHNICAL – HOUSING PROJECTS

Office or Division:	City Architect Department			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Priority Projects approved by the City Infrastructure Committee in line with the City Mayor's 14-point agenda		Indorsement from the Chairman of the Infrastructure Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transmit request letter to City Architect Department	Receive letter request/list	N/A	15 Minutes	Administrative Support Staff
	City Architect reviews and assigns proposed project	N/A	30 Minutes	City Architect & Administrative Support Staff



	Coordinates with concerned Office/End-user of planning requirements	N/A	3-5 Days	Senior Architects and Engineers
	Conduct ocular inspection and survey study	N/A	5-7 Days	Senior Architects, Engineers and Administrative Support Staff
	Provide schematic design in coordination with end-user	N/A	3-5 Days	Senior Architects and Engineers
	Design Development (Architectural and Engineering)	N/A	10-15 Days	Senior & Junior Architects & Engineers
	Preparation of Plans (Plotting)	N/A	7-10 Days	Junior Architects & CAD Operators
	Preparation of initial cost estimates and work program	N/A	3-5 Days	Senior & Junior Architects & Engineers
	Presentation of Project Plans for approval	N/A	1-2 Days	City Architect and Senior Architect
	Signs Plans and other pertinent documents	N/A	1 Day	City Architect
	Transmit Architectural Plans, Specifications and Work Program to Department of Engineering	N/A	1 Day	Administrative Support Staff
	Implementation of project as endorsed by Task Force on Housing and	N/A	Duration varies depending on the project condition	Senior & Junior Architects & Engineers



	Development of Blighted Areas & Monitoring of construction of projects.			
Total:				

C. HIGHLY TECHNICAL – REPAIR, RENOVATION & REHABILITATION OF EXISTING INFRASTRUCTURE

Office or Division:	City Architect Department			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from Departments/End-user		Prepared request letter from Departments/End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transmit request letter to City Architect Department	Receive letter request/list	N/A	15 Minutes	Administrative Support Staff
	City Architect reviews and assigns proposed project	N/A	30 Minutes	City Architect & Administrative Support Staff
	Coordinates with concerned Department/End-user as to requirements	N/A	3-5 Days	Senior Architects and Engineers
	Conduct ocular inspection and survey study	N/A	3-5 Days	Senior Architects, Engineers and Administrative Support Staff
	Provide as-built-plan for reference	N/A	10-15 Days	Senior Architects and Engineers
	Design Development (Architectural	N/A	10-15 Days	Senior & Junior Architects & Engineers



	and Engineering)			
	Preparation of Plans (Plotting)	N/A	7-10 Days	Junior Architects & CAD Operators
	Preparation of initial cost estimates and work program	N/A	3-5 Days	Senior & Junior Architects & Engineers
	Presentation of Project Plans for approval of the end-user	N/A	1-2 Days	Senior Architect
	Signs Plans and other pertinent documents	N/A	1 Day	City Architect
	Transmit Architectural Plans, Specifications and Work Program to Department of Engineering	N/A	1 Day	Administrative Support Staff
Total:			59 Days 45 Minutes	

D. HIGHLT TECHNICAL – PREPARATION OF FURNITURE LAYOUT AND PURCHASE REQUEST

Office or Division:	City Architect Department			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from Departments/End-user		Prepared request letter from Departments/End-User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transmit request letter to City Architect Department	Receive letter request/list	N/A	15 Minutes	Administrative Support Staff
	City Architect reviews and assigns	N/A	30 Minutes	City Architect & Administrative Support Staff



	proposed project			
	Coordinates with concerned Department/End-user as to requirements	N/A	2-3 Days	Senior Architects and Engineers
	Conduct ocular inspection and survey study	N/A	2-3 Days	Senior Architects, Engineers and Administrative Support Staff
	Prepares layout for presentation and approval of end-user	N/A	5-15 Days	City Architect and CAD Operators
	Canvass of furniture	N/A	3-5 Days	Architects & Administrative Support Staff
	Preparation of purchase request and inventory of furniture	N/A	7-10 Days	Administrative Support Staff
	Transmits layouts and purchase request to the Office of the City Mayor, through the Chief-of-Staff for approval, subject to the availability of funds	N/A	1 Day	Administrative Support Staff
Total:			37 Days 45 Minutes	



CITY BUDGET DEPARTMENT

External Services

1. PREPARATION AND GENERATION OF RELEASE OF ALLOTMENT				
Advice of Allotment (AA) is prepared and generated based on the review, evaluation and recommendation of this department on the Work and Financial Plan and Request for Allotment (WFPRA) submitted by different departments				
Office/Division	City Budget Department			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All Budget Units			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Work and Financial Plan and Request for Allotment Form (LBE-WFPRA Form) 2. Purchase Request (PR)/Agency Procurement Request (APR)/ Requisition Issue Slip (RIS) 3. Project Procurement Management Plan (PPMP) 4. Advice of Allotment (LBE Form 163)		To be prepared by the requesting department/office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit WFPRA with PR/APR/RIS and approved PPMP as needed	1. Check attached documents /stamping of date and time received/ attach tracking slip Distribute to assigned budget analyst	None	5 minutes	Receiving Clerk



	<p>2. Evaluate submitted WFPRA and attachments and recommends needed amount.</p> <p>Prepare and generate Advice of Allotment</p>	None	1 day	Budget Analyst Budget Operating System (BOS) Encoder
END OF TRANSACTION				

2.CERTIFICATION AS TO AVAILABILITY OF APPROPRIATION

Obligation Request Form is reviewed, evaluated and processed to certify as to availability of appropriation based on the approved budget and released of allotment of concerned departments/offices.

Office/Division	City Budget Department			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All Budget Units			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (LBE Form No. 10) 2. Payroll/Purchase Request/APR/RIS/BAC Resolution 3. Disbursement Voucher		To be prepared by the requesting department/office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Obligation Request (ObR) with necessary requirements	1. Check attached documents/stamp ing of date and time received /assigns control number/ encoding /attach tracking slip	None	10 minutes	Receiving Clerk



	Distribute to assigned budget analyst			
	2. Review, evaluate, process and sign the Obligation Request	None	2 hours (Payroll) 1 day (PR/APR/ RIS,BAC Resolution)	Budget Analyst Division Head Asst. Dept. Head Dept. Head
	3. Transmit approved ObR to City Accounting Department(APR/ RIS/DV/ Payroll) / Procurement Department(PR, BAC Resolution)	None	5 minutes	Releasing Clerk
END OF TRANSACTION				

3. REVIEW OF ANNUAL/SUPPLEMENTAL BARANGAY BUDGET

Conduct initial review of the submitted Barangay Budget of the 142 barangays of Quezon City

Office/Division	City Budget Department			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Barangay officials and residents concerned			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Barangay budget with attached budget requirements.		To be prepared by barangay concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit Barangay Annual / Supplemental Budget with other documents required	1. Check attached documents (<i>per checklist</i>) stamping of date and time received Distribute to assigned budget analyst	None	10 minutes	Receiving Clerk
	2. Review, evaluate process and sign Prepare transmittal letter and forward to City Council for approval	None	5 days	Budget Analyst, Div. Head, Asst. Dept Head Dept Head Analyst, Div. Head Releasing Clerk
	3. Endorse approved barangay budgets to the concerned barangays	None	1 Day	Releasing Clerk
END OF TRANSACTION				

4. PREPARATION OF ANNUAL/SUPPLEMENTAL BUDGET OF THE CITY

Consolidates and review budget proposals of departments/offices to determine compliance with budgetary guidelines and requirements of the DBM, DILG and COA and other governing agencies.

Office/Division	City Budget Department
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may avail	All Budget Units
CHECKLIST REQUIREMENTS	WHERE TO SECURE



1. Budget Proposals with Prescribed Budget Preparation Forms <ul style="list-style-type: none"> • LBP Form # 1 • LBP Form # 2 • LBP Form # 3 • LBP Form # 4 • LBP Form # 6 • LBP Form # 7 • QCG-CBD-QP-F01-V01 		To be prepared by the department/office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Confer with the City Finance Committee in coordination with the revenue generating departments to determine budgetary ceiling / income estimates.	None	1day	City Budget Officer
Receive memorandum letter and prepare budget proposals	Disseminate memorandum letter with attached Budget Call, required budgetary forms and calendar of activities stating the submission of budget proposals	None	2 days	Administrative Division
Attend budget orientation	Conduct budget orientation	None	1 day	CFC CBD



City Civil Registry Department

External Services

1. Request for Issuance of Security Paper (SECPA) of Birth, Death, and Marriage Certificate

Office or Division:	City Civil Registry Department - Counter 10			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who used to live in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SECPA Application Form		City Civil Registry Department - Counter 10		
Copy of certificate/s for SECPA conversion, if possible (1 certified true copy)		City Civil Registry Department - Counters 1, 2, 3, 4		
Government-issued/Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other supporting documents, as needed		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out SECPA application form, Identification Card, and supporting documents, as needed	1. Receives application with requirements	None	5 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's Office the corresponding fees	2. Issues order of payment	Security Paper - PHP 60.00	5 Minutes	<i>Collector</i> City Treasurer's Office
	2.1. Upon receiving of Official Receipt, clerk issues claim stub indicating day and time of release	None	2 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
3. Receives claim stub	3. Records application and control number.	None	2 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department



	3.1. Transmit to Records and Archiving Division for searching/ conversion into SECPA		5 Days	Searcher/Processor City Civil Registry Department
	3.2. Transmit security paper for signature by the City Civil Registrar only			City Civil Registrar City Civil Registry Department
4. Receive released documents	4. Record serial number before release of documents	None	2 Minutes	Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 60.00	3 Days, 16 Minutes	

SECPA is qualified for multi-stage processing.

2. Registration of Marriage Certificate

Office or Division:	City Civil Registry Department - Counter 12			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents Non-QC Residents (who were married in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage (1 set)		Church, Place of marriage		
Request for the Celebration of Marriage in a place other than those authorized by law, if applicable		Place of marriage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	10 Minutes / Certificate of Marriage	Receiving / Releasing Clerk City Civil Registry Department
2. Pay at City Treasurer’s office the corresponding fees	2. Issues order of payment	Registration Fee - PHP 70.00	5 Minutes	Collector City Treasurer's Office



3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	3 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 70.00	18 Minutes	

Registration of Certificate of Marriage is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed

3. Application and Issuance of Marriage License

Office or Division:	City Civil Registry Department - Counter 11		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client		
Who may avail:	QC Constituents, Non-QC Residents (who intends to marry Quezon City) <i>*Marriageable Age: 18 years old</i>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Marriage License Application Form		City Civil Registry Department - Counter 11	
Government-issued/Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
Birth or Baptismal Certificates of both applicants		PSA; Place of Baptismal	
Community Tax Certificate		City Treasurer's Office	
2x2 picture of both applicants (1 for each applicant)		Client	
If applicable: <ul style="list-style-type: none"> • Municipal Form No. 92 (<i>Consent of Marriage of A Person Under Age</i>) • Municipal Form No. 7 (<i>Sworn Statement that Advice of Parents or Guardian has been asked</i>) • Municipal Form No. 8 (<i>Advice upon Intended Marriage</i>) • Certificate of Family Planning (City Health Department) • Certificate of Marriage Counseling (SSDD) 		City Civil Registry Department - Counter 11; City Health Department; Social Services and Development Department	



For Foreigners: <ul style="list-style-type: none"> • Photocopy of valid passport (<i>indicating the date of arrival</i>) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • If Divorced: <ul style="list-style-type: none"> • Copy of final decree or absolute divorce • Certificate of Family Planning and Marriage Counseling & Responsible Parenthood 		Client; Embassy of country of origin; Court where the divorce was decided		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification	1. Issuing clerk determines residence of contracting applicants	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday **4:00 PM cut off for releasing of Marriage License	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Marriage License Application Form - PHP 50.00		<i>Collector</i> City Treasurer's Office
3. Submit all required documents	3. Once paid, gives marriage license application form	Filing Fee - PHP 100.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
3.1. If applicable, applicants attend Family Planning Seminar (Health Dept.) and Guidance Counseling & Responsible Parenthood (SSDD) and submit Certificate/s before the release of marriage license		Marriage License - PHP 100.00		
4. Receive Marriage License	4. Release of Marriage License	None		
TOTAL:		PHP 250.00	11 Days	

Application and Issuance of Marriage License is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

4. Registration of Regular and Timely Certificate of Live Birth

Office or Division:	City Civil Registry Department - Counter 18
Classification:	Simple



Type of Transaction:		G2C - Government to Client		
Who may avail:		All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Live Birth (1 set)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Parents' Certificate of Marriage (1 original)		PSA		
For Illegitimate Child: <ul style="list-style-type: none"> Notarized Affidavit to Use the Surname of the Father if the child was acknowledged Notarized Joint Affidavit of Two Disinterested Persons / Witness 		City Civil Registry Department - Counter 18; Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements	1. Receives Certificate of Live Birth for registration	None - Free within 30 Days after birth	5 Minutes / Certificate of Live Birth	Receiving Clerk City Civil Registry Department
	1.1. Checks completeness of entries and attachments			
	1.2. If complete, assigns registry number			
2. Receive released document	2. Release personal copy to registrant			
TOTAL:		None	5 Minutes	

Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted.

5. Registration of Late Filing of Certificate of Live Birth

Office or Division:	City Civil Registry Department - Counters 19 and 20		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client		
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, QC Constituents, Non-QC residents (who were born in QC)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Certificate of Live Birth for Late Registration (1 set)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Negative Result from PSA (1 original)		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR), not previously registered (1 original)		City Civil Registry Department - Counter 1 or 2		
Baptismal Certificate (1 original, 1 photocopy)		Church, place of baptismal		
Notarized Affidavit of Non-Baptism (for those of other religion)		City Civil Registry Department - Counters 19 and 20; Public Attorney's Office, Law Offices, Hall of Justice		
For Legitimate Child (below 17 years old) <ul style="list-style-type: none">Certified True Copy of Parents' Certificate of Marriage (1 original)		City Civil Registry Department - Counter 3		
For Illegitimate Child (below 17 years old) <ul style="list-style-type: none">Notarized Affidavit to Use the Surname of the FatherNotarized Joint Affidavit of Two Disinterested Persons / Witness		City Civil Registry Department - Counters 19 and 20; Public Attorney's Office, Law Offices, Hall of Justice		
For applicants 18 years and above, same as above plus other supporting documents: <ul style="list-style-type: none">Medical Records (if born in hospital)Voter's AffidavitOld NBI ClearanceOld Police ClearanceCertificate of Death of Mother/FatherForm 137/138SSS E-1GSIS Service RecordInsurance PolicyIncome Tax ReturnAffidavit of Abandonment		Hospitals, Maternity & Lying-In Clinics, other Birthing Facilities; Comelec; NBI; Police District Office; PSA; SSS; GSIS; Insurance Company; BIR; Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1. Receiving Clerk informs applicant/registrant to secure Certificate of No Record	Certificate of No Record (CNR) - PHP 50.00	11 Days *If Release date falls on a holiday, the next working day; if it	<i>Receiving / Releasing Clerk</i> City Civil Registry Department



	1.1. If Issued with a CNR, provides requirements for late registration of birth certificate attachments	Late Registration - PHP 150.00	falls on Saturday or Sunday, release shall be on a Monday	
	1.2. Issues Certificate of Live Birth Form			
	1.3. If completely filled – out with attached requirements, issues order of payment			
2. Pays at City Treasurer’s Office the corresponding fees	2. Once paid, gives personal copy of applicant/ registrant indicating the date of release			Collector City Treasurer's Office
				Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 200.00	11 Days	

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

6. Registration of Certificate of Death

Office or Division:	City Civil Registry Department - Counters 7 and 8			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Death (1 set)		Hospitals, Funeral Parlors		
2. Autopsy Report, if applicable		PNP - Medico-Legal Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits a Certificate of Death for registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Registration Fee - PHP 50.00	20 Minutes	Receiving / Releasing Clerk City Civil Registry Department
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			Collector City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 50.00	20 Minutes	

Registration of Certificate of Death is qualified for multi-stage processing.

7. Late Registration of Certificate of Death

Office or Division:	City Civil Registry Department - Counter 7 and Counter 8			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Death (1 set)		Hospitals, Funeral Parlors		
2. Autopsy Report, if applicable		PNP - Medico-Legal Section		
3. Certificate of Burial		Cemetery		
4. Certificate of Service		Funeral Parlors		
5. PSA Negative Certification		PSA		
6. Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 7 and 8		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Certificate of Death for late registration	1. Receives Certificate of Death for registration, checks if reviewed by	Certificate of No Record (CNR) - PHP 50.00	11 Days *mandated 10 days posting period from date of receipt	Releasing Clerk / Acting Chief City Civil Registry Department



	health dept. and embalmer's signature	Late Registration - PHP 150.00	**If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
TOTAL:		PHP 200.00	11 Days	

Late Registration of Certificate of Death is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

8. Courtesy Lane (PWD/Senior Citizen/Heavily Pregnant)

Office or Division:	City Civil Registry Department - Counter 17			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Person/s with disability, Senior Citizen/s, Heavily pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Depends on the request made		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present concern to receiving clerk	1. Receiving clerk assists Client	Certified True Copy (CTC) of Birth and Death Certificate - PHP 40.00	20 Minutes - if the document is on the database	<i>Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	Certified True Copy (CTC) of Marriage Certificate - PHP 50.00	3 Days - if the document required manual searching	<i>Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 40.00	20 Minutes	



	or PHP 50.00	or 3 Days	
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9. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

Office or Division:	City Civil Registry Department - Counter 14			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Parents of Quezon City-born illegitimate children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original)		City Civil Registry Department - Counter 1 or 2		
Baptismal Certificate (1 original)		Place of baptismal		
School records or medical records		School, Hospital		
To prove child's filiation, any 2 of the following: <ul style="list-style-type: none"> Father's Employment Record SSS/GSIS Record ITR SALN Insurance Policy 		Company/Employer of Father; SSS; GSIS; BIR; Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	R.A. 9255 - PHP 100.00	10 Minutes	<i>Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment	Certified True Copy (CTC) - PHP 120.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the	Admission of Paternity - PHP 300.00	3 Days	<i>Searcher / Processor / Signing Officer</i> City Civil Registry Department



	time and date of release.	Legal Instrument - PHP 150.00		<div>Releasing Clerk</div> <div>City Civil Registry Department</div>
	3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			
TOTAL:		PHP 670.00	3 Days, 15 Minutes	

Admission of Paternity is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

10. Legitimation with Admission of Paternity,
 Legitimation including R.A. 9858 / Supplemental Report

Office or Division:	City Civil Registry Department - Counter 13		
Classification:	Simple		
Type of Transaction:	G2C - Government to Client		
Who may avail:	Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Legitimation with Admission of Paternity and Legitimation including R.A. 9858:			
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)		PSA	
Certificate of Marriage of parents - PSA copy (1 original)		PSA;	
Certificate of Marriage of parents - LCR copy (1 original)		City Civil Registry Department - Counter 3	
Child's Certificate of Live Birth - PSA copy (1 original)		PSA;	
Child's Certificate of Live Birth - LCR copy (1 original)		City Civil Registry Department - Counter 1 or 2	
Baptismal Certificate (1 original)		Place of baptismal	
School/Medical Records (1 original)		School, Hospital	



<p>Additional requirements if not Acknowledge by the Father/Admission of Paternity to prove the child's filiation, any 2 of the following:</p> <ul style="list-style-type: none"> • Father's Employment Record • SSS/GSIS Record • Insurance Policy • ITR • SALN • Joint Affidavit of Acknowledgement (execute by both parents, in the absence of proof) 	<p>Company/Employer of Father;</p> <p>SSS;</p> <p>GSIS;</p> <p>BIR;</p> <p>Insurance Company;</p> <p>Public Attorney's Office, Law Offices, Hall of Justice</p>
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NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED

For **Supplemental**:

1. Certificate of Live Birth - PSA Copy (1 original)	PSA
2. Certificate of Live Birth - LCR Copy (1 original)	City Civil Registry Department - Counter 1 or 2
3. Affidavit of Supplemental Data	Public Attorney's Office, Law Offices, Hall of Justice

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	*Admission of Paternity - PHP 300.00	10 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment	*Legitimation - PHP 400.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.	*Supplemental Report - PHP 100.00	3 Days	<i>Receiving Clerk</i> City Civil Registry Department
	3.1. Records, assign registry number then transmit to Records Archiving	*Legal Instrument - PHP 150.00		<i>Searcher / Processor</i> City Civil Registry Department



	Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			<i>Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 1,100.00	3 Days, 15 Minutes	

Legitimation with Admission of Paternity, Legitimation including R.A. 9858, and Supplemental are qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

11. R.A. 9048 – Petition for Change of First Name (CFN)

Office or Division:	City Civil Registry Department - 2 nd Floor
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	City Civil Registry Department - Counter 1, 2, or 3
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)	PSA
Clearance from the Authorities - Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Employer (if employed): Certification of Employment with no pending case • If not employed: Affidavit of Non-Employment • NBI Clearance (current) <i>purpose: For Change of First Name</i> • Police Clearance (current with 6 months validity) <i>purpose: For Change of First Name</i> 	Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be	



submitted (3 photocopies - should be in legal size paper):				
<ul style="list-style-type: none"> Baptismal Certificate School Records Voter's Affidavit SSS/GSIS Records Medical or Business Record Certificate of Marriage Certificate of Live Birth of Child Government-issued / Valid Identification Card <p>*NOTE: A processor will determine applicable documents</p>		Place of baptism; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	10 Minutes/petition	<i>Interviewer / Processor</i> City Civil Registry Department
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.	Publication - PHP 2,000.00	10 Days mandatory posting period	
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Additional fee for Migrant Petition - PHP 1,000.00	2 Weeks, consecutive, publication	
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number,		4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Collector</i> City Treasurer's Office



	signed by the petitioner/ attorney-in-fact and gives contact numbers for follow-up after 2 months.			<i>Interviewer / Processor</i> City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			<i>Interviewer / Processor</i> City Civil Registry Department
				<i>Receiving Clerk / Processor</i> PSA
				<i>Processor / Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 6,000.00	5 Months	

Petition for Change of First Name covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.

12. R.A. 9048 - Petition for Correction of Clerical OR Typographical Error (CCE)

Office or Division:	City Civil Registry Department - 2 nd Floor								
Classification:	Complex								
Type of Transaction:	G2C - Government to Client								
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death								
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</td><td>City Civil Registry Department - Counter 1, 2, or 3</td></tr> <tr> <td>Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)</td><td>PSA</td></tr> <tr> <td>Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be</td><td></td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	City Civil Registry Department - Counter 1, 2, or 3	Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)	PSA	Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)	City Civil Registry Department - Counter 1, 2, or 3								
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)	PSA								
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be									



submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Certificate of Live Birth (Wife/Husband, for Marriage Petition) • Baptismal Certificate • School Records • Voter's Affidavit • SSS/GSIS Records • Medical or Business Record • Certificate of Marriage • Certificate of Live Birth of Child/Children • Certificate of Live Birth of the Father, Mother, and Siblings • Certificate of Marriage of Parents • Government-issued / Valid Identification Card *NOTE: A processor will determine applicable documents		PSA; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 1,000.00 Additional fee for Migrant Petition - PHP 500.00	10 Minutes/ petition	<i>Interviewer / Processor</i> City Civil Registry Department
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.		10 Days mandatory posting period	
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment		2 Weeks, consecutive, publication	
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition		4 Weeks (in PSA Legal Division) depending on the volume of transaction	
			*Time of interview: 9:00am-3:00pm	<i>Collector</i> City Treasurer's Office



	number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2 months.			Interviewer / Processor City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy.			Receiving Clerk / Processor PSA
	Release.			Processor / Releasing City Civil Registry Department
TOTAL:		PHP 1,500.00	5 Months	

Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.

13. R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth

Office or Division:	City Civil Registry Department - 2 nd Floor		
Classification:	Complex		
Type of Transaction:	G2C - Government to Client		
Who may avail:	<i>For Correction in the Date/Month of Birth:</i> Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth		
	<i>For Correction in the Entry of Sex:</i> Personal appearance of document owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, or 3	
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)		PSA	



Clearance from the Authorities - Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Employer (if employed): Certification of Employment with no pending case • If not employed: Affidavit of Non-Employment • NBI Clearance (current) <i>purpose: Petition to correct Date of Birth/Sex</i> • Police Clearance (current with 6 months validity) <i>purpose: Petition to correct Date of Birth/Sex</i> • Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant with the following required information: <ul style="list-style-type: none"> ○ Full name of government physician with valid medical/PRC license ○ Name of hospital, designation, and contact number 		Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic		
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> • Baptismal Certificate • School Records (earliest school record) • Medical or Business Record • Government-issued / Valid Identification Card *NOTE: A processor will determine applicable documents		Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	*10 Minutes/petition	<i>Interviewer / Processor</i> City Civil Registry Department



	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.	Publication - PHP 2,000.00	10 Days mandatory posting period	
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00	2 Weeks, consecutive, publication	<i>Interviewer / Processor</i> City Civil Registry Department
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2 months.		4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Collector</i> City Treasurer's Office
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			<i>Interviewer / Processor</i> City Civil Registry Department
				<i>Receiving Clerk / Processor</i> PSA
				<i>Processor / Releasing</i> City Civil Registry Department
TOTAL:		PHP 6,000.00	5 Months	

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth is covered under R.A. 10172. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.

14. Request for Issuance of Certified True Copy of Birth Certificates

Office or Division:	City Civil Registry Department - Counter 1 or 2
Classification:	Simple



Type of Transaction:		G2C - Government to Client		
Who may avail:		QC Constituents, Non-QC Residents (who was born in Quezon City)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Birth Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Letter of Authority, if applicable (1 original)		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release		5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		20 Minutes - if document is in the database	<i>Receiving Clerk</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		3 Days if document requires manual searching	<i>Searcher</i> City Civil Registry Department
TOTAL:		PHP 40.00	30 minutes Or 3 Days, 30 Minutes	<i>Releasing</i> City Civil Registry Department

Request for issuance of Birth Certificates is qualified for multi-stage processing.



15. Request for Issuance of Certified True Copy of Marriage Certificates

Office or Division:	City Civil Registry Department - Counter 3			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who married in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Marriage Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Letter of Authority, if applicable (1 original)		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	Receiving Clerk City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release		5 Minutes	Collector City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		20 Minutes - if document is in the database	Receiving Clerk City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		3 Days if document requires manual searching	Searcher City Civil Registry Department
				Releasing City Civil Registry Department



TOTAL:	PHP 50.00	30 minutes Or 3 Days, 30 Minutes	
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Request for issuance of Marriage Certificates is qualified for multi-stage processing.

16. Request for Issuance of Certified True Copy of Death Certificates

Office or Division:	City Civil Registry Department - Counter 4			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who died in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Death Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Letter of Authority, if applicable (1 original)		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Death Certificate - PHP 40.00	5 Minutes	<i>Collector</i> City Treasurer's Office



3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		20 Minutes - if document is in the database 3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents			<i>Releasing</i> City Civil Registry Department
TOTAL:		PHP 40.00	30 minutes Or 3 Days, 30 Minutes	

Request for issuance of Death Certificates is qualified for multi-stage processing.



CITY GENERAL SERVICES DEPARTMENT

External Services

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The Certificate of Employment (COE) is issued to verify employment history, which includes information about designation, length of service, compensation and other benefits of a former and current employee of the Department.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT ADMINISTRATIVE DIVISION		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		City General Services Department former and current Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip form to be signed by Employee & Division Chief concerned		Administrative Division, Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Employment	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section
	1.2. Approves Request	None	10 minutes	Chief, Administrative Division / OIC
	1.3. Prepares Certification of Employment	None	20 minutes	Clerical Staff - Human Resource Management Section
	1.4. Initials	None	10 minutes	Asst. Chief, Administrative Division
	1.5. Signs	None	10 minutes	Chief, Administrative Division / OIC
2. Receives Certificate of Employment	2.1. Record and release of Certification	None	5 minutes	Clerical Staff - Human Resource Management Section
TOTAL:		None	58 minutes	

2. ISSUANCE OF OFFICE CLEARANCE

Office Clearance (OC) is issued to former and current GSD employees needing this document that states that he/she has no pending administrative case with the Department.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT ADMINISTRATIVE DIVISION		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		City General Services Department former and current Employees		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Slip form to be signed by Employee & Division Chief concerned		Administrative Division, Human Resource Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Office Clearance	1.1 Receives Request	None	3 minutes	Clerical Staff - Human Resource Management Section
	1.2. Approves Request	None	10 minutes	Chief, Administrative Division / OIC
	1.3. Prepares Office Clearance	None	20 minutes	Clerical Staff - Human Resource Management Section
	1.4. Initials / Signs	None	4 hours	1.) Asst. Chief/ Division Chief concerned, 2.) Asst. Chief / Chief, Administrative Division/ 3.) Asst. Dep't. Head/ City Govt. Dept. Head III
2. Receives Office Clearance	2.1. Records and release of Office Clearance	None	5 minutes	Clerical Staff - Human Resource Management Section
	TOTAL:	None	4 hours and 38 minutes	

3. RECEIVING/FAST TRACKING/ RELEASING OF COMMUNICATION LETTERS AND DOCUMENTS & APPROVED PURCHASE ORDERS

Provides centralized receiving and releasing of all documents/communications for proper recording, routing procedures, mailing and delivery of correspondence. All incoming documents shall thereafter be turned over to the City General Services Department Head, who shall route the same to concerned action unit/division for appropriate action. The approved Purchase Orders for verification of required attachments/documents for inspection, recording, and thereafter be forwarded to the Department Head for appropriate instruction.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Quezon City Constituents, Quezon City Government Offices/Departments/Barangays/Schools-Officials & Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Original Copy of Communication Letters/Documents and Attachments		Quezon City Constituents, Quezon City Government Offices/Departments/Barangays/Schools-Officials & Employees	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits for Receiving Various Types Communication Letters and Documents & Approved Purchase Orders	1.1. Receives & Logs	None	5 minutes	Records Management & Control Division – Receiving Staff Current Records & Mail Section
	1.2. Forwards to the Head of the Department the received Letters and Documents & Approved Purchase Orders	None	5 minutes	Records Management & Control Division – Clerical Staff Current Records & Mail Section
	TOTAL	None	10 minutes	

4. RECEIVING/ RELEASING OF PURCHASE REQUESTS (PR)/ APR/ RIS FOR STAMPING

Receives Purchase Requests/APR/ RIS for evaluation by CWMD as to availability or non-availability on stocks and/or listed or not listed in then PS-DBM supplies catalog.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Departments and Offices and Accredited Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Communication Letters/ Documents and Attachments		Various Departments and Offices and Accredited Service Providers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Requests/ APR/ RIS for Stamping	1.1. Receives & Logs	None	5 minutes	Records Management & Control Division – Clerical Staff Current Records & Mail Section
	1.2. Forwards to the Central Warehouse Management Division	None	2 Minutes	
	1.3. Releases to the End Users	None	2 Minutes	
	TOTAL	None	9 minutes	



5. PROVISION OF COPY/IES OF DOCUMENTS, LETTERS AND OTHER FORMS OF CORRESPONDENCE

Provides available copy/ies on file of requested documents, reproduce, and properly authorized for release by the approving authority. This involves requisition and charge-out procedures in issuing RMCD files/records safe kept and maintain in our records storage/facility.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		The Bureaucracy; All City Constituencies, with concern		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter- requests with valid reason/ endorsement		The Bureaucracy; All City Constituencies, with concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits authenticat ed letter- requests	1.1. Checks availability document / letter / communication for reproduction	None	5 minutes to 10 minutes	Records Management and Control Division Records Storage Staff
	1.2. Approves release of requested document/s	None	2 minutes	Records Management and Control Division /
			2 minutes 1 hour	RMCD Chief City Govt. Dept. Head III
2. Receives requested copy of document/ s	2.1. Releases to applicant/client	None	2 minutes	Records Management and Control Division Releasing Staff
	TOTAL	None	1 hour and 21 minutes	

6. DISPOSAL OF VALUELESS RECORD

This is empowering the CGSD to enforce policies on Quezon City Government records management and administration. The requesting office/department shall accomplish the NAP Form No. 3 (Request for Authority to Dispose of Records) in three (3) sets/copies, properly fill-up, approved and signed by the head of agency concerned. This involved the review and evaluation of all requests for authority to dispose of the City' valueless unnecessary records as against the approved RRDS, for final approval of the National Archives of the Philippines (NAP), thereby facilitating actual disposal with COA, Requesting Agency/End-Users and NAP's Accredited Buyer. Proceeds goes to the City's Treasury Department.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)
Classification:		Highly Technical
Type of Transaction:		G2G – Government to Government



Who may avail:		Quezon City Local Government Offices/Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter and three (3) copies of Request for Authority to Dispose Records		Quezon City Local Government Offices/Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter and three (3) copies of request for authority to dispose records	1.1. Receives, logs, scans Reviews if included in the RRDS	None	10 minutes	Records Management and Control Division (RMCD) – Receiving Staff Chief, RMCD
	1.2. Forwards letter to Department Head with recommendation as to RRDS compliance	None	1 hour	RMCD Records Officer, Division Chief
	1.3. Endorses to National Archive of the Philippines for approval and issuance of authority to dispose	None	1 week	RMCD Records Officer
	1.4. Transfer of valueless records with NAP approval to dispose, from requesting department to RMCD storage	None	30 minutes	Requesting Dept./Office and RMCD staff
	1.5. Conducts city-wide disposal of valueless records	None	3 hours	RMCD Representatives from: 1. Commission on Audit 2. Requesting Dept./Office
	TOTAL	None	1 week, 4 hours & 40 minutes (Excluding NAP processing of approval to dispose records)	

7. PROVISION OF ORIGINAL COPIES OF CITY-OWNED TCT'S



Provides Original Certificate of Title/s available, safe kept and administered under the custody of Records Management and Control Division, in support to the City’s Housing Project thru Quezon City Housing Community Development and Resettlement Department (HCDRD). All requests shall be approved by the City General Services Department Head for release.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Housing Community Development and Resettlement Department (HCDRD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter signed by the Department Head Certified true copy of Cert. Authorizing Registration (CAR) Deed of Absolute Sale Contract to Sell Declaration of Tax Payment Certification of QC Direct Sale Program Beneficiary Certification of Full Payment Certification of Exemption from payment of Transfer Tax Photo copy of TCT 		Quezon City Housing Community Development and Resettlement Department (HCDRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request duly signed by the HCDRD Department head	1.1. Receives, logs, scans	None	5 minutes	Records Management and Control Division (RMCD) – Receiving Staff
	1.2. Forwards to CGSD Department Head for approval	None	2 minutes	City Gov’t. Dep’t. Head III
	1.3. Returns to RMCD for review of required documents	None	10 minutes	RMCD City-owned Land Title Custodian and RMCD Division Head
	1.4. Prepares endorsement letter to HCDRD for signature by the CGSD Dept. Head	None	10 minutes	RMCD City-owned Land Title Custodian City Gov’t. Dep’t. Head III
	1.5. Transmits to HCDRD	None	10 minutes	RMCD City-owned Land Title Custodian
TOTAL		None	37 minutes	



8. POSTING OF NOTICES, ADVISORIES & BULLETINS & ISSUANCE OF CERTIFICATE OF POSTING

A certificate of Posting serves as proof that the department has posted an approved request/s in conspicuous area inside the QC Hall compound (e.g. High Rise Building East and West Wing bulletin boards). The same shall be issued after the posting date thru pick-up or by mail. A request that needs Mayors Certification with Seal will be forwarded to the Office of the City Mayor.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT RECORDS MANAGEMENT AND CONTROL DIVISION (RMCD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		Any individual or business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Local and National Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1.1. Receives request	None	5 Minutes	Records Management and Control Division (RMCD) – Receiving Staff
	1.2. Approve Request	None	20 minutes	RMCD-Division Chief
	1.3. Request posted	None	20 minutes	RMCD- Clerical Staff
	1.4. Encode Certification	None	20minutes	RMCD- Clerical Staff
	1.5. Initials certificate of posting	None	15 minutes	RMCD- Clerical Staff
	1.6. Signs Certificate of posting	None	5 minutes	RMCD, Division Chief or City Govt. Dept. Head III
	1.7. Forwarded to the City Administrator for Mayor's Certification with Seal (as per request only)	None	10 minutes	RMCD- Clerical Staff
	1.8. Records Certification	None	10 minutes	RMCD- Clerical Staff
	1.9. Issuance & Release of Certification to RMCD	None	10 minutes	RMCD- Clerical Staff
	TOTAL	None	2 hours; approximately 3 days with City Mayor's Certification	



9. PROVISION OF COPY/IES OF REQUESTED CITY TITLES

Provides certified true copy/ies of city-owned real properties to the requesting party for whatever legal purpose it may serve them.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2G– Government to Government		
Who may avail:		All City Constituents with Valid reasons (e.g. for City Development Project; Academic study or Thesis Reference)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with authentication for Specific purpose		<ul style="list-style-type: none">• Client (Transacting Public)• Barangay• Other Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for authentication	1.1. Receives & records Letter and forwards to the Dep't. Head	None	10 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	1.3. Assigns request to Land Inventory Section (LIS)	None	10 minutes	Head, FAMCD
	1.4. Land Inventory Section (LIS) evaluates Request Answer Query /Addresses Client Request <i>(including the coordination process with concerned agencies)</i>	None	5 days	Land Inventory Section (LIS) – Clerical Staff
	1.5. Approval of the Dep't. Head	None	1 hour	Head of the Department
	1.6. Forwards doc. to RMCD	None	5 minutes	Research and Disposition Section (RDS), FAMCD



	1.7. Release to Applicant/Client the response to said request	None	5 minutes	RMCD
	TOTAL	None	5 days, 1 hour and 35 Minutes	

10. INCOMING COMMUNICATION (QUERY/REQUEST OF DOCUMENTS) ISSUES AND CASES RELATIVE TO FIXED ASSETS

To receive query requests on matters on land cases and other issues related to fixed assets.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		Transacting Public, Homeowners’ Association, Party of Interest.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter communication or formal request		Client (Transacting Public)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions)	None	5 minutes	City Gov’t. Dep’t. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Conducts: <ul style="list-style-type: none">• Ocular inspection• Verification / Research• Evaluation• Dialogue	None	3 days	Section Concerned, FAMCD
	1.5. Encodes the result of inspection/ verification	None	1 hour	Clerical Staff - Concerned Section



	1.6. Forwards findings to head of the office for approval or for further instruction	None	1 day	Clerical Staff - Concerned Section
	1.7. Approves by the Head, CGSD	None	20 minutes	City Govt. Asst. Dept. Head III / City Govt. Dept. Head III
	1.8. Forwards docs. to RMCD for Release	None	5 minutes	Clerical Staff, FAMCD
2. Requesting party Receives finding to Request	2.1. Release of Documents RMCD	None	5 minutes	Clerical Staff, RMCD
	TOTAL	None	4 days, 1 hour and 45 minutes	

11. DISPOSAL OF FIXED STRUCTURES OWNED BY QUEZON CITY GOVERNMENT

Facilitation/documentation of unserviceable property with/without value for dropping from the Book of Accounts and for record purposes.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Departments/Offices Barangay Chairman/School Principals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Inventory and Inspection Report of Unserviceable Properties (IIRUP) Letter of Request for disposal/Barangay Resolution Report of Waste Materials (RWM) Latest photo of structure 		<ul style="list-style-type: none"> Barangay Chairman School Principal Head of Offices 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff



	1.2. Forwards request letter to the FAMCD from the Dep't. Head (with instructions)	None	5 minutes	City Gov't. Dep't. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Conduct Ocular Inspection	None	1 day	FAMCD STAFF
	1.5. Preparation of In-House Appraisal Documents (Committee on Award)	None	1 day	FAMCD Staff (Research and Disposition Section)
	1.6. For Approval of the In-House Appraisal by the Committee on Awards <ul style="list-style-type: none">• CGSD• City Budget• City Treasurer• City Accounting	None	4 days	Head of Department Concerned/ Secretariat
	1.7. Evaluation of Documents Prior to Disposal <ul style="list-style-type: none">• Request Letter/ Brgy. Resolution• Photo of Property• I & IRUP• In House Appraisal	None	1 hour	FAMCD Staff (Research and Disposition Section)
	TOTAL	None	7 days, 1 hour, and 15 minutes	

12. FACILITATE THE ISSUANCE OF ASSIGNMENT FOR UTILIZATION

To issue Assignment for Utilization of City Owned Real Property services rendered and as proof that the requesting party has legal personality over the said matter.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Barangay Chairmen/School Principals/Head of Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request or Formal request		Barangay Chairman/School Principals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits request letters	1.1. Receives and records request letter and forwards to the Department Head	None	5 minutes	Records Management and Control Division – Receiving Staff
	1.2. Forwards request letter to the FAMCD from the Dep’t. Head (with instructions)	None	5 minutes	City Gov’t. Dep’t. Head III
	1.3. Assigns to section concerned	None	5 minutes	Head, FAMCD
	1.4. Determines the Land ownership thru the inventory of land	None	25 minutes	FAMCD Staff (LIS)
	1.5. Determines the source of fund of the building constructed, call/inform the requesting party to conduct ocular inspection.	None	10 minutes	FAMCD Staff (BIIS)
	1.6. Conducts ocular inventory for verification and inventory of properties (with photo record)	None	1 day	FAMCD Staff (LIS/BIIS)
	1.7. Prepares inventory report, structural map and assign property card with property number and information sheet.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	1.8. Prepares draft of assignment of utilization and Maintenance for review and approval of the Division and Dept. Head.	None	20 minutes	FAMCD Staff (LIS/BIIS)
	1.9. Upon approval, prepare a final copy of assignment of Utilization and Maintenance for signature of the Dept. Head	None	10 minutes	FAMCD Staff (LIS/BIIS)



	1.10. Forwards the assignment of utilization and maintenance to the requesting party/end user for conformity and signature	None	10 minutes	FAMCD Staff (LIS/BIIS)
	1.11. Upon return of signed assignment of utilization and maintenance by the requesting party/end user, the FAMCD forwards the same to the City Mayor, for conformity and signature	None	20 minutes	FAMCD Staff (LIS/BIIS)
2. Receives assignment for utilization	2.1. Releases the returned assignment for utilization, signed by the City Mayor	None	10 minutes	FAMCD Staff (RDS)
	TOTAL	None	3 days & 20 minutes (excluding the activities of conformity and signature of the assignment of utilization and maintenance by the end-user and City Mayor)	

13. INVENTORY OF CITY OWNED LAND & BUILDING

To establish accurate inventory list of City Owned land and building by locating and conducting physical inspection of each city-owned Real Properties funded by the city and those funded by other government agencies and other parties.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT FIXED ASSETS MANAGEMENT AND CONTROL DIVISION (FAMCD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business G2C – Government to Citizen
Who may avail:	Barangay Chairmen/School Principals/Head of Offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Photocopy of TCT, Approve Plan, Tax Map, Tax Declaration, Structural Map, Building Plan, Inventory Form QCG-GSD-FAIS-RA-16 and Inventory Form QCG-GSD-FAIS-NR-15 		FAMCD, CGSD and/or End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of inventory taking activities	1.1. Issuance of schedule of inventory together with the memorandum for various offices /department/barangays/school offices	None	3 minutes	Records Management and Control Division – Receiving Staff
	1.2. Conducts physical inventory /ocular inspection of city owned land and building	None	1 day	FAMCD Staff (LIS/BIIS)
	1.3. Reconciles inventory report by the assigned personnel	None	1 day	FAMCD Staff (LIS/BIIS)
	1.4. Prepares inventory report, structural map and determine the source of fund, date of building constructed	None	45mins.	FAMCD Staff (LIS/BIIS)
	1.5. Prepares final inventory report	None	5 days	FAMCD Staff (LIS/BIIS)
2. Signs final inventory report	2.1. Submits final inventory report to: <ul style="list-style-type: none"> City Accounting Dept. COA City Mayor 	None	1 day	FAMCD Staff (LIS/BIIS)
	TOTAL	None	8 days and 48 minutes	

14. PROCESSING OF PURCHASE REQUEST

Purchase Requests are made by different Offices and Departments to procure items needed in their day to day operations. It has to be evaluated first by the GSD-Central Warehouse Management Division whether the items are available or not available on stocks or if listed or not listed in the PS-DBM's supplies and equipment catalogue. The processing of the Purchase requests will be based on the result of the evaluation whether all items are to be procured through public bidding and/or other mode of procurement or in some instances items which are available on stocks can be withdrawn through funded RIS.



Office or Division:		CITY GENERAL SERVICE DEPARTMENT CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Transacting Offices/Dept. of Q.C. Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transacting Offices/Dept of Q.C. Gov't.	1.1. Receives / records / encodes PR from RMCD	None	5 minutes	CWMD Staff
	1.2. Reviews / evaluates as to completeness of Specifications / Description	None	10 minutes	CWMD Staff
	1.3. Certifies as to Non-Availability from Stock/ DBM Catalogue	None	5 minutes	CWMD Staff
	1.4. Releases PR to end-user thru RMCD	None	5 minutes	CWMD Staff
TOTAL		None	25 minutes	

15. RECEIVING AND WITHDRAWAL OF GOODS DELIVERED

The Central Warehouse Management Division’s mandate is to receive all goods, supplies and equipment delivered by Contractors for storage and safekeeping. It is also mandated to account each item received and issue the same to various offices and departments for their daily operation.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business G2G – Government to Government		
Who may avail:		Contractors/Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Notice of Delivery • Approved Purchase Order (P.O.) • Request for Verification Form • Delivery Receipt/Sales Invoice • Requisition and Issue Slip (RIS) 		<ul style="list-style-type: none"> • End-user/Supplier • BAC • End-user/Supplier • Supplier • End-user 		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for verification	1.1. Receives request for verification	None	2 minutes	CWMD Staff
	1.2. Assigns verifier	None	3 minutes	Chief, CWMD
	1.3. Verifies/ Receives delivery of goods as to quantity stipulated In the Purchase Order (P.O.)	None	1 hour	CWMD Staff
	1.4. Prepares Receiving/ Verification Report based on the delivered goods	None	5 minutes	CWMD Staff
	1.5. Withdrawal of goods thru RIS Submitted by the end-user	None	30 minutes	CWMD Staff
	TOTAL	None	41 minutes	

16. ISSUANCE OF COMMONLY USED SUPPLIES FROM CENTRALIZED STOCKING THRU FUNDED REQUISITION AND ISSUE SLIP (RIS)

The GSD-Central Warehouse was allocated with revolving fund to procure commonly used supplies and equipment form the PS-DBM. Issuances of these supplies and equipment to requesting offices and departments need to be supported with funded RIS to replenish the amount of items issued to allocate to another procurement of supplies and or equipment.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT CENTRAL WAREHOUSE MANAGEMENT DIVISION (CWMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Quezon City Government Offices/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Funded Requisition and Issue Slip (R.I.S.)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process R.I.S. for Funding	1.1. Certifies list of Commonly used supplies available from Centralized Stocking	None	5 minutes	CWMD Staff
2. Receives funded RIS	2.1. Issuance of funded RIS to end-user	None	5 minutes	CWMD Staff



3. Submits funded RIS and receive goods	3.1. Issuance of goods to end-user through funded RIS	None	30 minutes	CWMD Staff
	TOTAL	None	40 minutes	

17. ISSUANCE OF GENERAL CLEARANCE

General Clearance is issued to government employees/official who transferred to another government agency, retired, resigned, dismissed or separated from the service. A clearance from his/her office certifying that he/she is cleared from property accountability is the documentary requirement needed to support the issuance.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)		
Classification:		Simple / Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Government Offices / Departments / Barangays/Schools – Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Gen. Clearance Form • Office Clearance • Barangay Clearance • Division Office Clearance • ID Picture for retirees 2 pcs. (2 X 2) 		<ul style="list-style-type: none"> • Human Resource Management Department • Concerned Department/Offices • Concerned Barangay • Division Office • Requesting Party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for processing of General Clearance, with complete requirements	1.1. Receives, records, evaluates, initials and approves request	None		Clerical Staff - RMCD
	a. Rank-and-File & Contractual		1 hour	Inventory & Disposal Section Staff
	b. Department Heads/ Accountable Officers/ Elected Officials	None	5 working days	Division Chief / Acting Asst. Div. Chief
	1.2. Releases approved Clearance	None	10 minutes	Assistant and City Govt. Dept. Head III
				Clerical Staff - RMCD



			Rank-and-File & Contractual: 1 hour & 10 minutes	
	TOTAL	None	Department Heads/ Accountable Officers/ Elected Officials 5 working days & 10 minutes	

18. INVENTORY OF MOVABLE ASSETS

Sec. 156 of COA Circular 92-386 provides for an annual physical inventory of all supplies and property of the local government units, to ascertain the value of movable assets of the City. A physical inventory is conducted per schedule given to various departments/offices/units/task forces of the Quezon City Government, results of which are furnished the Office of the City Mayor, City Accounting, and the Commission on Audit

Office or Division:		CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Quezon City Government Offices / Departments Barangays/Schools – Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Inventory Form 41A;• Acknowledgement Receipt for Equipment (ARE)• Sales Invoice (SI); Purchase Order (PO); Purchase Request (PR) or Supply and Delivery Agreement (SDA)		MPMCD, CGSD and/or End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of Inventory taking activities	1.1. Issuance of schedule of inventory together with the memorandum for various offices / department	None	2 days	Clerical Staff - RMCD
	1.2. Conducts physical inventory of movable assets together with the inventory team	None	3 days	Inventory Section / Team



	1.3. Reconciliation of Inventory Report by the assigned personnel	None	3 days	Inventory Section
	1.4. Preparation of final inventory report	None	3 days	Inventory Section / Team
2. Signs final inventory report as end-user	2.1 Submits final inventory report to: <div> <div>1</div> <div>Commission on Audit</div> </div> <div> <div>2</div> <div>City Accounting Department</div> </div> <div> <div>3</div> <div>Dept. of Interiors and Local Govt.</div> </div> <div> <div>4</div> <div>City Mayor</div> </div>	None	One (1) day	Inventory Section, MPMCD
	TOTAL	None	12 days	

19. INSPECTION OF DELIVERIES OF GOODS AND SERVICES

Inspection of deliveries by authorized Technical Inspector is conducted to determine if the items conformed to the specifications set forth on the Purchase Order/Supplies Delivery Agreement and/or contracts or agreements.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government G2B – Government to Business		
Who may avail:		Quezon City Government Offices / Departments Suppliers, contractors, Dealers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter Purchase Order (PO) Purchase Request (PR) Agreement Contract Certificate of Acceptance Acknowledgment Receipt for Equipment (ARE) 		<ul style="list-style-type: none"> End-user/Supplier End-user End-user/ MPMCD, CGSD 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter for inspection of deliveries	1.1 Receives and logs letter request	None	10 minutes	RMCD – Receiving Section
	1.2. Forwards Documents to MPMCD for instruction or	None	3 Minutes	CGADH III



	assignment			
	1.3. Conducts inspection of delivery	None	3 days	Inspector assigned, TIS
	1.4. Prepares inspection report / AIR	None	30 minutes	Inspector assigned, TIS
	1.5. Reviews, initials & signs Acceptance and Inspection Report (Inspection Portion)	None	1 hour	Chief, TIS/ Asst. Chief & Chief, MPMCD
	1.6. Forwards to CWMD (Acceptance portion)	None	5 minutes	Chief, CWMD CGADH III
	1.7. Signs/ Approves AIR / IR	None	15 minutes	CGDH III
	TOTAL	None	3 days, 1 hour & 53 minutes, including the issuance of Acceptance and Inspection Report (AIR)	

20. RENEWAL OF REGISTRATION OF CITY-OWNED VEHICLES

To ensure proper and maximum utilization of government properties particularly motor vehicles, renewal of registration in coordination with corresponding End-users, is facilitated by MPMCD with the Land Transpiration Office.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Quezon City Government Offices / Departments Barangays/Schools – Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• Checklist Form		Motorpool Division, CGSD
• Certificate of Cover (GSIS)		GSIS thru CGSD
• LTO-Certificate of Registration (photo copy)		On file with CGSD
• LTO-Official Receipt (photo copy)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for renewal of registration	1.1. Receives and logs request	None	10 minutes	Receiving Staff - RMCD
	1.2. Forwards request for renewal to MPMCD, in coordination with Motorpool division	None	10 minutes	Programming and Utilization Section staff, MPMCD
	1.3. Conducts pre-inspection based on Maintenance checklist	None	30 minutes	Motorpool Division
2. Brings motor vehicle at LTO for inspection	2.1. Assists during inspection at LTO	None	4 hours	Programming and Utilization Section staff, MPMCD
	2.2. Renewal of Registration	None	4 hours	Programming and Utilization Section staff, MPMCD
	2.3. Provides photocopy of OR to end-user	None	10 minutes	Programming and Utilization Section staff, MPMCD
	TOTAL	None	9 hours (excluding LTO inspection and processes)	

21. RETURN/TURN-OVER OF UNSERVICEABLE PROPERTIES

Properties which are deemed unserviceable and/or excess by concerned departments/offices are returned/turned over to CGSD for proper disposal. Properties which can still be used or needed by other departments/offices will be reissued.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Quezon City Government Offices / Departments / Schools – Officials and Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Property Return Slip (PRS) Inventory and Inspection Report of Unserviceable Properties (IIRUP) Report of Waste Materials (RWS) 		MPMCD, CGSD
<ul style="list-style-type: none"> Approved gate pass 		BGMD, CGSD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request with complete requirements, for schedule and checking of Unserviceable properties	1.1. Receives letter request	None	10 minutes	Receiving Staff - RMCD
	1.2. Receives and verifies submitted requirements	None	20 minutes	Inventory and Disposal Section Authorized Staff
	1.3. Conducts checking of returned unserviceable properties and transport to MSB	None	3 hours	Authorized Staff
	1.4. Initial of Acting Asst. Chief/ Section Chief/ Authorized Staff	None	30 minutes	Acting Asst. Division Chief/ Section Chief/ Authorized Staff
	1.5. Signature of Division Chief	None	10 minutes	Division Chief
2. Receipt of copy of Property Return Slip	2.1. Release of approved documents	None	5 minutes	Inventory and Disposal Section Authorized Staff
	TOTAL	None	4 hours & 15 minutes	

22. DISPOSAL OF UNSERVICEABLE PROPERTIES AND WASTE MATERIALS

Properties which are already unserviceable will be disposed thru auction sale facilitated by the Committee on Awards with the CGSD as Secretariat.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT MOVABLE PROPERTY MANAGEMENT AND CONTROL DIVISION (MPMCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Bidders/ Private Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Property Return Slip (PRS)Consolidated IIRUP & RWSIn-house AppraisalNotice of Bidding		MPMCD, CGSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits bidding proposal	1.1. Receives & evaluates	None	1 hour	Secretariat, Disposal Committee, GSD
	1.2. Conducts Bidding	None	2 hours	Secretariat, Disposal Committee, GSD
	1.3. Prepares Resolution of Award for signature of the Committee on Awards Members	None	1 week	Inventory and Disposal Section
2. Presents to CGSD the proof of payment made to the City Treasurer based on the Resolution of Awards	2.1. Verifies documents presented	None	10 minutes	Inventory and Disposal Section
3. Submits request to issue gate pass for items awarded	3.1. Receives requests	None	10 minutes	Inventory and Disposal Section
	TOTAL	None	1 week, 3 hours, & 20 minutes	

23. PROVISION OF TRANSPORT SUPPORT SERVICE

Transport assistance is provided by CGSD to all city offices/departments as well as city constituents wherein request is approved in accordance with the existing guidelines. Letter request with the necessary information must be forwarded to determine the necessity of the transport service at the same time shall serves as basis for approval.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT MOTORPOOL DIVISION (MD)		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen		
Who may avail:	Quezon City Government Offices/Departments and QC Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request for buses /AUV for non-GSD personnel & Trip Ticket duly signed by Division Chief concerned 		<ul style="list-style-type: none"> Client Motorpool Division, GSD 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request	1.1. Receives Letter Request	None	5 minutes	Records Mgt. & Control Division
	1.2. Evaluates & Approves Request: AUV / Bus	None	1 day	Chief, Motorpool Division/ CGDH III
	1.3. Receives Letter Request for recording & forwarded to Chief, Motorpool Division	None	5 minutes	Motorpool Division, Receiving Clerk
	1.4. Instructs the Sr. Transport & Development Officer for Implementation	None	15 minutes	Asst. Chief / Chief, Motorpool Division
	1.5. Matching and scheduling of buses and drivers	None	10 minutes	Sr. Transport & Development Officer / Dispatcher
	1.6. <ul style="list-style-type: none"> Preparation of work plan and trip ticket. Confirmation of scheduled trips 	None	20 minutes	Motorpool Supervisor II and/or Dispatcher
2. Receives notification request approval	2.1. Dispatches city-owned motor vehicles with driver	None	15 minutes	Dispatcher
	TOTAL	None	1 day & 1 hour	

24. REPAIRS / MAINTENANCE OF CITY-OWNED MOTOR VEHICLE (UNDER CGSD AND OTHER CITY OFFICES/DEPARTMENTS)

Repair & maintenance is extended to all city-owned motor vehicles to retain and/or restore it to serviceability in order to extend its useful life and maximum utilization shall be attained.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT MOTORPOOL DIVISION (MD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Quezon City Government Offices/Departments (End-user)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for repair/maintenance of vehicle Job Order		Client Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits request for repair of city-owned motor vehicle	1.1. Receives/records/forwards letter request	None	5 Minutes	Records Management & Control Division
	1.2. Receives letter request from Chief, CGSD (with instructions)	None	5 Minutes	Motorpool Division, Receiving clerk
	1.4. Instructs the Special Operations Officer III	None	5 Minutes	Chief, Motorpool Division, Special Operations Officer V
	1.5. Instructs the SOO II / Mechanic II / III	None	5 Minutes	Special Operations Officer III
	1.6. Start repair of vehicle (transmission , under chassis) (engine overhaul)	None	2 - 3 days 2 Weeks	Special Operations Officer II, Mechanic II/III
2. Acceptance / Release of Vehicle to the end user	2.1. Acknowledges receipt and signs the Job Order	None	10 Minutes	Special Operations Officer III/ V
	TOTAL	None	2 weeks, 3 days & 30 minutes (actual repair period depends on the condition of the vehicle)	

25. VEHICLE PRE-INSPECTION (FOR REPAIR)

City-owned motor vehicles subject for repair must undergo a motor vehicle inspection to identify the extent of damage & repairs to be done and if it is still not beyond economical repair.

Office or Division:		MOTORPOOL DIVISION (MD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Quezon City Government Offices/Departments (End-user)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for repair/maintenance of vehicle Checklist & Job Order		Client Motorpool Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits letter request	1.1. Receives and records letter request Forwards the letter request to CGDH III	None	5 Minutes	Records Management & Control Division
	1.2. Receives Letter request from Head, CGSD	None	5 Minutes	Motorpool Division, Receiving Clerk
	1.3. Instructs the Special Operations Officer III for Implementation	None	2 Minutes	Chief, Motorpool Division
	1.4. Instructs the S.O.O II / Mechanic II / III for assignment of mechanic	None	5 Minutes	Special Operations Officer III
	1.5. Conducts Inspection of vehicle	None	30 Minutes	Special Operations Officer II, Mechanic III and Mechanic II
2. Acceptance / Release of vehicle to the end user	2.1. Reviews and Signs the Checklist / Job Order	None	10 Minutes	Special Operations Officer III / V
	TOTAL	None	57 minutes (actual repair not included)	

26. VEHICLE PRE-INSPECTION (LTO REGISTRATION)

Pre-inspection of city-owned motor vehicles shall be made prior to LTO registration to determine the vehicle roadworthiness and to ensure that subject vehicle shall pass or qualify the LTO standard of requirements. Motor vehicle checklist is prepared.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT MOTORPOOL DIVISION (MD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Quezon City Government Offices/Departments (End-user)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter request for Vehicle inspection (for L.T.O. Registration)Motor Vehicle Maintenance Checklist		<ul style="list-style-type: none">ClientMotorpool Division, GSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receives approved Memorandum on schedule of vehicle inspection	1.1 Issues Schedule of vehicles for inspection	None	10 minutes	Chief, Movable Property Mgmt & Control Division, Supply Officer V
2. Submits vehicle/s due for inspection	2.1. Receives request for inspection	None	5 Minutes	Motorpool Division, Receiving Clerk
	2.2. Instructs the Special Operations Officer III, for Implementation	None	2 Minutes	Chief, Motorpool Division, Special Operations Officer V
	2.3. Instructs the Special Operations Officer II / Mechanic II / III	None	2 Minutes	Special Operations Officer III
	2.4. Conducts Inspection of vehicle (based on checklist)	None	10 Minutes	Special Operations Officer II, Mechanic II / III
3. Receives inspected vehicle/s	3.1. Reviews and signs the Check list form	None	3 Minutes	Special Operations Officer V/Special Operations Officer III
	TOTAL	None	32 minutes/ vehicle	

27. PERMIT FOR LEAFLETING/ DISTRIBUTION OF FLIERS

The permit for the distribution of leaflets and fliers is to provide public and private entity the opportunity to market/promote their product and services within the Quezon City Hall Compound to the employees and transacting public.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business G2G – Government to Government		
Who may avail:		Employees / Agents of Real Estate Company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request Filled-up form Sample Leaflet & photocopy of company ID 		<ul style="list-style-type: none"> Client Security and Housekeeping Services Section - BGMD Client 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives Request	None	5 Minutes	RMCD / BGMD – Receiving Clerk



permit for Leafleting				
2. Clients accomplish the form and submit requirements	2.1. Explains the Guidelines and Requirements	None	10 Minutes	Section Chief – Security and Housekeeping Services Section
	2.2. Signs / approves the Request	None	5 Minutes	BGMD –Division Head
3. Receives approved permit	3.1. Issues approved Permit to client	None	5 Minutes	BGMD – Clerical Staff
	TOTAL	None	25 minutes	

28. ISSUANCE OF GATE PASS

A Gate pass is being secured from the Department, in order to monitor the movement of government supplies and properties, personal property as well as any activity within the Quezon City Hall Compound.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All people with official transaction with the concerned Q.C. Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up gate pass form with supporting document (P.O. Receipts, Job Order Etc.)		Security and Housekeeping Services Section – BGMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Gate Pass Form	1.1. Provides Gate Pass Form Records the content of the gate pass and indicates Control Number	None	10 Minutes	BGMD – Clerical Staff
	1.2. Checks / Verifies Content of the Gate Pass. Refer to concerned division	None	15 Minutes	BGMD – Clerical Staff



	1.3. Initials /Recommends Approval of Gate Pass	None	5 Minutes	Heads of: 1. Buildings & Grounds Management Division 2. Movable Property Management and Control Division 3. Fixed Assets Management & Control Div. 4. Central Warehouse Management Division
	1.4. Approval	None	30 minutes	CGADH III / CGDH III
	TOTAL	None	1 hour	

29. JOB ORDER (REPAIRS)

The job order form is being issued to the requesting offices that need the maintenance service of the department. It is also to monitor that the request for repair of office furniture, equipment and facilities had been acted on effectively and efficiently.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Q.C. Hall Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter Request / verbal/phone requestJob Order Form		<ul style="list-style-type: none">ClientBuilding and Facilities Maintenance Section - BGMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request repair	1.1. Receives & records & approves Request	None	10 Minutes	BGMD - Clerical Staff Section Chiefs / BEMD Division Chief
	1.2. Delegates the job order to concerned unit (carpentry, electrical, ACU, plumbing, janitorial)	None	10 Minutes	BGMD – Clerical Staff
	1.3. Secures needed supplies and materials from the stockroom	None	30 minutes	BGMD – Store keeper



	1.4. Acts on the request	None	30 minutes	Concerned unit
	1.5. Submits accomplished job order report	None	30 minutes	Concerned staff
	TOTAL	None	1 hour & 40 minutes	

30. REQUEST FOR VENUE (MEETINGS / SEMINAR/ EVENTS)

The Department provides venue for meeting, seminars, assembly etc. at the lobby, plaza, covered walks and other open spaces within the Quezon City Hall Compound, giving priority to government sponsored and approved activities. NGO and private groups can also be accommodated upon the approval of the management and availability of the requested venue.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		Any individual, groups, company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for a venue	1.1. Receives letter request	None	5 Minutes	RMCD – Clerical Staff
	1.2. Verifies the availability of the requested venue	None	5 Minutes	BGMD – Clerical Staff
	1.3. Prepares reply letter either approved or disapproved If approved, issues guidelines	None	30 minutes	BGMD – Clerical Staff
	1.4. Initials reply letter	None	5 minutes	BGMD Section Chief / Division Chief
	1.5. Approves and signs reply letter	None	5 minutes	City Govt. Dept. Head III
	1.6. Releases reply letter through RMCD	None	5 minutes	BGMD – Clerical Staff
	TOTAL	None	55 minutes	

31. REQUEST FOR LOGISTICS / MANPOWER ASSISTANCE



(SOUND SYSTEM/ TABLES/ CHAIRS/ ROSTRUM/ BACKDRAFT)

The Department provides logistics such as tables, chairs, sound system etc. as well as manpower assistance to government sponsored and approved activities within Quezon City.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT BUILDINGS AND GROUNDS MANAGEMENT DIVISION (BGMD)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		Any individual, groups, company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Letter RequestVerbal or phone request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for logistics	1.1. Receives letter request	None	5 Minutes	RMCD- Clerical Staff
	1.2. Verifies the availability of the requested logistics	None	10 Minutes	BGMD – Clerical Staff
	1.3. Prepares reply letter either approved or disapproved If approved, issue guidelines	None	30 minutes	BGMD – Security and Housekeeping Services Section
	1.4 Initials reply letter	None	5 minutes	Section Chief / Division Head
	1.5. Signs reply letter	None	5 minutes	City Govt. Dept. Head III
	1.6. Releases reply letter through RMCD	None	5 minutes	BGMD – Clerical Staff
	TOTAL	None	1 hour	

32. NEW INSTALLATION

New streetlights are to be installed in the requested area to increase the illumination in the city in order to augment safety and security of the community. Prior to the installation, an inspection will be conducted first to determine whether installation is feasible or not.

Office or Division:		CITY GENERAL SERVICES DEPARTMENT STREETLIGHTS MANAGEMENT AND SERVICES DIVISION (SMSD)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		<ul style="list-style-type: none">Quezon City Government Offices/DepartmentsElected OfficialsHomeowners AssociationQC Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



<ul style="list-style-type: none"> Request letter from requesting parties Complaints 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1.1. Receives letter request	None	5 mins.	Records Mgt. & Control Div. – Clerical Staff
	1.2. Forwards to Dept. Head for approval of route assignment	None	1 day	Records Mgt. & Control Div. Staff / SMSD Head / CGSD Head
	1.3. For inspection if feasible or not If feasible: Prioritization & finalization of layout plan for approval <i>(Depends on number of incoming request letters)</i> If not feasible: Requesting party will be notified that the installation is not feasible due to a certain reason through formal letter	None	2 days	SMSD Inspector
2. Receives notification of request approval	2.1. Streetlight installation (Civil, Electrical works) <i>(Depends on number of incoming request letters)</i> a.) Tap to existing b.) New Application meter <i>(excluding the approval of CA & processing of MERALCO meter application)</i>	None	7 days	SMSD Civil and Electrical Crew
	TOTAL	None	10 days & 5 minutes <i>(excluding the approval of CA & processing of MERALCO meter application)</i>	



33. REPAIRS AND MAINTENANCE OF EXISTING STREETLIGHTS

Existing streetlights are being maintained by the City in order to maintain illumination in the area. The act of repairing/ replacing streetlight components is being done when it is non-operational or of being a threat to safety of lives and properties.

Office or Division:	CITY GENERAL SERVICES DEPARTMENT STREETLIGHTS MANAGEMENT AND SERVICES DIVISION (SMSD)			
Classification:	Complex / Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none">• Quezon City Government Offices/Departments• Elected Officials• Homeowners Association• QC Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Request letter from requesting parties• Walk-in request/ phone calls• Complaints		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1.1. Receives letter request	None	5 mins	Records Mgt. & Control Div. – Clerical Staff
	1.2. Receives phone call request / walk-in	None	5 mins	SMSD Clerical Staff
	1.3. Forwards to Dept. Head for approval of route assignment	None	1 day	SMSD Head Records Mgt. & Control Div. - Staff
	1.4. For schedule of site inspection / repair Database input of inspection result (MERALCO & City maintained streetlights) Note: In case of MERALCO post, the requesting party will be notified that the repair cannot be made due to ownership issues, the matter shall be forwarded to the right department/office/ agency	None	1 day	SMSD Inspector



2. Receives notification of request approval	2.1. Repair of non-operational streetlights & always on / damaged post replacement	None	7 days	SMSD Civil & Electrical Crew
	TOTAL	None	9 days & 10 minutes	



CITY LEGAL DEPARTMENT

External Services

1. SUBMISSION OF REQUESTS FOR LEGAL OPINIONS AND REPRESENTATION

For requests seeking legal opinion and/or representation, the concerned party must submit a written request with supporting documents.

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Quezon City Government Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request for Legal Opinion or Representation		Quezon City Government Department/Office seeking Legal Opinion/Representation		
Supporting Documents/Records		Quezon City Government Department/Office seeking Legal Opinion/Representation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Section OR Email the required documents to <i>citylegal@quezoncity.gov.ph</i>	1. Receive the required documents and check for completeness	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department OR <i>Designated Email Administrator</i> City Legal Department
TOTAL:		None	5 Minutes	



2. FILING OF ADMINISTRATIVE COMPLAINTS

For the filing of administrative complaints against Quezon City Government officials or employees.

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
Supporting Documents/Records		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Section	1. Receive the required documents and check for completeness	None	20 Minutes	Receiving Clerk City Legal Department
TOTAL:		None	20 Minutes	

3. REQUEST FOR CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

For requests by Quezon City Government employees or officials seeking Certifications of No Pending Administrative Case for clearance or loan purposes.

Office or Division:	City Legal Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government



Who may avail:		Quezon City Government Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan				
Notarized request form - Request for Clearance/Certification Form		City Legal Department		
Photocopies of valid ID (2 copies)		Client		
Latest appointment paper		Client		
For retirement, terminal leave, resignation and transfer				
Notarized request form - Request for Certification and Signing of General Clearance Form		City Legal Department		
Photocopies of valid ID (2 copies)		Client		
Latest appointment paper		Client		
Regional Trial Court Clearance		Regional Trial Court		
Metropolitan Trial Court Clearance		Metropolitan Trial Court		
Office of the City Prosecutor Clearance		Office of the City Prosecutor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Area	1. Receive the required documents and check for completeness ; interview the applicant and issue Claim Stub with contact number	None	10 Minutes	Receiving Clerk City Legal Department
	2. Verification of office	None	Up to 1 Day	Records Staff



	records for pending administrative case, if any			City Legal Department
	3. Preparation of Clearance/Certification	None	30 Minutes	<i>Records Staff</i> City Legal Department
	4. Review of Certification	None	15 Minutes	<i>Records Officer/Designated Records Officer</i> City Legal Department
	5. Signing of Certification	None	Up to 1 Day	<i>City Attorney/Authorized Signatory</i> City Legal Department
	6. Recording and releasing of documents	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
TOTAL:		None	1 to 3 Days	

4. REQUEST FOR FREE LEGAL ADVICE

The City Legal Department gives free legal advice to Quezon City constituents. The client will register and be interviewed by the receiving clerk. A PALAO Assessment Form will be given to be properly accomplished by the client. The form will be the basis of the Assistant Legal Officer in referring the client to the appropriate lawyer.

Office or Division:	City Legal Department	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Quezon City Constituents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		Not Applicable



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the PALAO log book	1. Referral of assignment	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department
2. Filling up of PALAO form	2. Interview of client	None	10 Minutes	<i>Legal Researcher</i> City Legal Department
	2. Refer to designated officer for assignment	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department
	4. Evaluation of request for assignation	None	10 Minutes	<i>Assistant City Attorney/ Designated Officer</i> City Legal Department
	5. Review of facts of the request	None	1 Hour	<i>Attorney</i> City Legal Department
	6. Rendering of legal advice	None	30 Minutes	<i>Assigned Lawyer</i> City Legal Department
TOTAL:		None	2 Hours	

5. REQUEST FOR AFFIDAVIT OF CIRCUMSTANCES OF DEATH

In this process, clients will be interviewed by the receiving clerk and then fill up the PALAO Assessment Form. The affidavit will be prepared and then notarized by the assigned notary public.

Office or Division:	City Legal Department
Classification:	Simple



Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Quezon City Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Death Certificate form		City Legal Department		
Photocopies of valid ID (2 copies)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the PALAO log book	1. Interview of client	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
2. Filling up of PALAO form		None		
	2. Referral of assignment	None	5 Minutes	<i>Assistant City Attorney/ Designated Officer</i> City Legal Department
	3. Preparation of affidavit	None	5 Minutes	<i>Legal Researcher/ Attorney</i> City Legal Department
	4. Notarization	None	10 Minutes	<i>Assigned Notary Public</i> City Legal Department
	6. Release of affidavit	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
TOTAL:		None	40 Minutes	



CITY PLANNING AND DEVELOPMENT DEPARTMENT

1. LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: NEW (AT BUSINESS ONE-STOP SHOP)

Locational Clearance is issued to business owners that serve as a pre-requisite document in issuance of Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Business Permit		Business Permit & Licensing Department		
Supplemental Documents (Whichever is applicable)				
• Certificate of No Objection from HOA or Neighbors Consent (1 photocopy)		HOA		
• Bgy. Council Resolution (1 photocopy)		Concerned Barangay		
• Building Permit (1 photocopy)		DBO/ZAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification at the Business Permit & Licensing Department (BPLD)	1. Receive the required documents and evaluate the business activity and location based on the QC Zoning Ordinance	None	3-5 minutes	BPLD Receiving Clerk Zoning Evaluator
	1.1 If the business activity and location are permitted, encode and print the Locational Clearance (LC) with e-sign; but if the application needs supplemental documents or disapproved, a Notice of Action		5 minutes	Zoning Evaluator
			1 minute	Zoning Evaluator



	(NOA) is issued with e-sign			
	1.2 Return application with LC/NOA to BPLD			

2. **LOCATIONAL CLEARANCE FOR BUSINESS PERMIT: RENEWAL/COMPLIANCE**

Locational Clearance is issued to business owners that serve as a pre-requisite document in issuance of Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.

Office or Division:	Zoning Administration Unit (ZAU)			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit (1 photocopy)		Business Permit & Licensing Department		
Previous Locational Clearance (1 photocopy)		ZAU		
Supplemental Documents (Whichever is applicable)				
• Certificate of No Objection from HOA or Neighbors Consent (1 photocopy)		HOA		
• Bgy. Council Resolution (1 photocopy)		Concerned Barangay		
• Building Permit (1 photocopy)				
Representative				
• Duly notarized Authorization Letter/Special Power of Attorney (1 original)		Business owner		
• Government issued Identification Card of the person being represented (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
• Government issued Identification Card representative (1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	3-5 minutes	Receiving Clerk



	1.1 Verify the record in data base to check authenticity of the LC; if record is found, print the LC		5 minutes	Evaluation Group
	1.2 Review/sign printed LC		5-10 minutes	Asst. City Administrator (EONo. 49, S-2019) /Asst, CPDO (OCM Memo dated Dec. 5, 2019)
2. Receive the LC	2. Issue the LC to the Client		3-5 minutes	Releasing Clerk

3. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/FOR NEW(SIMPLE), RENOVATION & INTERIOR RENOVATION- ONE STOP SHOP (OSS)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> For Simple 1 to 3 Storey Residential (1 unit), 2 Storey Commercial Bldg. & Warehouse not exceeding 1,500 sqm floor area/Interior renovation inside the mall 		
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)		
Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)
Lease contract (1 photocopy)		Registered Lot Owner
Award Notice (1 photocopy)		Registered Lot Owner
Deed of Sale (1 photocopy)		Registered Lot Owner
Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner
Affidavit of Consent to construct/Special Power of Attorney (SPA)(1 photocopy)		Registered Lot Owner
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation



Lot Plan (1 set signed & sealed)-not required for interior renovation		Licensed Geodetic Engineer		
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect		
For Representative				
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner		
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig		
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA,PSA,SSS,GSIS, Pag-Ibig		
Long Folder				
Supplemental documents: <ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along national road (1 original, 1 photocopy) MMDA Clearance if along river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) Barangay Council Resolution (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements 1.1 Issue the Order of Payment for Application Fee	None Php 200.00		Receiving Clerk/Department of Building Official (DBO)



2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number			Receiving Clerk/Department of Building Official (DBO)
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 to 3 storey res'l, 2 storey commercial & warehouse (1 hour) Int. renovation (30 mins.)	ZAU Evaluation Group
	2.2 Conduct a site inspection and prepare the report		3 minutes	DBO (ZAU) Project Dev't. Officer III
	2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application	Processing Fee • Resdl-Php 3.00/m ² of TFA Verification Fee		DBO
	2.4 Print the Order of Payment	Php 100 Processing Fee		



		<ul style="list-style-type: none"> • Comml - 10.00/m² of TFA Verification Fee Php 200 <ul style="list-style-type: none"> • Seal Php 50 	3 minutes	(ZAU) Project Dev't. Officer III
	2.5 Sign the Order of Payment & Stamp and sign the Architectural Plan			
3. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3. Check the Official Receipt			Releasing Clerk (DBO)
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4. Release the LC/NOA/FC and approved copy of Architectural Plans			Releasing Clerk DBO

4. LOCATIONAL CLEARANCE FOR BUILDING PERMIT/NEW (REGULAR), RENOVATION, REPAIR AND ADDITIONAL



The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its components are in compliance with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Regular	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)		
Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)
Lease contract (1 photocopy)		Registered Lot Owner
Award Notice (1 photocopy)		Registered Lot Owner
Deed of Sale (1 photocopy)		Registered Lot Owner
Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner
Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation
Previous Building Permit/Previous Locational Clearance/Approved Plan for Renovation, Repair & Additional (1 Certified True Copy)		Building Owner
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect
For Representative		
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
Long Folder		



Supplemental documents: <ul style="list-style-type: none"> Neighbor’s firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along national road (1 original, 1 photocopy) MMDA Clearance if along river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) Barangay Council Resolution (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority PHIVOLCS Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	10-15 minutes	Receiving Clerk
	1.1 Issue the Order of Payment for Application Fee	Php 200.00	3 minutes	
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number		3-5 minutes	Receiving Clerk
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the issuance of		1 ½ hour	Evaluation Group



	Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 day	Inspection Group
	2.2 Conduct a site inspection and prepare the report		10-20 minutes	Asst. City Administrator (EO No. 49, S-2019)
	2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application		5 minutes	Encoder/Clerk
	2.4 Setting of final evaluation and print the LC/NOA/FC with e-sign	Processing Fee • Resdl- Php 3.00/m ² of TFA	3-5 minutes	Asst. City Administrator (EO No. 49, S-2019)
	2.5 Sign the Order of Payment	Verification Fee Php 100 • CommI - 10.00/m ² of TFA Verification Fee Php 300 Security Seal Php 50	3 minutes	Project Dev't. Officer III



	2.6 Stamp and sign the Architectural Plan			
3. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3.Check the Official Receipt		1 minute	Releasing Clerk
4. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.Release the LC/NOA/FC and approved copy of Architectural Plans		5-10 minutes	Releasing Clerk

5. **LOCATIONAL CLEARANCE FOR BUILDING PERMIT/ SUBDIVISION FOR COMMUNITY MORTGAGE PROGRAM (CMP)**

The Locational Clearance is issued to the developers as a pre-requisite in the issuance of Building Permit to guarantee that the subdivision plan and its residential components are in compliance with the Zoning Ordinance and the Local Building Code.

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transfer Certificate of Title (1 Certified True Copy)		Land Registration Authority (LRA)
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)
SEC Certificate (1 photocopy)		Securities and Exchange Commission (SEC)
List of Beneficiaries (1 photocopy of Master list))		Homeowner's Association (HOA)
HLURB Certificate (1 photocopy)		Housing & Land Use Regulatory Board (HLURB)



City Council Resolution (For Subd./CMP located in R1 & R2 Zones) (1 photocopy)		QC Council		
Lot Plan/Subdivision Plan (2 sets)		Licensed Geodetic Engineer		
For Representative				
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner		
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents and check completeness of requirements	None	10-15 minutes	Receiving Clerk
	1.1 Issue the Order of Payment for Application Fee	Php 200.00	3 minutes	
2. Pay the Application Fee at the CTO and submit the photocopy of OR	2. Check the OR and assign a control number		3-5 minutes	Receiving Clerk
	2.1 Verify the zoning classification and evaluate the plans based on the QC Zoning Ordinance; Verify compliance to line and grade and other architectural details based on the Local Building Code; recommend the		1 ½ hour	Evaluation Group



	issuance of Locational Clearance (LC)/Notice of Action (NOA)/ For Compliance (FC) or for site inspection		1 day	Inspection Group
	2.2 Conduct a site inspection and prepare a report		10-20 minutes	Asst. City Administrator
	2.3 Review the project evaluation report; site inspection report; recommend approval/disapproval of the application		5 minutes	Encoder/Clerk
	2.4 Setting of final evaluation and print the LC/NOA/FC with e-sign	Processing Fee • Resdl- Php 3.00/m ² of TFA	3 minutes	Encoder/Clerk
	2.5 Print the Order of Payment	Verification Fee • Resdl - Php100.00	3-5 minutes	Asst. City Administrator
			5-10 minutes	Proj. Devt. Officer III
	2.6 Sign the Order of Payment			



	2.7 Stamp and sign the Architectural Plan			
6. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	3.Check the Official Receipt		1 minute	Releasing Clerk
7. Receive the copy of LC/NOA/FC and the approved copy of Architectural Plans	4.Release the LC/NOA/FC and approved copy of Architectural Plans		5-10 minutes	Releasing Clerk

6. LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR CERTIFICATE OF EXCEPTION (COE)

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance with the Zoning Ordinance and the Local Building Code. A Certificate of Exception is an authorization approved by the City Council thru a resolution allowing the exemption of the project from the use of the lot/property.

Office or Division:	Zoning Administration Unit (ZAU)	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	Developers, Property Lot owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer's Office (CTO)
Proof of Lot Ownership (whichever is applicable)		
• Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)
• Lease contract (1 photocopy)		Registered Lot Owner
• Award Notice (1 photocopy)		Registered Lot Owner
• Deed of Sale (1 photocopy)		Registered Lot Owner
• Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner



<ul style="list-style-type: none"> Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy) 		Registered Lot Owner		
Authority to Sign/Corporate Secretary's Affidavit (1 photocopy)		President of the Corporation		
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer		
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect		
For Representative				
<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner		
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
Mandatory Requirements for COE:				
<ul style="list-style-type: none"> Project Description (boundaries, nature of operation or use; objectives to be achieved by the project; statement as to why the project cannot fulfill its objectives under the Zoning Regulations (1original, 1 photocopy) Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) Barangay Council Resolution Traffic Impact Study for high rise buildings 		Project Engineer/Architect EMB-DENR Concerned Barangay Project Engineer/Architect		
Supplemental documents:				
<ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along national road (1 original, 1 photocopy) MMDA Clearance if along river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Apply for COE at the City Council thru the Chairman, Committee on City	1.Receive the endorsement from the City Council		3 minutes	Receiving Clerk



Planning, Building & Zoning	requesting for the preparation of the Project Evaluation			
	<p>1.1 Evaluate the project based on the submitted mandatory requirements and present the findings as the basis of the City Council for their decision to deny or approve the resolution</p> <p>1.2 Review the project evaluation report; recommend approval/disapproval of the application</p>		4 hours	<p>Evaluation Group</p> <p>Asst. City Administrator</p>
2. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
3. Submit the approved City Council Resolution & ECC	3. Check and receive the documents		5 minutes	Receiving Clerk
	3.1 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/COE		10 minutes	Evaluation Group
	3.2 Review the project evaluation report; recommend approval of the application		10-20 minutes	Asst. City Administrator
		Processing Fee	5 minutes	Encoder/Clerk



	3.3 Setting of final evaluation and print the LC/COE with e-sign & Order of Payment	<ul style="list-style-type: none"> • Resdl- Php 3.00/m² of TFA Verification Fee	3-5 minutes	Asst. City Administrator
	3.4 Sign the Order of Payment	<ul style="list-style-type: none"> • Php100 Processing Fee • Comml- Php 10.00/m² of TFA Verification Fee		
	3.5 Stamp and sign the Architectural Plan	<ul style="list-style-type: none"> • Php300 Processing Fee • COE - Php 150/m² of TFA subject for exemption Security Seal- Php 50	3 minutes	Project Dev't Officer III
4. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	4.Check the Official Receipt		1 minute	Releasing Clerk



5.Receive the copy of COE and approved copy of Architectural Plans	5.Release the COE and approved copy of Architectural Plans		5-10 minutes	Releasing Clerk
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7. **LOCATIONAL CLEARANCE FOR BUILDING PERMIT: FOR SPECIAL USE PERMIT (SUP)**

The Locational Clearance is issued to the developers/lot owners as a pre-requisite in the issuance of Building Permit to guarantee that the building and its design components are in compliance with the Zoning Ordinance and the Local Building Code. The Special Use Permit is an authorization approved by the City Council thru a resolution allowing the project for such use on the lot or property. The uses that require a Special Use Permit are Gasoline/Auto-LPG, Waste Disposal Facility, Radio and Television Transmitting Stations, Telecommunication Tower (Greenfields), Heliports/Helipads, Abattoir/Slaughterhouse, Cockpits/Race Tracks, Transport Terminals, Transport Garage, Cemeteries, Funeral Parlor/Memorial Chapel/Mortuary, Crematorium/Columbarium.

Office or Division:	Zoning Administration Unit (ZAU)		
Classification:	Highly Technical		
Type of Transaction:	G2B		
Who may avail:	Developers, Property Lot owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Tax Clearance/Real Property Tax Receipt & Bill (1 original, 1 photocopy of current year)		City Treasurer’s Office (CTO)	
Proof of Lot Ownership (whichever is applicable)			
• Transfer Certificate of Title (1 certified true copy)		Land Registration Authority (LRA)	
• Lease contract (1 photocopy)		Registered Lot Owner	
• Award Notice (1 photocopy)		Registered Lot Owner	
• Deed of Sale (1 photocopy)		Registered Lot Owner	
• Memorandum of Agreement (MOA) (1 photocopy)		Registered Lot Owner	
• Affidavit of Consent to construct/Special Power of Attorney (SPA) (1 photocopy)		Registered Lot Owner	
• Authority to Sign/Corporate Secretary’s Affidavit (1 photocopy)		President of the Corporation	
Lot Plan (1 set signed & sealed)		Licensed Geodetic Engineer	
Architectural Plan (2 sets signed & sealed) & PTR		Licensed Architect	
For Representative			



<ul style="list-style-type: none"> Duly notarized Authorization Letter/Special Power of Attorney (1 original) 		Registered Lot Owner		
<ul style="list-style-type: none"> Government issued Identification Card of the person being represented (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<ul style="list-style-type: none"> Government issued Identification Card representative (1 photocopy) 		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Long Folder				
Mandatory Requirements for SUP:				
<ul style="list-style-type: none"> Description of the project, its nature of operation or use, location, boundaries and size or volume of operation; Identification of the components which shall be affected by the project Environmental Impact Study/Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) Barangay Council Resolution 		Project Engineer/Architect EMB-DENR Concerned Barangay		
Supplemental documents:				
<ul style="list-style-type: none"> Neighbor's firewall consent (1 original, 1 photocopy) HOA Approved plan (2 sets, blueprint of Architectural Plans) DPWH Clearance if located along national road (1 original, 1 photocopy) MMDA Clearance if along river, waterways (1 original, 1 photocopy) Earthquake Hazard Assessment (1 original, 1 photocopy) 		Adjacent neighbor HOA Department of Public Works and Highways Metro Manila Development Authority Phivolcs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for SUP at the City Council thru the Chairman, Committee on City Planning, Building & Zoning	1. Receive the endorsement from the City Council requesting for the preparation of the Project Evaluation		3 minutes	Receiving Clerk
	1.1 Evaluate the project based on the submitted mandatory requirements		4 hours	Evaluation Group



	<p>and present the findings as the basis of the City Council for their decision to deny or approve the resolution</p> <p>1.2 Review the project evaluation report; recommend approval/disapproval of the application</p>			Asst. City Administrator
3. Attend the public consultations at the City Council for the approval of the City Council Resolution			3 readings	City Council
4. Submit the approved City Council Resolution & ECC	<p>4. Check the documents and receive</p> <p>4.1 Prepare the revised evaluation report & recommend the issuance of the Locational Clearance/SUP</p> <p>4.2 Review the project evaluation report; recommend approval of the application</p> <p>4.3 Setting of final evaluation and print the</p>	Processing Fee	<p>5 minutes</p> <p>10 minutes</p> <p>10-20 minutes</p> <p>5 minutes</p> <p>3-5 minutes</p>	<p>Receiving Clerk</p> <p>Evaluation Group</p> <p>Asst. City Administrator</p> <p>Encoder/Clerk</p> <p>Asst. City Administrator</p>



	<p>LC/SUP with e-sign & Order of Payment</p> <p>4.4 Sign the Order of Payment</p> <p>4.5 Stamp and sign the Architectural Plan</p>	<ul style="list-style-type: none"> • Comm-Php 10.00/m² of TFA • Verification Fee • Php300 Processing Fee • SUP Php 150/m² of TFA subject for exemption • Seal Php 50 	3 minutes	Project Dev't Officer III
5. Pay the Processing Fee at CTO and submit photocopy of Official Receipt	5. Check the Official Receipt		1 minute	Releasing Clerk
6. Receive the copy of SUP and the approved copy of Architectural Plans	6. Release the SUP and approved copy of Architectural Plans		5-10 minutes	Releasing Clerk



8. ZONING CERTIFICATE

The Zoning Certificate is secured by real property owners of titled lots to verify zoning classification and structures allowed in the specific area.

Office or Division:		Zoning Administration Unit (ZAU)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		real property lot owners/developers/students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Certificate of Title (1 photocopy)		Land Registration Authority		
Sketch of Location (1 original)		City Assessor's Office/Google Map		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and submit the required documents at Counter 11	1.Receive the required documents and check completeness of requirements	None	3-5 minutes	Receiving Clerk
	1.1 Verify the zoning classification based on the QC Zoning Ordinance		10 minutes	Evaluation Group
	1.2 Print the Zoning Certificate		3 minutes	Clerk
	1.3 Review/sign the Zoning Certificate		3 minutes	Asst. City Administrator
	1.4 Issue /sign Order of Payment	Res'l Php 100	1 minute	Releasing Clerk



		Comm'l Php 300 Inst. Php 200		
2. Pay the verification fee at the City Treasurer's Office and submit the photocopy of the Official Receipt	2. Check the Official Receipt		1 minute	Releasing Clerk
3. Receive the Zoning Certificate	3. Release the Zoning Certificate		3 minutes	Releasing Clerk

9. DEVELOPMENT PERMIT FOR SUBDIVISION APPROVAL

A Development Permit is a pre-requisite for the issuance of Certificate of Registration and License to Sell in compliance with the approved Quezon City Council Ordinance on subdivision plan approval.

Office or Division:	Subdivision Administration Unit (SAU)	
Classification:	Complex	
Type of Transaction:	G2B	
Who may avail:	HOA and Private Developers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• Subdivision Plans, Eng'g. Plans and Topo Plan (4 sets original plans)		Private Developer
• Certified True Copy of TCT (1 original, 1 photocopy)		Registry of Deeds - LRA
• Locational Clearance (4 photocopies)		Zoning Administration Unit (ZAU)
• Certificate of Registration (CMP - BP 220) (4 photocopies)		HLURB
• SEC Registration (Open Market - PD 957) (4 photocopies)		Security and Exchange Commission
• MOA w/ Land Owner, Developer or Originator (1 original, 3 photocopies)		Registered Land Ownership



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submits application Form for CMP or PD 957	1.Check completeness of documents	None	15 minutes	SAU Technical Personnel
	1.1 Evaluate pertinent documents including Subdivision Plans and Engineering Plans		1 day	Evaluation Group
	1.2 Conduct site inspection and verify the conformity of plans in the project area		1-day	SAU Technical Personnel
	1.3 Prepare the evaluation report and recommendation report		2 hours	PDO IV
	1.4 Endorse the application with evaluation report and recommendation to the City Administration Office for legislation to the QC Council		15 minutes	SAU Head
	1.5 Schedule on first reading followed by Committee hearing, agenda for the second			



CITY TREASURER’S OFFICE

PAYMENT OF TRANSFER TAX

The Quezon City may impose tax on sale, donation or any mode of transferring ownership or title of real property at the rate of not be more than Seventy-Five percent (75%) of one percent (1%) of the total consideration involved in the acquisition of the property, or of the fair market/ zonal valuation value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. (Sec. 135 (a)LGC)

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or transaction (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transferred property/ies Information slip		Counter 5		
2. Legal Instrument (Deed of Sale /Donation/ Conveyance/Extra-judicial settlement of estate of property)		Legal Counsel		
3. Tax Declaration of Property		City Assessor’s Office		
4. Certification of Real Property Tax Payment		Real Estate Division (City Treasurer’s Office)		
5. Title		Register of Deeds		
6. Certification Authorizing Registration (C.A.R) or payment of Capital Gains Tax, Documentary stamp tax, estate tax		BIR		
7. Representative: Special Power of Attorney (SPA), authorization letter with photocopy of government issued ID		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished form (Transferred Property/ies Information slip) and the required documents to Counter 1, 2, 9-14 for assessment and verification	1. Evaluate the completeness of filled-up form and the submitted documents 1.1 Compute and issues tax bill	Assessment of Transfer tax based on the ff: -the locality of the property to be transferred -Area of the property -Zonal /Fair market value/ consideration	2 hours	Assessment Officer Taxes and Fees Division
2. Receive tax bill and pay the required amount at Counter 3 or 4 *Make sure to secure Official	2. Validate tax bill and issue Official Receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division



receipts that will be issued upon payment		whichever is higher		
3. Receive claim stub at Counter 5 specifying the releasing date of the Certification of Transfer Tax *AM Transaction (8-10 am) Release within the day PM Transaction Release on the following day	3. Issue claim stub and process the requested certification 3.1 Prepare certification for approval of the City Treasurer or his duly authorized signatory	Php 100.00 for certification	4 hours	Assessment Officer Asst. Chief Taxes and Fees Division City Treasurer
4. Return to the Taxes and Fees Division. Present the claim stub at Counter 5. Receive the Certificate of Transfer Tax	4. Release the Certificate of Transfer Tax with security seal at Counter 5		5 minutes	Releasing Clerk Taxes and Fees Division
Total			6 hours and 10 minutes	
Certified True Copy/Re –Printing of Certification of Payment of Transfer Tax				
1. Accomplish the (Unified request form) at Counter 5 and accept order of payment	1. Accept accomplished form and issue order of payment		5 minutes	Assessment Officer
2. Pay the required fee at Counter 3 or 4	2. Accept payment and issue official receipt		5 minutes	Local Revenue Collection Officer
3. Present Official receipt at Counter 5 and wait for the release of your requested certified true copy	3. Process and release the requested certified true copy		10 minutes	Releasing Clerk Taxes and Fees Division
Total			20 minutes	
Note: Application with complete documentary requirements filed from 8:00 am to 10:00 am,				
Certification will be released within the day. However, application filed beyond 10:00				
am, certification will be released on the following day.				
Transfer Tax transaction period depends on the nature or case of transaction provided. For 10-20 transactions, it takes 2 days processing period				

PAYMENT OF CONTRACTORS TAX

Pre-requisite for release of Building Permit



Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Project owner (Corporation and Individual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of payment		Dept. Building Official		
2.Original Bill of Materials (signed by license Engineer/Architect)		Contractor		
3.Locational Clearance		City Planning Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements at Counter 1,2, 9-14 for evaluation	1. Accept and evaluate complete documentary requirements 1.1 Compute and issue tax bill	As stated in the Order of payment	20 minutes	Assessment Officer Taxes and Fees Division
2. Receive tax bill and proceed to Counter 3 or 4 for payment 2.1 Receive official receipt as proof of payment and return to Dept. of Building Official	2.Validate tax bill and issue official receipt		5 minutes	Local Revenue Collection Officer Taxes and Fees Division
Total			25 minutes	

PROPERTY TRANSFER APPLICATION PROGRAM (PTAP)

Single Window transaction for processing incoming taxpayers dealing with registering their property in Quezon City

Office or Division:	Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All QC Real Property owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Unified Request Form		City Treasurer's Office		
2.Notarized Transfer documents/Deed of Sale, Deed of Conveyance, Donation		Property Owner		
3.Transfer Certificate of Title, Condominium Certificate of Title (certified copy)		Register of Deeds		
4.Latest Real Property Tax official receipt or photocopy		City Treasurer's Office		
5.Tax Declaration		City Assessor's Office		
6.For Representative: Authorization letter and valid Government Issued ID		Owner or client being represented		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer accomplish Unified request form and submit complete requirements at Counter 1 or 2 and wait for the issuance of order of payment	1. Check and evaluate to confirm the completeness of the submitted documents 1.1 Validate the record requested including the Real Property Tax payment, if valid for certification, print application If not, return to client for compliance 1.2 Compute for transfer tax	As stated in the order of payment	5 minutes	Assessment Officer City Treasurer's Office
2. Accept order of payment and pay the required amount at the Counter 3 or 4	2. Receive order of payment and issue official receipt		5 minutes	Collector
3. Upon payment of necessary fees, receive claim stub for the release of requested forms (specified date indicated)	3. Issue claim stub 3.1 tag application for processing City Treasurer's Office -Process the Real Property Tax Clearance City Assessor's Office representative -Process the certified true copy of tax declaration *processing of certification of "with or without improvement" *process of both offices will be done backroom		4 hours	Assessment Officer City Treasurer's Office Clerk City Assessor's Office
4. Return on the specified date, present the claim stub at Counter 1 or 2 and receive the certification	4. Accept claim stub and issue the requested certification		5 minutes	Releasing clerk City Treasurer's Office
Total				
Note: Application with complete documentary requirements filed from 8:00 am to 10:00 am, Certification will be released within the day. However, application filed beyond 10:00 am, certification will be released on the following day.				



EVALUATION OF BUSINESS TAX

Evaluate business documents presented to determine the correct gross receipts of the business relative to its declaration in their tax payments. It is also way of ensuring the proper collection of tax deficiencies as the case maybe.

Office or Division:	Examination Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Business owners or services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sales Declaration and Evaluation Form (SDEF)		City Treasurer's Office		
2.Current Year's Community Tax Certificate		Quezon City Treasurer's Office Other LGUs		
3. Preceding Year's Mayor's/Business Permit		Business Permit and Licensing Department		
4.Preceding Year's Tax Bills and Official receipts		City Treasurer's Office		
5 Preceding Year's Tax Bills and Official receipts		Other LGUs		
6.Preceding Year's Certified Breakdown of Sales, if there are two or more lines of business /2 or more branches		Business owner		
7.Preceding Year's Value Added Tax Returns, Percentage Tax Returns, whichever is applicable		BIR		
8.Preceding Year's Quarterly Income Tax Returns with proof of payment		BIR		
9.Preceding Year's Annual Income Tax Returns with complete set of Audited Financial Statement with proof of payment		BIR		
10.BIR Certificate of Registration		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Newly Registered Business: 1.Present the tax bill issued by the Business Permit Licensing Department under BOSS with the accomplish Simplified Business Application Form and other required documents	1.Evaluate the submitted documents and recommend for approval 1.1 Approve the tax bill		10 minutes	Evaluator Examination Division
				City Treasurer
2.Present the approved tax bill and pay the required amount	2.Accept the approved tax bill, receive the payment and issue official receipt	Amount indicated in the Tax Bill	10 minutes	Collector Taxpayer's Payment Lounge
2.1Receive the official receipt and proceed to BPLD	2.1Advise the taxpayer to proceed to BPLD			



Total			20 minutes	
Business operated for at least 1 year and the current assessment period is for the 1 st Quarter of the current year	1.Evaluate the submitted documents and determine the taxable gross sales		5 minutes	Initial Evaluator Examination Division
1.Present accomplished Sales Declaration and Evaluation Form (SDEF) with complete documentary requirements	1.1 Assess and issue printed tax bill		5 minutes	Business Assessment Clerk
2.Receive the tax bill and submit with SDEF and complete documentary requirements	2.1 Review and verify tax bill assessment		5 minutes	Final Evaluator
3.Present the verified tax bill with SDEF and attached other documentary requirements	3.1 Recommend the approval of the Tax Bill		5 minutes	City Treasurer
	3.2 Approval of the tax bill for payment		5 minutes	Authorized representative from the City Mayor's Office
4.Present the approved tax bill for payment of business tax and pay the required amount	4.Accept approved tax bill and payment for the tax		5 minutes	Collector Taxpayer's Payment Lounge
	4.1 Issue official receipt			
Total			30 minutes	

ASSESSMENT OF BUSINESS TAX

Performing proper computation and billing of Business Tax prior to actual payment

Office or Division:		Taxes and Fees Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All QC taxpayers engaging in Business and professional services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sales Declaration and Evaluation Form		Evaluator's Area		
2.Current year's Community Tax Certificate issued in QC or other LGUs (If available)		City Treasurer's Office/ other LGUs		
3.Preceding year's (Mayor's Permit/Business permit		Building Permit and Licensing Department (BPLD)		
4.Preceding year's business tax bill and Official Receipts		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1st Quarter 1.Present the Approved Sales Declaration and	1.Accept the approved Sales Declaration and	Depends on the ff: -line of business	10 minutes	Assessment Officer Taxes and Fees Division



Evaluation Form and other required documents	Evaluation Form. 1.1 Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees	-Gross Sales -Area of establishment		
2.Receive computerized Business tax Bill for approval of authorized signatories	2.Issue computerized Business Tax Bill			Assessment Officer Taxes and Fees Division
Total			10 minutes	
2nd-4th Quarter 1.Present the previous Business tax bill and official receipts 1.1Receive the computerized business tax bill	1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill		10 minutes	Assessment Officer Taxes and Fees Division
Total			10 minutes	

COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of Computerized Official Receipts

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Business owners/operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory)		Business Assessment Lounge		
2. Cash/Manager's or Cashier's Check		Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Taxpayer's Payment Lounge 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount	1.Accept the approved computerized Business Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered	As stated in the Business Tax Bill	10 minutes	Local Revenue Collection Officer Taxpayers Payment Lounge



1.2Receive the computerized Business tax official receipts	*for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Business Tax official receipts			
Total			10 minutes	

EXAMINATION OF BOOKS OF ACCOUNTS

Examining books of accounts of business operators in Quezon City to determine the correct gross receipts of the business relative to its declaration in their tax payments

Office or Division:		Examination Division		
Classification:		Complex		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Quezon City taxpayers who operates business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Registered Books of Accounts		Business owner		
2.Sales invoice		Business owner		
3.Audited Financial Statement		Accountant		
4.Income Tax Return (ITR)		BIR		
5.VAT Returns/Percentage Tax Return		BIR		
6.Letter of Authority		City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receive the issued Letter of Authority 1.1Taxpayer/authorized representative present and submit the complete documentary requirements	1.Serve the Letter of Authority (LOA) with the list of required documents 1.1Set the schedule of examination	Depends on the tax deficiency based on audited documents presented	15 minutes	Revenue Examiner Examination Division
2.Wait for the call from the assigned Revenue Examiner	2.Evaluate and assess the data gathered through audit to determine the deficiency or tax delinquency (if there is any) 2.1 Prepare the Data and Assessment form and submit to the respective Supervising		10 days	Revenue Examiner Examination Division Supervising Revenue Examiner Examination Division



	<p>Revenue Examiner for review and validation of the examination findings</p> <p>2.2 Upon validation of the examination findings, Supervising Revenue Examiner submit the Data and Assessment form together with the attachments to the Chief of the Examination Division</p> <p>2.3 The Chief of Examination Division causes the preparation of Notice of Assessment for approval of the City Treasurer</p> <p>2.4 Revenue Examiner inform the taxpayer of the amount of deficiency/tax delinquency upon approval of the Notice of Assessment by the City Treasurer</p> <p>*In case, taxpayer delay the examination for no apparent reason, Revenue Examiner shall report the non-compliance for proper legal action</p>			<p>Chief of Examination Division</p> <p>City Treasurer</p> <p>Revenue Examiner Examination Division</p>
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	*In case, taxpayer failed to settle its deficiency/tax delinquency within the prescribed period of time, proper legal action will be enforced			
3.Receive the printed tax bill and pay the tax delinquency indicated in tax bill	3.Issue printed tax bill based on the indicated tax delinquency 3.1Accept payment and issue official receipt		10 minutes	Assessment Officer Collector
4.Present the original and submit and photocopy of tax bill and official receipt 4.1Receive the approved Letter of Confirmation (LOC)	4.Receive the submitted copy of official receipt 4.1 Prepare the Letter of Confirmation for approval of the City Treasurer upon full payment of any tax deficiency		5 minutes 10 minutes	Revenue Examiner City Treasurer Releasing Clerk Examination Division
Total		10 days & 40 minutes		

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (*Art.246 (e) Sec. 160, LGC*)

Office or Division:	Community Tax Certificate Section-Taxes and Fees Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Quezon City residents, business owners and taxpayers
CHECKLIST OF REQUIREMENTS	
1.Community Tax Declaration Form (CTDF)	CTC Section
2.Government Issued valid ID	DFA, SSS, GSIS, Comelec, LTO
3. New Business: Single Proprietor Certificate of Registration	Department of Trade and Industry (DTI)
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator)	City Treasurer's Office



5. Individual: Proof of income, payslip, BIR Form 2316		Company, BIR		
6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Taxpayer's Payment Lounge		
7. For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		Owner or client being represented DFA, SSS, GSIS, Comelec, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business	1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTC Section
	2. Pay the required amount and receive the computerized community tax certificate (CTC)		5 minutes	Collector CTC Section
Total			10 minutes	
Renewal of Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTC Section
	2. Pay the required amount and receive the computerized community tax certificate (CTC)			
Total			5 minutes	



Individual 1.Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross salaries/ compensation on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
	2.Pay the required amount and receive the computerized community tax certificate (CTC)			Collector
Total			5 minutes	
Claiming of paid CTC Single Proprietor 1.Taxpayer present original tax bill and duplicate or pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total				
ISSUANCE OF CERTIFIED TRUE COPY				
1.Taxpayer accomplish unified request form, present to Counter 24 and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Clerk CTC Section
2.Pay the required fee at Miscellaneous Section	2.Accept payment and issue official receipt			Collector Miscellaneous Section
3. Present Official receipt at Releasing counter 24 and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy		5 minutes	Clerk CTC Section
Total			10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)



Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	Community Tax Certificate Section-Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)		CTC Section		
2.Government Issued valid ID		DFA, SSS, GSIS, Comelec, LTO		
3. New Business: Certificate of Registration		Securities and Exchange Commission Cooperative Development Authority		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City For Real Property Owner-Real property tax bill		City Treasurer's Office		
5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts		City Treasurer's Office Taxpayer's Payment Lounge		
For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		DFA,SSS, GSIS, Comelec, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present	1. Accept the accomplished CTDF and required documents	Amount to be paid depends on the	5 minutes	Collector



the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	income of taxpayer		
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
Claiming of paid CTC Corporation 1.Taxpayer present original tax bill and duplicate or pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total			5 minutes	

ISSUANCE OF CERTIFIED TRUE COPY				
1.Taxpayer accomplish unified request form, present to Counter 24 and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Clerk CTC Section
2.Pay the required fee at Miscellaneous Section	2.Accept payment and issue official receipt			Collector Miscellaneous Section
3. Present Official receipt at Counter 24 and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy			Clerk CTC Section
Total			5 minutes	

PAYMENT OF MISCELLANEOUS TAXES & FEES

Collection of regulatory fees and various user/ service charges as required by law and imposed by revenue generating departments of the Quezon City.



Office or Division:	Miscellaneous Section-Taxes and Fees Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or transaction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original order of payment generated from revenue offices (no alteration)		Various revenue generating offices of Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) All PRC and IBP card holders New: Professionals-previous/currently employed in gov't 1.Submit service record 2.Present original PRC ID 3.Pay the required fee Renewal: Present latest Original PTR and photocopy of latest PTR	1. Verify from the record of the previous payment 2.Accept payment 3.Issue Professional Tax Receipts	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00	5 minutes	Collector
PTR (LAWYERS) New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2.Pay the required fee 3.Receive Professional Tax receipts Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card	1. Verify from the record of the previous payment (if applicable) 2.Accept payment 3.Issue Professional Tax Receipts	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge)	5 minutes	Collector



For Representative of Professional/Lawyers 1. Present original (PRC/IBP card), original & photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person		Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00		
PAYMENT FOR BUILDING, MECHANICAL FENCING, DEMOLITION PERMIT AND CONTRACTOR'S TAX 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount 3. Receive the official receipt	1. Issue Official receipt upon payment and presentation of order of payment (no alterations) issued by the Office of the Building Official 2. Accept payment 3. Issue official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR OCCUPANCY PERMIT FEES 1. Taxpayer submit original order of payment (no alterations), photocopy of building permit **Building permit issued on 2010 & prior years, Contractors tax payment will be verified, re-assessed based on the indicated Bill of Materials and Floor area subject to payment of deficiency tax, if any.	1. Accept order of payment and payment for occupancy permit fees (no alterations) issued by the Office of the Building Official 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector



2. Pay the required amount and receive official receipt				
PAYMENT FOR HEALTH CERTIFICATE, SANITARY PERMIT and PEST CONTROL Fees 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Health Department and 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR OCCUPATIONAL PERMIT FEE, AMENDMENT FEE 1. Taxpayer present original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by Business Permit & Licensing Dept. 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR EPWMD FEES and SMOKE BELCHING PENALTY 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by EPWMD 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR PROSECUTORS CLEARANCE 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Prosecutors Office 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR ANIMAL SHIPPING PENALTY	1. Accept payment and order of	As stated in the	5 minutes	Collector



1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	payment issued by City Veterinarian Office 2.Issue Official receipt	order of payment		
PAYMENT FOR CIVIL REGISTRY FEES 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Civil Registry Department 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR CLEARANCE, CERTIFICATION, AUTHENTICATION 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by PLEB 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR OVR and TERMINAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Dept. of Public Order and Safety 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR POLICE CLEARANCE FEES 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by QC Police Dept. 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR MAYOR'S CLEARANCE 1.Taxpayer submit original order of	1.Accept payment and order of payment issued by	As stated in the order of payment	5 minutes	Collector



payment (no alterations) 2. Pay the required amount and receive official receipt	Administrative Management 2. Issue Official receipt			
PAYMENT FOR TAX CERT. OF PAYMENT, CTC OF RECEIPTS/ RECORDS 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Treasurer's Office 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR TAX DECLARATION, TAX MAP, CERT. OF NO TITLE, PENALTY FOR LATE TRANSFER OF TAX DECLARATION 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City Assessor's Office 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR CERTIFICATION OF RECORDS 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by Office of the City Secretary 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR RECON, RENEWAL, CHANGE OF UNIT, NEW FRANCHISE, PENALTY 1. Taxpayer submit original order of payment (no alterations) 2. Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by Tricycle Regulatory Unit 2. Issue Official receipt	As stated in the order of payment	5 minutes	Collector



PAYMENT FOR LOCATIONAL CLEARANCE FEE Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Planning & Devt. Dept. 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR ELECTRICAL FEE & LIBRARY FEES 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Library Dept. 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR ELECTRICAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by City Engineering Dept. 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
PAYMENT FOR ELECTRICAL FEE 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1. Accept payment and order of payment issued by City General Services Dept. 2.Issue Official receipt	As stated in the order of payment	5 minutes	Collector
ISSUANCE OF CERTIFIED TRUE COPY 1.Taxpayer accomplish and submit Unified request form, authorization letter with photocopy of gov't issued ID of representative and taxpayer 2.Pay the required amount and receive official receipt	1.Accept the submitted duly accomplished Unified request form with complete requirements 2.Issue official receipt	As stated in the order of payment	5 minutes	Collector



FRANCHISE REGISTRATION FEE (New/Renewal) Tricycle drivers/operators 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by TRU 2.Issue official receipt	As stated in the order of payment	5 minutes	Collector
RENTAL FEE Facility Renters/Users 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by Amoranto Complex 2. Issue official receipt	As stated in the order of payment	5 minutes	Collector
PARKING FEE As per Ordinance No. SP 2676, S-2018 dated Mar. 14, 2018 Use of QC Hall Parking 1.Taxpayer submit original order of payment (no alterations) 2.Pay the required amount and receive official receipt	1.Accept payment and order of payment issued by GSD personnel 2.Issue official receipt	As stated in the order of payment	5 minutes	Collector
Total			5 minutes	

COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

Office or Division:	Market Section-Taxes and Fees Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	
Market Stallholders: 1 st Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt	City Treasurer's Office Business Permit Licensing Office City Treasurer's Office



2 nd to 4 th Quarter Previous tax bill and official receipt		City Treasurer's Office		
Hawkers, street vendors, transient vendors/others Latest official receipt		City Treasurer's Office		
Liquor Permit Fee Original order of payment		Business Permit Licensing Dept.		
Sealing Fee Original order of payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Market Stallholders (Private and Public Markets) 1st Quarter 1. Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2. Pay the required amount and receive official receipt 2.1 Proceed to MDAD 2nd Quarter to 4th Quarter 1. Present the previous tax bill and official receipt 2. Pay the required amount and receive official receipt	<u>City Tax and Regulatory fees</u> 1. Evaluate the submitted requirement 1.1 Assess the Business taxes and regulatory fees 2. Accept payment and Issue Computerized Official receipt (COR)	Based on the amount indicated in the Order of payment	5 minutes	Collector Market Section
	<u>City Tax & Garbage fee</u> 1. Assess the City Tax & garbage fee 2. Accept payment and issue Computerized Official Receipt (COR)		5 minutes	Assessment Clerk Taxes and Fees Division Local Revenue Collection Officer Taxpayers Payment Lounge Collector Market Section Local Revenue Collection Officer Taxpayers Payment Lounge
Hawkers Vending Fee (Street vendors, transient vendors/others 1. Present latest official receipt 2. Pay the required amount and receive official receipt	1. Accept order of payment (no alteration) issued by Market Development Administration Dept. 2. Accept payment and issue official receipt	Based on the market classification and area awarded	5 minutes	Collector
Payment for Slaughter and	1. Accept order of payment	Based on the amount	5 minutes	Collector



permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1.Submit original order of payment 2.Pay the required amount and receive official receipt	issued by the City Veterinary Office 2. Accept payment and issue official receipt	indicated in the order of payment		
Liquor Permit Fees (Beer, wine,serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar , cocktail lounge, carinderia) 1.Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt	1.Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Sealing Fee 1.Taxpayer submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Total			5 minutes	

SEALING OF WEIGHTS & MEASURES

The Quezon City empowered to levy fees for sealing of weights and measures at such reasonable rates. (Sec. 151 LGC). Every person before using instruments of weights and measures for business, service, commercial or other transactions with the public within the Quezon City shall first have them sealed and pay the corresponding fee, fixed under an ordinance, to the City Treasurer’s Office.

Office or Division:	Weights and Measure Unit-Taxes and Fees Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Quezon City taxpayers engaging in business that uses instruments of weights and measures
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Application for Testing/ sealing of weights and measure (ATSWM)	Weights and Measure Unit City Treasurer’s Office
2.Request Letter	Business operator/owner
3.Weighing scale/instrument for sealing	Business operator/owner
4.Latest official receipt	Business operator/owner



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Taxpayer submit request letter and present the weights and measure instrument for sealing	1. Accept the request letter and evaluate if the business permit is valid and the latest tax obligation is settled. 1.1 If the apparatus is found to be defective, the ATSWM shall be disapproved. 1.2 Apparatus is in good condition, issue order of payment	Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed	20 minutes	Clerk Weights and Measures Unit
2. Accept order of payment and pay the required amount. 2.1 Receive official receipt	2. Receive order of payment and issue official receipt		5 minutes	Collector
3. Present the official receipt and the weighing instrument for sealing	3. Check the official receipt presented and permit is fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form		30 minutes	Clerk Weights and Measures Unit
Walk-In Taxpayer				
1. Taxpayer or vendors present the application form, the weighing scale and other required documents for verification	1. Accept application form Check if the weighing scale is in order and determine the business permit (for new) and latest official receipt for renewal and retirement and determine the expiration date 1.1 Issue order of payment	Sealing and registration <u>Mechanical</u> ₱30.00 for 30kgs and below ₱40.00 for 31kgs. and above <u>Digital</u> ₱500.00 fixed	15 minutes for every weighing scale	Clerk Weights and Measures Unit
2. Accept order of payment and pay the required amount	2. Receive order of payment and issue official receipt		5 minutes	Collector



3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument	3.Check the official receipt and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument		15 minutes	Clerk Weights and Measures Unit
For Mobile One Stop Shop				
1.Taxpayer or vendors present the application form, the weighing scale and other required documents for verification	1.Accept the application form, other required documents and the weighing scale. Commences with the testing of the apparatus. All findings shall be indicated in the application form. 1.1 Issue order of payment upon checking the weighing scale is in good condition	₱50.00 Additional service fee	5 hours normal duration for 20 instruments 120 instruments requires 2 days	Clerk Weights and Measures Unit
2. Accept order of payment and pay the required amount	2.Receive order of payment and issue official receipt			Collector
3.Present the official receipt and wait while the instrument is for sealing 3.1 Receive the sealed weighing scale/instrument	3.Check the official receipt and perform the sealing of weighing scale / instrument 3.1 Return the sealed instrument			Clerk Weights and Measures Unit
Total				
CALIBRATION OF GASOLINE PUMPS				
1.Taxpayer or gasoline dealer / gasoline station operator send request letter for calibration of gasoline pumps	1.Conduct physical inspection of the gasoline station on quarterly basis for monitoring and checking of gasoline pumps	₱ 50.00 (calibration fee) ₱ 100.00 (Re-testing/ re-sealing fee) per dispenser	2 hours (depends on the area / location of the gasoline station)	Clerk Weights and Measures Unit



Total			2 hours	

MARKET RAID

Market Raid is an external service of the City Treasurer’s Office conducted to check weighing scales / instruments if it is properly seal or use for illegal purposes of the market vendors.

Office or Division:		Taxes and Fees Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Quezon City market vendors or market sellers that uses weighing scale or instruments in their business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Mission Order		City Treasurer		
2.Calibrated Test Weights		DOST		
3.Letter of information addressed to Concerned Department		PNP, MDAD		
4.Confiscation Weighing Scale Slip		Taxes and Fees Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Market vendor or owner of weighing scale must present the instrument for immediate testing	1.Check weighing scale or instruments presented by using test weights and if it is seal or not *illegal weighing scale will be confiscated immediately		Actual raid lasted 1 hour	Personnel Examination Division Weights and Measures Unit
2.Receive confiscated weighing scale form indicated type of instrument and owners name	2.Issue confiscation weighing scale form Original copy- Owner Duplicate copy- attached on the confiscated instrument Triplicate copy- Examination Division			Inspectors Weights and Measures Unit/ Examination Division
3.Proceed to the City Hall for payment of penalty 3.1Pay the required amount and received official receipt 3.2Present the official receipt	3.Check record of confiscated weighing scale 3.1 Issue order of payment for penalty 3.2Accept the official receipt			Clerk Weights and Measures Unit Collector Miscellaneous Section



4 Receive the weighing scale sealed	4.Release the confiscated weighing scale sealed to the owner upon presentation of official receipt			Clerk Weights and Measures Unit
Total			1 hour	

COLLECTION OF AMUSEMENT TAX

The Quezon City may levy an amusement tax to be collected from the proprietors, lessees or operators of theatres, cinemas, concert halls, circuses, boxing stadia and other places of amusement. (Sec.140 (a), LGC)

Office or Division:	Amusement Tax Evaluation, Assessment & Monitoring (TEAM) Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Business operators/ Proprietor of Amusement establishments or places			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Amusement Registration Form		Amusement TEAM Unit		
2.Special Business Permit/Current Business Permit		BPLD		
3.Printers invoice ticket and sample tickets		Amusement operators/owners		
4.SEC Registration (Corporation)		Securities and Exchange Commission		
5.Secretary’s Certificate (Corporation)		Company owner		
6.DTI Registration (Single Proprietor)		Department of Trade and Industry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION OF TICKETS Concerts and Theaters 1.Present accomplished registration form with photocopy of special business permits, official receipts(OR), photocopy of cash bond receipts, printers invoice ticket and sample ticket	1.Evaluate the submitted documentary requirements with accuracy of the specified no. of registered tickets sold and total gross sales amount 1.1 Issue printed tax bill	Local Artist (concert) 5% Local Films (exempted) Foreign Artist (concert) 10% Foreign Films 10%	10 minutes	Amusement TEAM Unit personnel
2.Receive tax bill and pay the required amount 2.1 Receive the official receipt and registered tickets	2.Accept tax bill and payment 2.1 Issue official receipt	Cockfight 10% Other amusement places/ activities 10%	5 minutes	Collector



Total			15 minutes	
REGISTRATION OF TICKETS for regular Amusement establishment (cinema, night clubs) 1.Present accomplished registration form, current business permit and official receipts (OR) sample tickets and printers invoice ticket	1.Evaluate the completeness of the submitted documentary requirements with accuracy of the accomplished registration form		10 minutes	Amusement TEAM Unit personnel
Total			10 minutes	
ISSUANCE OF AMUSEMENT TAX EXEMPTION 1.Submit endorsement letter from Mayor's Office, request letter indicating the purpose and beneficiary <u>For Corporation:</u> -Secretary's Certificate -SEC Registration <u>For Single Proprietorship</u> -DTI Registration -Proof of existence, programs and activities of the organization	1.Prepare tax exemption letter for approval of the City Mayor (subject for evaluation and completeness of the submitted requirements) 1.1Evaluate the authenticity of declared beneficiaries and the purpose for which the proceeds should be utilized		3 days	Amusement TEAM Unit personnel City Mayor
Total			3 days	
AMUSEMENT TAX RETURN *If special screening (one time transaction) Unsold tickets shall be surrendered to Amusement TEAM Unit	1.Assessment of amusement tax Compute and prepare tax bill for approval and for payment of amusement tax		10 minutes	Amusement TEAM Unit personnel
2.Receive tax bill and pay the required amount 2.1 Receive the official receipt	2.Accept tax bill and payment 2.1Issue official receipt		5 minutes	Collector
Total			15 minutes	
INSPECTION OF AMUSEMENT PLACES 1.Present the latest business permit , official receipt and receipt of paid	1.Present notice of inspection and mission order 1.1Check the presented business permit		Depends on the area/location of establishment to be inspected and availability of the	Inspectors Amusement TEAM Unit



monthly amusement tax	and official receipts		documents to be presented	
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APPLICATION OF BUSINESS RETIREMENT CERTIFICATE

Business Retirement Certification is issue to business operators that voluntarily or involuntarily discontinue or close its business operation

Office or Division:	Business Retirement Unit
Classification:	Complex
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Quezon City Business owners/operators closing their business
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Business Retirement Application form with location map originally signed by the owner	Business Retirement Unit
2. Original(latest) tax bill, official receipts (3 yrs) and Original Business Permit (latest)	Business Permit and Licensing Department (Business Permit)
3. Single Proprietorship: Original Affidavit of closure with exact effectivity date of closure Partnership: Original Partnership Dissolution with exact effectivity date of closure (original signed by all partners) Corporation: Original Secretary's Certificate or Board Resolution on closure or transfer of business with exact effectivity date of closure	Business Owner/operator
4.Government issued ID Single Proprietorship: Original to be presented and photocopy to be submitted) Partnership: all ID of partners are required Corporation: ID of the president and signatories to the Board of Resolution (original to be presented and photocopy to be submitted) *Authorization letter from the owner and valid ID of the authorized representative	Business Owner/operator
5.Original Barangay Certificate with exact effectivity date of closure and Official receipt paid from Barangay	Barangay Hall
6.BIR Certificate of Registration (original to be presented and photocopy to be submitted)	BIR
7.Original Certified Breakdown of Sales, if there are two or more line of business, branches & if AFS is consolidated	
8.Proof of business tax payment, tax bill, permit issued by other LGUs where other operations are situated (original to be presented and photocopy to be submitted)	Other LGU's



9.Latest ITR with AFS on or before closure from the last payment of business operation (original to be presented and photocopy to be submitted)		BIR		
10.Latest VAT or Percentage Tax Returns (original to be presented and photocopy to be submitted)		BIR		
11.Books of Accounts (present upon evaluation/actual inspection and examination)		BIR		
12. Special Power of Attorney (SPA)		Owner or client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit accomplished business retirement form with location map with complete documentary requirements *To avoid penalty, application shall be made within 20 days upon closure of business 1.1Receive the releasing form and wait for the set appointment with the Revenue Examiner	1.Receive the submitted accomplished form with complete documentary requirements 1.1Issue releasing form with tentative date	Depends on the ff: -Line of business -Gross sales -Area of business delinquency and/or deficiency taxes	5 minutes	Receiving Clerk Business Retirement Unit
	2. Assign to Revenue Examiners the taxpayers applying for business retirement			Acting Head Business Retirement Unit
	3.Evaluate and review the submitted document 3.1 Set an appointment to the taxpayer to conduct actual inspection if the business is still operational or already closed 3.2Conduct examination of books of account 3.3Prepare the Business Retirement Data and Assessment form		7 days (except January)	Revenue Examiner Business Retirement Unit



	4.Evaluate and review the business retirement data and assessment report 4.1 Prepare the order of payment and certification fee			Acting Head Business Retirement Unit (BRU)
	5.Recommend for tax bill 5.1 Inform the taxpayer the needed tax/ deficiency for payment			Acting Head BRU Clerk BRU
2.Return to the office to receive the tax bill and pay the required amount	6.Bill the total amount due for retirement 6.1 Issue printed tax bill 6.2 Approve the tax bill 6.3 Release the approved tax bill		20 minutes	Assessment clerk (rebilling counter) City Treasurer Assessment clerk
3.Receive the approved tax bill and order of payment for certification fee 3.1 Pay the amount due before actual retirement and certification fee 3.2 Submit the original and photocopy of tax bill, official receipt of the taxes paid and official receipt for the certification fee	7.Accept payment and issue official receipt 7.1Receive the submitted documents and prepare the business retirement certificate 7.2Approve the Business Retirement Certificate		30 minutes	Cashier Taxes and Fees Division Receiving Clerk BRU City Treasurer
4.Receive the Business Retirement Certificate	8.Release the Business Retirement Certificate		5 minutes	Releasing Clerk BRU
Total			7 days and 1 hour	

ISSUANCE OF REAL PROPERTY TAX CLEARANCE

Real Property Tax Clearance is issued to the property owner as proof of complete Real Property tax payment in the Quezon City which provided to a lending company, bank or personal use.



Office or Division:		Real Estate Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Quezon City Real Property owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Real Property Tax Clearance form		Tax Clearance Section		
2. Latest Official receipt of Real Property tax		City Treasurer's Office		
3. S.P.A/ Authorization letter, Secretary Certificate (Corporation/Company) if not declared as owner		Real Property owner		
4.Title (photocopy)		Registry of Deeds		
5.Latest copy of Tax Clearance (if available)		Real Estate Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the accomplished form and other documentary requirements	1.Receive the accomplished form and evaluate the completeness of the submitted requirements and determine if declared owner or authorized person 1.1 Verify the status of the real property tax payment records and determine if there are any outstanding real property tax arrears / RPT adjustments and other charges & fees 1.2Issue order of payment	₱ 50.00 per Tax Declaration	15 minutes	Receiving clerk Tax Clearance Section
2.Accept the order of payment and pay the required amount 2.1Receive official receipt	2. Receive the payment and order of payment 2.1 Issue official receipt 2.2Issue claim stub specified the releasing date		5 minutes	Collector Tax Clearance Section Receiving Clerk
3.Return to the Releasing counter and present the claim stub	3.Release tax clearance with the security seal		1 day	Releasing clerk Tax Clearance Section
Total				
*Note: Submit the previous tax clearance - 1 day New application or no attached previous tax clearance – 3 days				



10 or more tax clearance application- 5 days
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ASSESSMENT AND BILLING OF REAL PROPERTY TAX

Performing proper computation and billing of Real Property Taxes prior to its actual payment

Office or Division:		Real Estate Division		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All Quezon City Real Property Owners/Developers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Tax Declaration		City Assessor		
2.Real Property Tax (RPT) official receipts (Latest)		Taxpayers Payment Lounge		
3.Title		Register of Deeds		
4.Real Property Tax Credit application form		Real Estate Division		
5.Real Property Tax Credit: Request Letter, original Official Receipts, Tax Declaration (Latest) and S.P.A with government issued ID (if not the declared owner)		Taxpayer/Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Current Real Property Tax (RPT) payment 1.Present latest official receipt, tax declaration or title 1.1Receive printed RPT bill 1.2Proceed to Taxpayer’s Payment Lounge for payment	1.Verify the RPT payment 1.2Assess and bill the Real property tax due 1.1.Issue printed RPT bill	As stated in the RPT Bill	10 minutes	Assessment Officer Real Property Assessment Lounge
Total			10 minutes	
Real Property Tax Delinquent (Not included in the Real Properties for Auction) 1.Proceed to the 2 nd Floor Real Estate Division 1.1 Present latest official receipt/tax declaration, Statement/ Notice of Delinquency and other requirements *For staggered payment, Proceed to	1.Verify the RPT payment 1.2Assess and bill the Real property tax due or as indicated in the agreement 1.3Countersign the printed RPT Bill by the supervisor		20 minutes	Assessment Officer Supervisor Delinquency Section



Delinquency Section for instalment payment undertaking 1.2Receive the RPT Bill and pay the required amount	1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts	As stated in the RPT Bill	20 minutes	Collector Delinquency Section
Total			40 minutes	
Real Property Tax Delinquent (included in the list of properties to be auctioned in the next public auction) 1.Present the Statement/ Notice of Delinquency, Final Notice of Delinquency or Warrant of Levy 1.2Receive the RPT Bill and pay the required amount	1.Verify the notice presented and check for RPT arrears including the publication cost 1.2Assess and bill the RPT due 1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts	As stated in the RPT Bill	10 minutes	Assessment Officer
			10 minutes	Supervisor Delinquency Section
				Collector Delinquency Section
Total			20 minutes	
Real Property Tax Delinquent (included in the list of properties that were already auctioned and within the Redemption Period) 1.Present the Notice of Delinquency, Final Notice of Delinquency or warrant of levy (if any) 1.2Receive the RPT Bill and pay the required amount	1.Verify if the property is within the redemption period and check for RPT arrears, cost of publication and corresponding interest on bid price (if any) 1.2Assess and bill the RPT due 1.3Countersign the printed RPT bill 1.4 Accept the RPT bill and Payment 1.5Issue RPT official receipts	As stated in the RPT Bill	10 minutes	Assessment Officer
			20 minutes	Supervisor Delinquency Section
				Collector Delinquency Section
Total			30 minutes	
Real Property Tax Credit (Double payment, erroneous payment, idle land tax, value reversion, property reclassification) 1. Prepare request letter for claim of tax credit specifying the detailed information and submit photocopy of documentary	1.Accept the request letter and submitted documentary requirements 1.1Forward to Real Estate Division the submitted		5 minutes	Receiving Clerk Records Section
			5 minutes	Receiving Clerk



requirements (official receipts, copy of tax declaration, title and SPA with valid government ID, if not declared owner) 1.1 Proceed to 3 rd floor, Records Section, Administrative Division to submit the documentary requirements 1.2 Wait for the processing of the submitted documents	documentary requirements 1.2 Evaluate the real estate tax payment and the submitted documentary requirements *if prescriptive period on tax credit has set in, Inform the taxpayer that the request has been denied pursuant to Chapter 9 Sec. 229 of Quezon City Revenue Code as amended		7 days	Real Estate Division Clerk Real Estate Division
2. Receive a letter or phone call informing the credited tax claim or not	2. Prepare the Tax Credit Application of payment form specifying the detailed tax credit claim information 2.1 Recommending Approval of the assessment form 2.2 Approval of the tax credit claim 2.3 Encode the credited tax claim on the Real Property Tax Module			Clerk Real Estate Division Chief Real Estate Division City Treasurer Assessment Clerk Real Estate Division
Total			7 days and 10 minutes	
• Processing period of Real Property Tax Credit depends on the nature of claim or case of transaction provided				

COLLECTION OF REAL PROPERTY TAX

Real Property tax payments are collected and validated through issuance of Computerized Official Receipts

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Real Property owners /developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computerized Real Property Tax Bill		Real Property Assessment Lounge		
2. Cash/ Managers, Cashier's Check		RPT Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Proceed to Taxpayer’s Payment Lounge 1.1Present the Computerized Real Property Tax Bill at the assigned Counter flash on the queuing screen and pay the required amount 1.2Receive the computerized Real Property tax official receipts	1.Accept the Real Property Tax Bill and payment 1.1Verify the existence of assessment and encode the amount tendered *for check payment, encode the bank’s name, date, amount and check number 1.2Validate payment and issue computerized Real Property Tax official receipts	As stated in the Real Property Tax Bill	10 minutes	Local Revenue Collection Officer Taxpayers Payment Lounge
Total			10 minutes	

ISSUANCE OF ACCOUNTABLE FORMS

Every officer of the local government unit whose duties permit or require the custody of funds, property/ accountable forms shall be covered by a fidelity bond and such officer shall be accountable and responsible for said funds and property/ accountable forms and for the safekeeping thereof in conformity with the provisions of law. (Sec.305 (f), LGC; Sec.101, PD No. 1445)

Office or Division:	Accountable Forms Unit-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Quezon City Bonded Accountable Officers, Appointed Barangay Treasurers and SK Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Requisition and Issuance Slip (RIS)		Verification Section-City Treasurer’s Office		
2.Confirmation letter or approved Fidelity Bond		Bureau of Treasury		
3.Memorandum designated as Collecting officer (City Collectors)		City Treasurer’s Office		
4.Brgy./SK Resolution and Appointment letter designated as Brgy./SK Treasurer		Barangay Hall		
5.Authorization letter from Brgy. Captain requesting for accountable form (AF#51 & CTC-Individual)		Barangay Hall		
6.Authorization letter designated as Deputized Collector to acquire CTC-Individual (Brgy. Treasurer)		City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Barangay /SK Treasurer 1. Present duly approved RIS and submit complete documentary requirements	1. Accept approved RIS and evaluate the completeness of the submitted documents 1.1 Check the fidelity bond effectivity date of the accountable officer		5 minutes	In-Charge Accountable Forms Unit City Treasurer's Office
2. Pay the cost of accountable form requested and receive official receipt 2.1 Photocopy of official receipt (1 copy) to be submitted to the releasing area	2. Accept payment and issue official receipt 2.1 Provide the approved RIS to the releasing custodian to prepare and process the requested accountable form	Depends on the prevailing price indicated in the Purchase Order	5 minutes	In-Charge Accountable Forms Unit City Treasurer's Office
3. Proceed to releasing area of AF and sign the receiving log-book of accountable forms 3.1 Check the quantity and serial number of booklet/pad purchase And received copy of approved RIS	3. Release the requested Accountable form 3.1 Consolidate the RIS with attached photocopy of Official Receipt		5 minutes	Releasing Clerk Accountable Forms Unit
Total			15 minutes	
Bonded Accountable Officers/City Collectors 1. Submit duly approved RIS which indicated the quantity of un-issued Accountable Form	1. Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer		5 minutes	Releasing Clerk Accountable Forms Unit
2. Wait for the preparation of the requested accountable form	2. Prepare and process the requested accountable form		5 minutes	Releasing Clerk Accountable Forms Unit
3. Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1 Sign the receiving log-book, portion of RIS and receive copy of the approved RIS	3. Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable		5 minutes	Releasing Clerk Accountable Forms Unit



	officer thru the existing system			
Total			15 minutes	

REMITTANCE OF CASH COLLECTION

Bonded Collectors at the end of business hours, shall prepare the Report of Collection and Deposits (RCD) and remits the collection to the authorized Cashier at the Cash Division.

Office or Division:		Cash Division		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All Quezon City Bonded Collector and Barangay Treasurer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Report of Collection and Deposits (RCD)		Accountable Officer		
2.Issued or duplicate copy of Official receipt		Accountable Officer		
3.Order of payment		Revenue Generating Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duplicate copy of issued official receipt (duplicate copy) with attached order of payment and present the Report of Collection and Deposits (RCD)	1.Verify the accuracy of the amount collected based on the submitted issued or duplicate Official Receipts and order of payment		15 minutes	Verifier Fiscal Verification Section
2.Receive the RCD with the initial of the verifier	2.Sign the RCD of the accountable officer upon checking the completeness and accuracy of the declared collection		5 minutes	Verifier Fiscal Verification Section
3.Proceed to the Cashier for the remittance of collection 3.1 Receive the signed RCD as proof of remittance	3.Receive and count the cash/check remitted 3.1Release the signed RCD		5 minutes	Cashier Cash Division
Total			25 minutes	

SECURING CERTIFICATE OF EMPLOYMENT

Certificate of Employment is issued to regular plantilla or job order employee needing this document that he/she is employed/ connected to this Office and for whatever legal or personal use of the employee.

Office or Division:	Personnel Section-Administrative Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government



Who may avail:	All Quezon City Treasurer's Office (Permanent or job-order employee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document Request form (DRF)		Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee accomplish Document Request form (DRF) at the Personnel Section and receive the claim stub	1.Accept the application form and encode in the certificate record system the requested certification of employee 1.1 Issue claim stub and process the requested certification 1.2 Approve/sign the certification	None	10 minutes	Receiving Officer Personnel Section Acting Chief, Administrative Division
2. Present the claim stub and receive the requested certification	2.Upon presentation of claim stub, release the requested certification		5 minutes	Releasing Clerk Personnel Section
Total			15 minutes	

RECEIVING INCOMING AND OUTGOING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/ Agency addressed to the City Treasurer's Office for information, compliance or claim of the requesting party

Office or Division:	Records Section-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All company, business establishments and/or government offices, taxpayers, employee with a communication letter, for information or compliance addressed to this Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.letter/ memoranda		Agency/Taxpayer / Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the letter at the Records Section, receiving area with other attached documents to prove your claim or request 1.1Receive the stamped copy (with date and control number) as prove of	1.Accept and stamp the receiving copy and other attached documents by the Records Section (provided with Control number)	None	5 minutes	Receiving clerk Records Section



received of the Records Section (*For follow-up, receive a stub indicated the telephone number of this Office with name of personnel)	1.1Provide the received copy (stamped) to the taxpayer /or requesting party (if applicable, the stub indicated the name of person and telephone number)			
	2.Register in the log-book and thru existing system, the received letter/ memoranda and attach routing slip 2.1 Evaluate the letter to whom it will be assigned 2.2Release the letter to appropriate personnel for proper action or for dissemination		10 minutes 5 minutes	Receiving clerk Records Section Chief Records Section Releasing Clerk Records Section
Total			20 minutes	

CITY TREASURER’S OFFICE
Branches
External Services

ASSESSMENT OF BUSINESS TAX

Performing proper computation and billing of Business Tax prior to actual payment

Office or Division:	City Treasurer’s Branch Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All QC taxpayers engaging in Business and professional services	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Sales Declaration and Evaluation Form		Branch Office
2.Current year’s Community Tax Certificate issued in QC or other LGUs (If available)		City Treasurer’s Branch Office/ other LGUs
3.Preceding year’s (Mayor’s Permit/Business permit		Building Permit and Licensing Department (BPLD)
4.Preceding year’s business tax bill and Official Receipts		City Treasurer’s Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1st Quarter 1.Present the Approved Sales Declaration and Evaluation Form and other required documents	1.Accept the approved Sales Declaration and Evaluation Form. 1.1Encode thru the system all pertinent information from the business permit and compute City Tax and regulatory fees	Depends on the ff: -line of business -Gross Sales -Area of establishment	10 minutes	Assessment Officer CTO Branch Office
2.Receive computerized Business tax Bill for approval of authorized signatories	2.Issue computerized Business Tax Bill			Assessment Officer CTO Branch Office
Total			10 minutes	
2nd-4th Quarter 1.Present the previous Business tax bill and official receipts 1.1Receive the computerized business tax bill	1.Accept the previous business tax bill and check the Mayor's Permit number thru system 1.1Print and issue computerized business tax bill		10 minutes	Assessment Officer CTO Branch Office
Total			10 minutes	

COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of computerized Official receipts

Office or Division:	City Treasurer’s Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City Business owners/operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computerized Business Tax Bill (duly approved/signed by City Treasurer or his deputized signatory)		City Treasurer’s Branch Office		
2. Cash/Manager’s or Cashier’s Check		Business Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Payment counter 1.1Present the approved Computerized Business Tax Bill at the assigned Counter flash	1.Accept the approved computerized Business Tax Bill and payment 1.1Verify the existence of	As stated in the Business Tax Bill	10 minutes	Local Revenue Collection Officer CTO Branch Office



on the queuing screen and pay the required amount 1.2Receive the computerized Business tax official receipts	assessment and encode the amount tendered *for check payment, encode the bank's name, date, amount and check number 1.2Validate payment and issue computerized Business Tax official receipts			
Total			10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	City Treasurer's Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City residents, business owners and taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Community Tax Declaration Form (CTDF)		City Treasurer's Branch Office		
2.Government Issued valid ID		DFA, SSS, GSIS, Comelec, LTO		
3.New Business: Single Proprietor Certificate of Registration		Department of Trade and Industry (DTI)		
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator)		City Treasurer's Office (Main)		
5.Individual: Proof of income, payslip, BIR Form 2316		Company, BIR		
6. Claiming of paid CTC Single Proprietor Original tax bill and official receipt (Duplicate or pink copy of official receipts		City Treasurer's Branch Office		
7.For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		Owner or client being represented DFA, SSS, GSIS, Comelec, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1. Taxpayer accomplish community tax declaration form	1. Accept the accomplished CTDF and required documents	Amount to be paid depends	5 minutes	Collector CTO Branch Office



(CTDF) and present date of registration of business	2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	on the income of taxpayer		
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC		5 minutes	Collector CTO Branch Office
Total			10 minutes	
Renewal of Business: 1.Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by a evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2.Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTO Branch Office
2.Pay the required amount and receive the computerized community tax certificate (CTC)	1.Accept the payment and release the computerized CTC			
Total			5 minutes	
Individual 1.Taxpayer accomplish CTDF and proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF 2.Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector CTO Branch Office
2.Pay the required amount and receive the computerized	2.Accept the payment and release the			Collector



community tax certificate (CTC)	computerized CTC			
Total			5 minutes	
Claiming of paid CTC Single Proprietor 1.Taxpayer present original tax bill and duplicate of pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total				
ISSUANCE OF CERTIFIED TRUE COPY				
1.Taxpayer accomplish unified request form and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Collector
2.Pay the required fee at the designated Counter	2.Accept payment and issue official receipt			
3. Present Official receipt at Releasing counter and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy		5 minutes	
Total			10 minutes	

ISSUANCE OF COMMUNITY TAX CERTIFICATES (CORPORATION)

Community Tax Certificate shall be issued to every person or corporation upon payment of the Community tax. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	City Treasurer's Branch Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All Quezon City residents, business owners and taxpayers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Community Tax Declaration Form (CTDF)	City Treasurer's Branch Office
2.Government Issued valid ID	DFA, SSS, GSIS, Comelec, LTO
3. New Business: Certificate of Registration	Securities and Exchange Commission Cooperative Development Authority
4. Renewal of Business: Proof of Income (Approved business tax declaration by an evaluator) ITR/Financial Statement if principal office is located outside Quezon City	City Treasurer's Office Branch Office



For Real Property Owner-Real property tax bill				
5. Claiming of paid CTC Corporation Original tax bill and official receipt (Duplicate or pink copy of official receipts)		City Treasurer's Office Branch Office		
For Representative: Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative		DFA, SSS, GSIS, Comelec, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present date of registration of business	1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically computes tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector
Total			5 minutes	
Renewal of Business: 1. Taxpayer accomplish community tax declaration form (CTDF) and present the approved business tax declaration by an evaluator 1.1 Taxpayer proceed to the counter intended for encoding of information	1. Accept the accomplished CTDF and required documents 2. Encode the pertinent information declared on CTDF thru a system which automatically compute tax due based on the declared gross sales on the CTDF	Amount to be paid depends on the income of taxpayer	5 minutes	Collector
2. Pay the required amount and receive the computerized community tax certificate (CTC)	1. Accept the payment and release the computerized CTC			Collector
Total			5 minutes	



Claiming of paid CTC Corporation 1.Taxpayer present original tax bill and duplicate of pink copy of official receipts	1.Search Mayor's permit no. (MP) thru the system and print CTC based on presented documents	Included in the payment of Business Tax	5 minutes	Collector
2.Receive the computerized community tax certificate (CTC)	2.Release computerized CTC			
Total			5 minutes	
ISSUANCE OF CERTIFIED TRUE COPY				
1.Taxpayer accomplish unified request form and accept order of payment	1.Accept accomplished form and issue order of payment		5 minutes	Collector
2.Pay the required fee at designated counter	2.Accept payment and issue official receipt			
3. Present Official receipt at the Counter and wait for the release of your requested certified true copy	3.Process and release the requested certified true copy			
Total			5 minutes	

PAYMENT OF MISCELLANEOUS TAXES & FEES

Collection of regulatory fees and various user/ service charges as required by law and imposed by revenue generating departments of the Quezon City.

Office or Division:	City Treasurer's Branch Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Quezon City taxpayers engaging in Business, profession and/or transaction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original order of payment generated from revenue offices (no alteration)		Various revenue generating offices of Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAYMENT OF PROFESSIONAL TAX RECEIPTS (PTR) All PRC and IBP card holders New:	1. Verify from the record of the previous payment 2.Accept payment	₱ 300.00 (plus penalty if not updated; 25% + 2%)	5 minutes	Collector



Professionals-previous/currently employed in gov't 1. Submit service record 2. Present original PRC ID 3. Pay the required fee Renewal: Present latest Original PTR and photocopy of latest PTR	3. Issue Professional Tax Receipts	monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00		
PTR (LAWYERS) New: Lawyers presents 1. Present original IBP card and original Certification from Supreme Court 2. Pay the required fee 3. Receive Professional Tax receipts Renewal: Lawyers previous/currently employed in gov't present Service Record, original latest PTR and photocopy of latest PTR and IBP card For Representative of Professional/Lawyers 1. Present original (PRC/IBP card), original & photocopy of authorization letter and original and photocopy of gov't issued ID, photocopy of ID of authorized person	1. Verify from the record of the previous payment (if applicable) 2. Accept payment 3. Issue Professional Tax Receipts	₱ 300.00 (plus penalty if not updated; 25% + 2% monthly surcharge) Additional cost Verification fee of ₱ 20.00 Cert. true copy ₱ 50.00	5 minutes	Collector



COLLECTION OF MARKET BUSINESS TAX AND OTHER FEES

Collecting fees from Public and Private Markets and slaughterhouses as per order of payments issued by other revenue generating departments

Office or Division:		City Treasurer’s Branch Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All QC taxpayers engaging in Market Business (Private and Public) street vendors, meat vendors, market stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Market Stallholders: 1 st Quarter Sales Declaration and Evaluation Form Business Permit Latest tax bill and official receipt 2 nd to 4 th Quarter Previous tax bill and official receipt		City Treasurer’s Branch Office Business Permit Licensing Office City Treasurer’s Office City Treasurer’s Branch Office		
Hawkers, street vendors, transient vendors/others Latest official receipt		City Treasurer’s Office		
Liquor Permit Fee Original order of payment		Business Permit Licensing Dept.		
Sealing Fee Original order of payment		City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Market Stallholders (Private and Public Markets) 1st Quarter 1.Taxpayer accomplish the Sales Declaration & Evaluation form, present business permit, latest tax bill and official receipt 2.Pay the required amount and receive official receipt 2.1Proceed to MDAD 2nd Quarter to 4th Quarter 1.Present the previous tax bill and official receipt 2.Pay the required amount and receive official receipt	<u>City Tax and Regulatory fees</u> 1.Evaluate the submitted requirement 1.1 Assess the Business taxes and regulatory fees 2. Accept payment and Issue Computerized Official receipt (COR)	Based on the amount indicated in the Order of payment	5 minutes	Collector Market Section Assessment Clerk Taxes and Fees Division Local Revenue Collection Officer
	<u>City Tax & Garbage fee</u> 1.Assess the City Tax & garbage fee 2.Accept payment and issue Computerized		5 minutes	Collector Market Section Local Revenue Collection Officer



	Official Receipt (COR)			
Hawkers Vending Fee (Street vendors, transient vendors/others 1.Present latest official receipt 2.Pay the required amount and receive official receipt	1.Accept order of payment (no alteration) issued by Market Development Administration Dept. 2.Accept payment and issue official receipt	Based on the market classification and area awarded	5 minutes	Collector
Payment for Slaughter and permit fees, ante mortem, post mortem, entry fee Meat Handlers, Market meat vendors others 1.Submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Veterinary Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Liquor Permit Fees (Beer, wine,serving/ special permit) Corporation & Single Proprietor (restaurants/retailer /wholesaler, bar, cocktail lounge, carinderia) 1.Taxpayer submit original order of payment 2. Pay the required amount and receive official receipt	1.Accept order of payment issued by the LLRB 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Sealing Fee 1.Taxpayer submit original order of payment 2.Pay the required amount and receive official receipt	1.Accept order of payment issued by the City Treasurer's Office 2. Accept payment and issue official receipt	Based on the amount indicated in the order of payment	5 minutes	Collector
Total			5 minutes	



BARANGAY COMMUNITY RELATION DEPARTMENT

1. Partnership Program

The Local Government Code of 1991, provides that Local Government Units shall promote the establishment and operations of Peoples organization, non-governmental and the private sector, to make them active partners in the pursuit of local autonomy, and to directly involve them in the plans, programs, projects or activities in local government unit, such as, but not limited to, membership in local special bodies (LSBs) and involvement to the delivery of basic services and facilities. As per Ordinance No. SP-2392, which mandates the creation of NGO/POs accreditation committee to process applications for accreditation of NGO and POs.

The BCRD as a member of the said committee was tasked to receive, pre-evaluate and transmit applications for accreditation to the office of City Secretary.

Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Civil Society Organization (CSOs) Quezon City-Based	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<div><input type="checkbox"/> Letter of Intent</div> <div><input type="checkbox"/> Duly accomplished Application Form</div> <div><input type="checkbox"/> Board Resolution signifying intention for accreditation</div> <div><input type="checkbox"/> Copy of Certificate of Registration</div> <div><input type="checkbox"/> Constitution/By-Laws</div> <div><input type="checkbox"/> List of current officers and members (with their addresses, citizenship and contact numbers)</div> <div><input type="checkbox"/> Annual Accomplishment Report/Previous Activities/Projects</div> <div><input type="checkbox"/> Financial Statement</div> <div><input type="checkbox"/> Copy of Minutes of the Meeting duly certified by Board Secretary</div> <div><input type="checkbox"/> Attendance of majority of the members who attended such meeting with their affixed signatures</div> <div><input type="checkbox"/> Barangay Certification attesting to existence of the organization (in the case POs not registered in any registering Agency)</div> <div>Note: Application shall be submitted in <u>THREE (3) SETS</u>, one (1) set to be</div>		BCRD Receiving Desk



retained by the applicant organization.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1. Sign in to client logbook</p> <p>Step 2. Submit the required documents to BCRD's receiving desk for initial assessment and verification.</p> <p>Step 3. Transmittal of all required documents to the committee on accreditation thru the City Secretary for appropriate action</p> <p>Step 4. Approval of the City Council</p> <p>Step 5. Issuance of Certificate of Accreditation</p> <p>Step 6. Release of Accreditation Certificate</p>	<p>1. Receipt of Letter of Intent together with the required documents</p> <p>2. Orientation of CSO Applicant's officer on its role and functions.</p> <p>3. Pre-evaluation</p> <p>4. Transmittal of all required documents to the Committee on Accreditation thru the City Secretary for appropriate action.</p> <p>5. Approval of the City Council</p> <p>6. Issuance of Certificate of accreditation by the OVM</p>	None	Depending on the Calendar of the Committee of People's Participation and Public affairs of the QC Council	<ul style="list-style-type: none"> • Receiving Clerk • In-charge Records Section • Head of office • Chairperson/ Accreditation Committee • Office of the Vice Mayor – City Council • Records Section
Total				

2. Community Assistance Program

This program aims to encourage active participation of Communities and Civil Society Organizations in building a safe and quality city by providing life-saving equipment and materials against emerging infectious diseases, natural and man-made calamities



Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Community-based Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request duly signed by solicitor/organizations Certificate of Accreditation 		BCRD Receiving Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Log-in to the BCRD Log Book Step 2: Submission of Letter Request Step 3: Follow up Step 4: Receiving of Solicited Materials	1. Receipt of Solicitation Letter and other required documents 2. Processing of request <ul style="list-style-type: none"> Classification of Request Evaluation Recommendation for Appropriate Action 3. Logistical Assistance	None	5 working days	<ul style="list-style-type: none"> Receiving Clerk In-charge of the Community Assistance Program Head of the Office Supply Officer Mayor's Office
Total			5 Days	

3. Support and Assistance for Incumbent and Former Barangay Officials

- A. Issuance of Service Records/Certification/Authentication.
- B. Facilitation of burial benefits to Barangay Officials, regular members of Barangay Public Security Officers (BPSO) and the members of Lupon Tagapamayapa who died in line of service during their office.

Office or Division:	BARANGAY AND COMMUNITY RELATIONS DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Incumbent and Former Barangay Officials <ol style="list-style-type: none"> Punong Barangay Barangay Kagawads Lupon Tagapamayapa BPSOs Regular Tanod Sangguniang Kabataan Officials 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Letter Request/Request Form 2. Government Issued IDs 3. Barangay Certification 4. Birth Certificate 5. Marriage Certificate 6. Death Certificate		BCRD Receiving Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submission of Letter Request a. For Claims/Burial and Financial Assistance b. Request for Service Record/Certification and Authentication. Step 2: Submission of Required Documents Step 3: Receiving of requested materials	A. For Service Record 1. Receipt of Required Documents 2. Processing of the request 3. Issuance/Release of Certificate/Service Record B. For Burial Benefits and Financial Request 1. Interview 2. Evaluation of Request Document Recommendation to the City Treasurer	P 50.00 per certification excluding for Burial/Financial Assistance	A. 1-2 working days B. Depending on availability of funds	<ul style="list-style-type: none">Receiving/Releasing ClerkEncoderIn-charge of Burial/Financial request Liaison
Total				



DEPARTMENT OF ENGINEERING

Road Maintenance Division External Services

A. ASPHALT OVERLAY

Office/Division	Road Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in	1. Inspection by District Engineer. 1.1 Evaluation of reported area / site involved. 1.2 Preparation of Program of Works.	None	7 days	Engineer V Engineering Department
	2. Inform the client of the inspection's status. Approval of project is subjected to availability of materials.	None	7 days	Engineer V Engineering Department
	3. Approved funds for Asphalt Overlay. 3.1 Notice to proceed. Implementation of works.	None	If funded - 90 days If not funded - variable	
TOTAL		None	104 days (if funded Variable (if not funded)	

B. ASPHALT PATCHING

Office/Division	Road Maintenance Division
Classification	Highly Technical
Type of Transaction	G2C



Who may Avail		Residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in	1. Inspection by District Engineer 1.1 Evaluation of reported area/site involved. 1.2 Preparation of Program of Works.	None	7 days	Engineer V Engineering Department
	2. Inform the client of the inspection's status. 2.1 Approval of project is subjected to availability of materials.	None	With available materials - 7 days If materials are unavailable - variable	Engineer V Engineering Department
TOTAL		None	14 days (with available materials Variable (if materials are unavailable)	

C. DECLOGGING/DESILTING, CRACK SEALING AND INSTALLATION OF MANHOLE COVER & REPAIR OF SIDEWALK/CURB & GUTTER/INLETS

Office/Division	Road Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in	1. Inspection by District Engineer and evaluation of reported area/site involved. 1.1 Preparation of Program of Works.	None	7 days	Engineer V Engineering Department



	2. Inform the client of the inspection’s status. 2.1 Approval of project is subjected to availability of materials.	None	15 days	Engineer V Engineering Department
TOTAL		None	22 days	

D. ROAD REPAIR

Office/Division	Road Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 2. Thru Phone Request 3. Walk-in				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request 2. Report the concern thru phone. 3. Walk-in	1. Inspection by District Engineer 1.1 Evaluation of reported area/site involved. 1.2 Preparation of Program of Works.	None	7 days	Engineer V Engineering Department
	2. Inform the client of the inspection’s status. 2.1 Approval of project is subjected to availability of materials.	None	With available materials - 7 days If materials are unavailable - variable	Engineer V Engineering Department
TOTAL		None	14 days (with available materials Variable (if materials are unavailable)	



Building Maintenance Division

External Services

A. BUILDING MAINTENANCE

To provide technical and working expertise to different request made by different Departments and Quezon City as a whole

Office/Division	Building Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2G (Government to Government)			
Who may Avail	Residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request (job description and pictures) 2. Thru Phone Request (emergency or urgent request) 3. Walk-in				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter-Request from various barangay constituents. 2. Report the concern thru phone. 3. Walk-in	1. Inspection by Building Maintenance Personnel	None	3 days	Architect V Engineering Department
	1.2 Evaluation of reported area/site involved.			Architect V Engineering Department
	1.3 Preparation of Program of Works.			Architect V Engineering Department
	2. Inform the client of the project's status.	None	With available materials – 15 days	Architect V Engineering Department
	2.1 Approval of project is subjected to availability of materials.		If materials are unavailable - variable	City Engineer Engineering Department
TOTAL		None	18 days (with available materials Variable (if materials are unavailable)	

Horizontal Infra-Projects Division

External Services

A. EXCAVATION CLEARANCE PROCESSING



Excavation clearance processing.

Office/Division	Waterworks Project Monitoring & Excavation Section, Horizontal-Infra Projects Division			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Water Concessionaire/Representative, Contractors and House/Building Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completely filled-up Application Form for Excavation, Sewer Connection and Pole/Attachment clearance. Form is available at the Department of Building Official			Application Form is available at the Department of Building Official	
CLIENTS STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Excavation Form and submit Application at the Department of Building Official to be endorsed to Engineering Department through Excavation Section.	1. Check / Evaluate all documents submitted by the applicant to the Department of Building Official	None	1 day	Evaluator Department of Building Official
2. To be notified by the inspector thru phone.	2. Subject to Inspection and Recommendation for Approval / Issuance of Clearance by the City Engineer	None	2 days	Waterways Superintendent II & City Govt. Department Head III Engineering Department
3. Claim the Excavation Permit at the Department of Building Official.	3. Releases Clearance and endorse to the Department of Building Official for Excavation Permit.	None		
TOTAL		None	3 days	

Planning and Programming Division
External Services

A. PREPARATION OF DETAILED ENGINEERING

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

Office/Division	Planning & Programming Division
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	Residents of Quezon City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request 3. Walk-in 2. Thru Phone Request				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Survey of possible site for program of estimates in coordination with barangay officials, school officials and residents of Quezon City.	None	1 day for 1-5 projects 2 days for 6-10 projects 3 days for 10 or more projects	<i>Head, Planning and Programming Division Engineering Department</i>
1. Letter Request from various city officials, barangay, school and residents of Quezon City. 2. Report the concern thru phone. 3. Walk-in	2. Evaluation and inspection of reported are/site involved.	None	2 days	<i>Head, Planning and Programming Division Engineering Department</i>
	3. Submit to the City Engineer the list of proposed infra-projects.	None	1 day	<i>Head, Planning and Programming Division Engineering Department</i>
	4. Preparation of Detailed Engineering	None	7 days	<i>Head, Planning and Programming Division</i>
	5. Transmit the result to the requesting party (for letter request from requesting party)	None	1 day	<i>City Government Department Head III Engineering Department</i>
	6. After the preparation of detailed engineering, all documents will be forwarded to the Infra-committee for	None	1 day	<i>City Government Department Head III Engineering Department</i>



	screening in the public bidding.			
	TOTAL	None	13 days for 1-5 projects 14 days for 6-10 projects 15 days for 15 or more projects	

Project Management Unit
External Services

A. PARTIAL BILLING FOR HORIZONTAL/WATERWAYS PROJECTS

Periodical accomplishment billing until 90% maximum frequency of once a month

Office/Division		Project Monitoring Unit		
Classification		Highly Technical		
Type of Transaction		G2B		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the City Engineer		1. Provided by the contractor (signed by duly authorized representative)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request	1. Preparation of detailed accomplishment	None	2 days	Engineer IV Engineering Department
	2. Project status verification	None	5 days	Engineer IV Engineering Department
	3. Preparation of Statement of Account (SWA)	None	4 days	Engineer IV Engineering Department
	4. Request approval or disapproval	None	2 days	City Government Department Head III Engineering Department
	5. Transmit request to Finance Department	None	2 days	Engineer IV Engineering Department
TOTAL		None	15 days	



B. PARTIAL BILLING FOR VERTICAL PROJECTS

Periodical accomplishment billing until 90% maximum of once a month.

Office/Division	Project Monitoring Unit			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may Avail	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request for billing addressed to the City Engineer		1. Provided by the contractor (signed by duly authorized representative)		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request	1. Preparation of detailed accomplishment	None	2 days	Engineer IV Engineering Department
	2. Project status verification	None	7 days	Engineer IV Engineering Department
	3. Preparation of Statement of Account (SWA)	None	4 days	Engineer IV Engineering Department
	4. Request approval or disapproval	None	2 days	City Government Department Head III Engineering Department
	5. Transmit request to Finance Department	None	2 days	Engineer IV Engineering Department
TOTAL		None	17 days	

C. FINAL BILLING FOR VERTICAL PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

Office/Division	Project Monitoring Unit			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may Avail	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-Request for billing addressed to the City Engineer 2. As Built Drawings 3. Material Testing Result 4. Technical Specification 5. Pert. CPM 6. Notice to Award 7. Notice to Commence 8. Contract 9. Program of Works 10. Agency Estimate 11. Pictures (colored) 12. Copy of original plans			1. Provided by the contractor (signed by duly authorized representative)	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Punch listing inspection	None	7 days	Engineer IV Engineering Department



2. Rectification of inspector's findings	2. Punch listing inspection	None	5 days	Engineer IV Engineering Department
	3. Preparation of report recommending final inspection	None	4 days	Engineer IV Engineering Department
	4. Final punch list inspection	None	7 days	Engineer IV Engineering Department
	5. Preparation of Statement of Account (SWA)	None	2 days	Engineer IV Engineering Department
	6. Completion and acceptance inspection	None	3 days	City Government Department Head III Engineering Department
	7. Transmit request to Finance Department	None	2 days	City Government Department Head III Engineering Department
TOTAL		None	30 days	

D. FINAL BILLING FOR HORIZONTAL / WATERWAYS PROJECTS

Issuance of remaining unbilled contract amount after the project has been satisfactorily completed.

Office/Division		Project Monitoring Unit		
Classification		Highly Technical		
Type of Transaction		G2B		
Who may Avail		Contractors		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Letter-Request for billing addressed to the City Engineer 2. As Built Drawings 3. Material Testing Result 4. Technical Specification 5. Pert. CPM 6. Notice to Ward 7. Notice to Commence 8. Contract 9. Program of Works 10. Agency Estimate 11. Pictures (colored) 12. Copy of original plans				1. Provided by the contractor (signed by duly authorized representative)
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Punch listing inspection	None	3 days	Engineer IV Engineering Department
2. Rectification of inspector's findings	2. Punch listing inspection	None	3 days	Engineer IV Engineering Department
	3. Preparation of report recommending final inspection	None	3 days	Engineer IV Engineering Department



	4. Final punch list inspection	None	5 days	Engineer IV Engineering Department
	5. Preparation of Statement of Account (SWA)	None	2 days	Engineer IV Engineering Department
	6. Completion and acceptance inspection	None	3 days	City Government Department Head III Engineering Department
	7. Transmit request to Finance Department	None	2 days	City Government Department Head III Engineering Department
TOTAL		None	21 days	

E. TIME EXTENSION FOR VERTICAL, HORIZONTAL AND WATERWAYS PROJECTS

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

Office/Division	Project Monitoring Unit			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may Avail	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request addressed to the City Engineer 2. PERT / CPM and Bar Chart 3. Supporting documents (if needed) 4. If extension is due to weather, submit PAG_ASA report 5. Others		1. Provided by the contractor 2. PAG-ASA 3. End-user		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Preparation of report recommending approval or disapproval	None	4 days	Engineer IV Engineering Department
	2. Verify documents submitted	None	4 days	Engineer IV Engineering Department
	3. Approval / disapproval of request	None	3 days	City Government Department Head III Engineering Department
	4. Release documents	None	2 days	Engineer IV Engineering Department
TOTAL		None	13 days	



F. PROJECT SUSPENSION FOR VERTICAL, HORIZONTAL & WATERWAYS PROJECTS

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

Office/Division	Project Monitoring Unit			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may Avail	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-Request addressed to the City Engineer 2. PERT / CPM and Bar Chart 3. Pictures of affected area 4. Supporting documents (if needed)		1. Provided by the contractor 2. End-user		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Site inspection	None	5 days	Engineer IV Engineering Department
	2. Preparation of justification report recommending approval or disapproval	None	4 days	Engineer IV Engineering Department
	3. Verify documents submitted	None	4 days	Engineer IV Engineering Department
	4. Approval / disapproval of request	None	3 days	City Government Department Head III Engineering Department
	5. Release of documents	None	2 days	Engineer IV Engineering Department
TOTAL		None	18 days	

G. VARIATION ORDER FOR VERTICAL, HORIZONTAL & WATERWAYS PROJECTS

Modification of contract amount either increase or decrease to satisfy the actual site condition requirements (maximum of 10%).

Office/Division	Project Monitoring Unit
Classification	Highly Technical
Type of Transaction	G2B
Who may Avail	Contractors
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-Request addressed to the City	1. Provided by the contractor



Engineer 2. Original drawing plans 3. BID documents 4. Pictures (colored) 5. Notice to Proceed 6. Notice to Commence 7. Contract		2. End-user		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit requirements	1. Preparation of cost estimates and take off	None	14 days	Engineer IV Engineering Department
	2. Verification of submitted documents	None	14 days	Engineer IV Engineering Department
	3. Recommend approval / disapproval	None	7 days	City Govt. Department Head III Engineering Department
	4. Approval / disapproval of variation order	None	7 days	Variation Committee
	5. Preparation of report address to the Mayor	None	5 days	Variation Committee
	6. Approval / disapproval of variation order	None	7 days	City Mayor Office of the City Mayor
	7. Issuance of report to contractor	None	2 days	City Mayor Office of the City Mayor
TOTAL		None	56 days	

Administrative Division External Services

A. RECEIVING/RELEASING OF VARIOUS COMMUNICATIONS, COMPLAINTS, REQUESTS, BILLINGS, ETC.

Receiving and Releasing of incoming and outgoing communications from the General Public.

Office/Division	Records Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2B, G2C, G2G			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of concerned with attachment from the general public 2. Letter response to the end-user			1. Government agency concerned	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Letter request or communication to Records Section 1.1 Obtain receiving copy	1. Receive and stamp the documents 1.1. Provide the client a receiving copy for reference 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the City Engineer	None	1 day	Chief Administrative Officer Engineering Department
	2. Forward communications to the Office of the City Engineer for instructions indicated in the Routine Slip	None	1 day	City Government Department Head III Engineering Department
	3. Receive and check the instructions of the City Engineer and encode in Logbook Records Communication e-file 3.1 Release documents to different divisions, utility, contractor, barangay and other concerned agencies as instructed by the City Engineer.	None	1 day	Chief Administrative Officer Engineering Department
TOTAL		None	3 days	

B. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients of certified photocopies of documents.

Office/Division	Records Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2B, G2C, G2G			
Who may Avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of concerned with attachment from the general public		1. Government agency concerned		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Communications from the end-user, complaints request	1. Receive request and check the Storage/Archive Room 1.1. Stamp with Certified Photocopy to be signed by the Head of Records Section 1.2 Issue Order of payment	None	1 day	Administrative Officer IV, Records Section Engineering Department
2) Certified true copy of previous documents needed.	2. Order of Payment to be paid at the City Treasurer's Office 2.1 Filing of the photocopy of the receipt from the City Treasure's Office	₱ 50.00		City Treasurer City Treasurer's Office Administrative Officer IV, Records Section Engineering Department
TOTAL		₱ 50.00	1 day	

Administrative Division Internal Services

A. APPLICATION FOR EMPLOYMENT/PROMOTION

Employment/Promotion is open to all provided that there is a vacant position. Applicants should possess the minimum qualification requirement of the position applied for.

Office/Division		Personnel Section, Administrative Division		
Classification		Complex		
Type of Transaction		G2G, G2C		
Who may Avail		Employees of Engineering Department, General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Application specifying the position Desired and 2. Personal Data Sheet			Personnel Section	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application and Personal Data Sheet at the Records Section.	1. Forward the request to the City Engineer for instructions.	None	1 day	Administrative Officer IV, Records Section Engineering Department
	2. Application coursed to the Chief Administrative Officer for dispositive action.	None	1 day	City Government Department III Engineering Department



	3. Conduct pre-screening	None	1 day	<i>Administrative Officer II, Personnel Section Engineering Department</i>
	4. Prepare notice of screening and submit to the Chief Administrative Officer for interview 4.1 Forward evaluation to the City Engineer for approval &/or further interview.	None	2 days	<i>Chief Administrative Officer Engineering Department</i>
	5. City Engineer forwards to Asst. City Engr. for Administration &/or Chief Administrative Officer for coordination &/or instructions.	None	2 days	<i>City Government Department Head III Engineering Department</i>
2. Submit all the requirements for employment / promotion.	6. Notify applicants to comply with the requirements.	None	5 minutes	<i>Chief Administrative Officer Engineering Department</i>
TOTAL		None	7 days, 5 minutes	

B. APPLICATION FOR LEAVE OF ABSENCES

Employees are granted the right to avail leave of absence with or without pay as provided be the CSC Rules and Regulations.

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL		Employees of Engineering Department		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished leave form (CS Form 6) in two (2) copies 2. Medical Certificate for sick leave exceeding five (5) days and other supporting documents			Personnel Section	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish leave form (CS Form 6)	1. Receive the duly filled-up Leave of Absence Form 1.1 Compute and record the	None	1 day	<i>Administrative Officer II, Personnel Section</i>



from Nos. 1 to 6D. Have the respective head sign for recommending approval of leave and submit to Personnel Section	leave credits.			Engineering Department
	2. Forward the Application Form for initial. 2.1 Forward the Application Form for signatures of the Chief Administrative Officer and Asst. City Engineer for Administration	None		<i>Administrative Officer II, Personnel Section Engineering Department</i>
TOTAL		None	1 day	

C. APPLICATION FOR RETIREMENT

Processing of the requirements for the Retirement/Separation of employees.

Office/Division		Personnel Section, Administrative Division		
Classification		Simple		
Type of Transaction		G2G		
Who may Avail		Retired Engineering employees		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Letter of Intent to retire (for optional retiree) 2. GSIS Application for Retirement Form 3. Service Record & LWOP 4. Office Clearance 5. General Clearance 6. Legal Clearance 7. Birth Certificate				Personnel Section
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Letter of Intent to retire (FOR OPTIONAL RETIREE) addressed to the City Engineer at the Records Section	1. Receive and stamp the documents 1.1. Provide the client a receiving copy for reference 1.2 Encode communications for attachment of Routine Slip 1.3 Check and review the communications before proceeding to the City Engineer	None	1 day	Administrative Officer II, Personnel Section Engineering Department
2. Submit all the requirements	2. Prepare endorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer.	None	1 day	Administrative Officer II, Personnel Section Engineering Department
	3. Transmit endorsement to the HRMD	None		Human Resource Management Department
TOTAL		None	2 days	

D. APPLICATION FOR TERMINAL LEAVE

Terminal Leave Benefit is granted to officials and employees upon retirement or separation from the service. Benefits are based on accumulated leave credits.

Office/Division	Personnel Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	Retired & Legal Heirs of the deceased Engineering employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS Clearance 2. Service Record & LWOP 3. Office Clearance 4. General Clearance 5. Legal Clearance 6. Birth Certificate 7. NOSA 8. SALN 9. Leave Form & Leave Card				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all the requirements	1) Prepare indorsement for initials of the Chief Administrative Officer and Asst. City Engineer for Administration and signature of the City Engineer.	None	2 days	Administrative Officer II, Personnel Section Engineering Department
	2) Transmit indorsement to the HRMD	None		Human Resource Management Department
TOTAL		None	2 days	

E. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Employees and former employees may request for Certificate of Employment which is usually required for loans, employment to other companies/agencies upon resignation from the government service and other purposes that requires certificate.

Office/Division	Personnel Section, Administrative Division			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	Engineering employees who were previously / currently deployed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in 2. Thru Phone Request		Personnel Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section to request for Certificate of Employment	1. Prepare Certificate of Employment 1.1 Forward to the Chief Admin Officer and Asst. City Engineer for Administration for initials and signature of the City Engineer.	None	1 day	Administrative Officer II, Personnel Section Engineering Department
	2. Release certificate to requestor	None	2 minutes	Administrative Officer II, Personnel Section Engineering Department
TOTAL		None	1 day, 2 minutes	

F. ISSUANCE OF OFFICE CLEARANCE



Office Clearance is requested by existing, resigned and separated employees as requirement for retirement/survivorship application, leave and loan application.

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to employee		
WHO MAY AVAIL		Officials/Employees of Engineering Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Retirement – Service Record 2. For Leave – exceeded 14 days – approved leave		Personnel Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section and bring necessary requirement.	1. Prepare Office Clearance.	None	15 minutes	<i>Administrative Officer II, Personnel Section Engineering Department</i>
	2. Forward the document for the signature of the concerned officers.	None	1 day	<i>Administrative Officer II, Personnel Section Engineering Department</i>
2. Obtain the request from the Personnel Section.	3. Record and release the document.	None	2 minute	<i>Administrative Officer II, Personnel Section Engineering Department</i>
TOTAL		None	1 day, 17 minutes	

G. REQUEST FOR CERTIFICATION OF LEAVE CREDITS

Securing personnel Certification of Leave Credits for various purposes.

OFFICE/DIVISION		Personnel Section, Administrative Division		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to employee		
WHO MAY AVAIL		Officers/Employees of Engineering Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Walk-in		Personnel Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Personnel Section to request for Certification of Leave Credits	1. Check the record of the employee. Compute and accomplish leave credits.	None	10 minutes	<i>Administrative Officer II, Personnel Section Engineering Department</i>
	2. Encode leave credits.			<i>Administrative Officer II, Personnel Section Engineering Department</i>
	3. Forward the Application form for the initial and signature of the officer in charge.	None	5 minutes	<i>Administrative Officer II, Personnel Section Engineering Department</i>
2. Obtain the request from the Personnel Section.	4. Record and release the document.		3 minutes	<i>Administrative Officer II, Personnel Section Engineering Department</i>
TOTAL		None	1 day, 17 minutes	

H. AUTHENTICATION OF PERSONNEL RECORDS

Official/Employees whether still in the service, retired, resigned, etc. often request for the authentication of the photocopy of their appointment, SALN, NOSA, Payslip, etc. for various purpose, otherwise it will not be considered an official document.

OFFICE/DIVISION	Personnel Section, Administrative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to employee			
WHO MAY AVAIL		Officials/Employees of Engineering Department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in		Personnel Section		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to Personnel Section to request for authentication of personnel record.	1. Receive and stamps the name of the signatory to the document being requested for authentication	None	1 minute	<i>Administrative Officer II, Personnel Section Engineering Department</i>
	2. forward the document to the officer for signature	None	3 minutes	<i>Administrative Officer II, Personnel Section Engineering Department</i>
2. Obtain the request from the Personnel Section.	5. Record and release the document.	None	1 minute	<i>Administrative Officer II, Personnel Section Engineering Department</i>
TOTAL		None	5 minutes	



DEPARTMENT OF PUBLIC ORDER AND SAFETY

1. RECRUITMENT AND HIRING OF DPOS PERSONNEL

Recruitment and hiring of DPOS Contract of Service personnel is the temporary measure implemented by this department to augment the existing workforce for particular program / project. The services of these Contract of Service personnel are subject for renewal every six months depending on the need and performance of the personnel.

Office / Division:	Administrative Division, Department of Public Order and Safety			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Quezon City residents, high school graduate, college level, college graduate or post graduate;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent / Application				
Personal Data Sheet		Administrative Division, DPOS		
Diploma - High School or College or Post Graduate		School / University		
Transcript of Records		School / University		
Civil Service Eligibility or its equivalent		Civil Service Commission / PRC		
Birth Certificate		Philippine Statistics Authority		
Marriage Contract (if applicable)		Philippine Statistics Authority		
Drug Test Result		Accredited Drug Testing Laboratory / Hospital		
NBI		National Bureau of Investigation		
Community Tax Certificate		City Treasurer's Office, Quezon City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter of application with Personal Data Sheet	1. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel;	None	3 mins	Receiving Clerk
	1.1 Records the document and prepares routing slip;	None	2 mins	Receiving Clerk
	1.2 Forwards the application to the Administrative Division;	None	3 mins	Receiving Clerk
	1.3 Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the	None	15 mins	Chief Administrative Officer



	Department Head for instruction;			
	1.4 Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant;	None	30 mins	Head, DPOS
	1.5 Instructs Administrative Clerk to include the name of the applicant in the masterlist of applicants or to inform the applicant that he/she did not qualify to the current need of the department;	None	30 mins	Chief Administrative Officer
	1.6 Encodes the name of the applicant in the masterlist of applicants and informs them of their application status;	None	15 mins	Admin Clerk
	1.7 Sets the date for interview of all applicants; (this will depend on the availability of slots for COS)	None	30 mins	Chief Administrative Officer
	1.8 Informs DPOS Selection Committee members on the date and time of interview;	None	30 mins	Admin Clerk
	1.9 Informs all qualified applicants through e-message or text on the date and time of initial interview by the DPOS Selection Committee;	None	1 hour	Admin Clerk
2. Applicant appears on the date and time specified by the Admin Clerk;	2. Orients the applicant on the process of the interview and the important information the DSC will be asking;	None	30 mins	Admin Clerk
	2.1 Interviews qualified applicants;	None	20 mins	DPOS Selection Committee



	2.2 Collects the evaluation sheets / score sheets of the DCS members after all the applicants are interviewed and tabulates the result of the ratings;	None	1 hour	Admin Clerk
	2.3 Submits the result to the Chief Administrative Officer	None	20 mins	Admin Clerk
	2.4 Checks the tabulation and presents to the Department Head for instruction;	None	15 mins	Chief Administrative Officer
	2.5 Instructs the CAO to set final interview of applicants who passed the initial interview	None	15 mins	Head, DPOS
	2.6 Informs all applicants who passed the preliminary screening on the date and time of the final interview;	None	1 hour	Admin Clerk
3. Appears before the DPOS Head for final interview	3. Interviews all the applicants;	None	20 mins	Head, DPOS
	3.1 Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	None	20 mins	Head, DPOS
	3.2 Informs successful applicants to submit all documentary requirements within 5 days	None	30 mins	Chief Administrative Officer
	3.3 Waits for the submission of documents by the applicants;	None	5 days	Admin Clerk
4. Submits to DPOS all the documentary requirements	4. Receives and checks on the completeness of the documents and advises them to report after 2 days for the signing of contract and for the general orientation	None	2 hours	Admin Clerk
	4.1 Prepares Contract of Service for the newly hired applicants	None	1 hour	Admin Clerk



	4.2 Prepares all documentary requirements for the signing of contract and notifies all successful applicants to report for signing and orientation;	None	2 days	Admin Clerk
5. Reports to DPOS on the specified date for contract signing and orientation	5. The applicants are oriented on the Terms and Conditions prior to signing of contract;	None	30 mins	Chief Administrative Officer
6. Applicants signs Contract	6. Have the newly hired personnel sign contract as Contract of Service employees of DPOS for the period _____;	None	1 hour	Admin Clerk
	6.1 Affixes signature on the Contract of Service;	None	20 mins	Head, DPOS
	6.2 Transmits the signed Contract of Service to the Human Resource and Management Department for processing and signature of the Mayor;	None	30 mins	Admin Clerk
7. Reports for work	7. Welcomes the newly hired Contract of Service Personnel and gives them orientation on the functions of our department;	None	30 mins	Chief Administrative Officer
TOTAL:			8 days 6 hours 18 mins	

2. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

A DPOS Clearance is issued to private security guards securing occupational permit in compliance with Quezon City Ordinance No. SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies and its security guards or officers, detectives, or watchman deployed in Quezon City and imposing penalties for violation thereof."

Office / Division:	Security and Intelligence Division
Classification:	Simple
Type of Transaction:	G2B



Who may avail:	Private Security Guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		City Treasurer's Office		
2. Official Receipt (Mayor's Permit and Health Cert.)		City Treasurer's Office		
3. NBI /Police Clearance		NBI / Police Office		
4. 1x1 Picture				
5. Security Guard License		PNP Sosia		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all documentary requirements	1. Issues DPOS Clearance Form	None	5 minutes	SID Personnel
2. Accomplishes DPOS Clearance form	2. Receives and Records DPOS Clearance Form with supporting documents and assigns control number	None	10 minutes	SID Personnel
	2.1 Recommends /affixes initials for Approval of DPOS Clearance	None	5 minutes	Chief, SID
	2.2 Affixes initials on the DPOS Clearance	None	5 minutes	Chief, Admin
	2.3 Approves and signs Clearance	None	5 minutes	Head, DPOS
3. Secures approved DPOS Clearance	3. Releases DPOS Clearance	None	5 minutes	SID Personnel
TOTAL:			35 Minutes	

3. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY, TRAINING CENTERS, DEALER OF AMMUNITION & FIREARMS, RETAILER OF FIRECRACKERS AND FIREWORKS DISPLAY PYROTECHNICS

The DPOS Clearance is one of the requirements for securing Business Permit. This is in the compliance with the Quezon City Ordinance SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies.

Office / Division:	Security and Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Individuals applying for New/Renewal of Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SECURITY AGENCY (NEW)				
1. Business Permit Application Form		BPLD		
2. Barangay Clearance		Barangay of Business Location		
3. Fire Safety Inspection Certificate		BFD		
4. License to Operate from PNP		PNP		
5. SEC Registration (Corp)		SEC		
6. DTI (Single)		DTI		



SECURITY AGENCY (RENEWAL)				
1. Previous Business Permit	BPLD			
2. Official Receipt (Business Tax - Current Year)	CTO			
3. Locational Clearance	CPDO			
4. License to Operate	PNP			
5. Bgy. Clearance	Barangay of Business Location			
6. Monthly Disposition of Guards				
7. Fire Safety Inspection Certificate	BFD			
SECURITY TRAINING CENTER (NEW)				
1. Business Permit Application Form	BPLD			
2. Barangay Clearance	Barangay of Business Location			
3. Fire Safety Inspection Certificate	BFD			
4. Accreditation from TESDA/PNP	TESDA/PNP			
5. SEC Registration (Corp)	SEC			
6. DTI (Single)	DTI			
SECURITY TRAINING CENTER (RENEWAL)				
1. Business Permit Application Form	BPLD			
2. Barangay Clearance	Barangay of Business Location			
3. Fire Safety Inspection Certificate	BFD			
4. Accreditation from TESDA/PNP	TESDA/PNP			
5. Official Receipt (Business Tax - Current Year)	CTO			
RETAILER OF FIREARMS AND AMMUNITIONS (NEW)				
1. Business Permit Application Form	BPLD			
2. Barangay Clearance	Barangay of Business Location			
3. Fire Safety Inspection Certificate	BFD			
4. License to Operate to Deal in Firearm/Ammunition	PNP			
5. SEC Registration (Corp)	SEC			
6. DTI (Single)	DTI			
RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL)				
1. Business Permit Application Form	BPLD			
2. Barangay Clearance	Barangay of Business Location			
3. Fire Safety Inspection Certificate	BFD			
4. License to Operate to Deal in Firearm/Ammunition	PNP			
5. Official Receipt (Business Tax - Current Year)	CTO			
RETAILER OF FIRECRACKERS				
1. Filled-up MDAD Application Form	MDAD			
2. Barangay Clearance	Barangay of Business Location			
3. License to Deal Firecrackers and Pyrotechnic Devices Clearance	PNP			
4. Authorization from the Manufacturer				
5. Police Clearance	PNP			
6. RTC/MTC/ Prosecutor's Clearance	RTC/MTC/Prosecutor's Office			
7. Mayor's Clearance	Mayor's Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the necessary requirements	1. Receives and checks all the requirements and prepares routing slip	None	10 minutes	Receiving/Releasing Clerk
	1.1. Reviews and evaluates documents	None	30 minutes	Chief, Admin
	1.2. Refers to division-in-charge for complete staff work	None	20 minutes	DPOS, Head
	1.3. Evaluates and reviews all requirements	None	20 minutes	SID Personnel
	1.4. Prepares DPOS Clearance	None	15 minutes	SID Personnel
	1.5. Recommends approval	None	10 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	30 minutes	Chief, Admin
	1.7. Approves/Signs clearance	None	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2. Releases clearance to the applicant	None	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours and 25 Minutes	

4. DPOS CLEARANCE FOR FIREWORKS DISPLAY PYROTECHNICS

The Department of Public Order and Safety (DPOS) is responsible in issuing clearance for the use or display of firecrackers and pyrotechnics devices.

Office / Division:		Security and Intelligence Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Individuals applying for New/Renewal of Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FIREWORKS DISPLAY AND PYROTECHNICS				
1. Request letter				
2. Barangay Clearance		Concerned Barangay		
3. Fire Safety Certificate		BFD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request and all the necessary requirements	1. Receives and checks all the requirements and prepares routing slip	None	10 minutes	Receiving/Releasing Clerk
	1.2 Reviews and evaluates documents	None	30 minutes	Chief, Admin
	1.3 Reviews documents and refers request to SID for complete staff action	None	20 minutes	DPOS, Head



	1.4 Prepares DPOS Clearance	None	15 minutes	SID Personnel
	1.5 Recommends Approval	None	10 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	30 minutes	Chief, Admin
	1.7 Approves/signs clearance	None	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2. Releases clearance to the applicant	None	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours and 5 Minutes	

5. DPOS CLEARANCE FOR FIRING RANGE

The DPOS Clearance is one of the requirements for securing Business Permit for Firing Range. This is in the compliance of the Quezon City Ordinance SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies.

Office / Division:		Security and Intelligence Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Individuals applying for New/Renewal of Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SECURITY AGENCY (NEW)				
1. Application Form		BPLD		
2. Barangay Clearance		Barangay of Business Location		
3. Fire Safety Inspection Certificate		BFD		
4. FED Gun Club Accreditation		PNP		
5. FED Firing Range Accreditation		PNP		
6. DTI (Single)		DTI		
7. SEC (Corp)		SEC		
8. Locational Clearance		CPDO		
SECURITY AGENCY (RENEWAL)				
1. Previous Business Permit				
2. Barangay Clearance		Barangay of Business Location		
3. Fire Safety Inspection Certificate		BFD		
4. FED Gun Club Accreditation		PNP		
5. FED Firing Range Accreditation		PNP		
6. Official Receipt (Business Tax - Current Year)		CTO		
7. Official Receipt of Payment (Art. 41-QC Revenue Code)		DPOS		
8. Locational Clearance		CPDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the necessary requirements	1. Receives and records all documents and prepares routing slip	NONE	10 minutes	Receiving/Releasing Clerk



	1.1 Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.2 Reviews and refers to division-in-charge for complete staff work	NONE	30 minutes	DPOS, Head
	1.3 Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.4 Issues Order of Payment	NONE	5 minutes	SID Personnel
2. Pays Corresponding Fees	2. Receives payment and issues Official Receipt	1-5 Ranges Php1000 6-10 Ranges Php2000 More than 10 Ranges Php 4000	1 hour	Cashier/CTO
3. Applicants submits Official Receipt	3. Receives and verifies official receipt submitted			
	3.1 Prepares DPOS clearance	NONE	10 minutes	SID Personnel
	3.2 Recommends for approval	NONE	10 minutes	Chief, SID
	3.3 Affixes initial for approval of clearance	NONE	10 minutes	Chief, Admin
	3.4 Approves/signs clearance	NONE	1 Day	Head, DPOS
4. Secures approved DPOS Clearance	4. Releases approved clearance	NONE	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 3 Hours and 15 Minutes	

6. CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances. DPOS is mandated to implement the clearing of road obstructions, encroachments, illegal structures and construction based on the complaints received by this department and on the inspections conducted by the Security and Intelligence Division;

Office / Division:	Security and Intelligence Division			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Complainants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint/request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files letter of complaint	1. Receives and records complaint/request for routing slip	None	20 minutes	Receiving Clerk



	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.2 Reviews documents and refers complaint to SID for complete staff action	None	30 minutes	DPOS, Head
	1.3 Evaluates the complaints and gives instruction to section-in-charge	None	10 minutes	Chief, SID
	1.4 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority.	None	1 hour	SID Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.7 Approves/Signs of Letter Order/ Endorsements	None	1 day	Head, DPOS
	1.8 Conducts ocular Inspection/ verification	None	3 days	SID Personnel
	1.9 Prepares Inspection Report and Recommendations	None	1 day	SID Personnel
	1.10 Issues Notice of Violation	None	1 day	SID Personnel
	1.11 Prepares Letter Order to conduct clearing operation	None	10 minutes	SID Personnel
	1.12 Recommends approval of Letter Order	None	15 minutes	Chief, SID
	1.13 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.14 Approves/Signs of Letter Order	None	1 day	Head, DPOS
	1.15 Coordinates and collaborates with external partner agencies/offices for joint clearing operation	None	1 day	SID, External Agencies and other offices
	1.16 Conducts clearing operation	None	1 day	SID, External Agencies and other offices



	1.17 Prepares After operation report	None	4 hours	SID Personnel
	1.18 Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
TOTAL:			8 Days 5 Hours and 20 Minutes	

7. INSPECTION/VERIFICATION OF VARIOUS PUBLIC SAFETY AND SECURITY RELATED COMPLAINTS

The Department of Public Order and Safety receives various complaints and requests for inspection relative to public safety and security. It is mandated to conduct monitoring and verification on all complaints received either through official letter request, walk in or phone-in.

Office / Division:		Security and Intelligence Division		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Complainants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint/request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files letter of complaint	1. Receives and records complaint/request for routing slip	None	20 minutes	Receiving Clerk
	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.2 Reviews documents and refers complaint to SID for complete staff action	None	20 minutes	DPOS, Head
	1.3 Evaluates the complaints and gives instruction to section-in-charge	None	10 minutes	Chief, SID
	1.4 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority.	None	1 hour	SID Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, SID
	1.6 Affixes initials to Letter Order or Endorsements	None	10 minutes	Chief, Admin
	1.7 Approves/Signs of Letter Order/ Endorsements	None	1 day	Head, DPOS
	1.8 Conducts ocular Inspection/ verification	None	7 days	SID Personnel



	1.9 Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken	None	4 hours	SID Personnel
	1.10 Reviews reports/ Endorsements/ Letter and affixes his initial on the documents	None	15 minutes	Chief, SID
	1.11 Reviews reports and affixes initials to Endorsements and Letter reply to Complainant	None	20 minutes	Chief, Admin
	1.12 Approves and signs documents	None	1 day	Head, DPOS
	1.13 Records and Releases Endorsement/ Letter to concerned offices / complainant	None	30 minutes	Receiving Clerk
	1.14 Files document for future reference	None	20 minutes	Releasing Clerk
	TOTAL:		10 Days	

8. DISTRIBUTION AND AWARDING OF ELECTRIC TRICYCLES

The Green Transport Office of the DPOS was mandated to contribute measures relative to Clear Air Act. The office initiated the upgrading and modernization of the conventional tricycles. E-Trikes were also distributed to some barangays as means of livelihood

Office or Division	Green Transport Office			
Classifications	Simple			
Types of Transactions	G2C			
Who May Avail	Indigent Constituents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolutions		Barangay		
Voter's ID / Certification		Comelec		
Professional Driver's License		Land Transportation Office		
Barangay Clearance / Indigency		Barangay		
Police Clearance		Quezon City Police District		
Voter's ID		Comelec		
Valid ID's		Any Gov't Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives and records letter request	None	5 minutes	Receiving Clerk
	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin



	1.2 Reviews documents and refers request to GTO for complete staff action	None	20 minutes	DPOS, Head
	1.3 Evaluates the request and gives instruction to section-in-charge	None	10 minutes	OIC, GTO
For qualified applicants	1.4 Informs applicants to submit all requirements if qualified;	None	30 minutes	GTO, Section Chief
For disqualified applicants:	Prepares letter of denial for disqualified applicants			
	Recommends and affixes initial on the letter of denial		10 minutes	OIC, GTO
	Affixes initial on letter of denial		10 minutes	Chief, Admin
	Approves letter of denial		30 minutes	DPOS, Head
	Releases / sends letter of denial to disqualified applicants		1 hour	Releasing Clerk
2. Applicants submit all documentary requirements for etrike application	2. Receives, evaluates and records documents submitted;	None	1 hour	GTO Clerk
	2.1 Assesses applicants based on the documents submitted and refers to the Selection Committee for evaluation.	None	1 Hour	Green Transport Staff
	2.2 Encodes the name and other personal data of the applicants in the master list of all applicants.	None	1 Hour	Green Transport Staff
	2.3 Sets the date for the interview of the selected recipients and availability of the DPOS Selection Committee	None	1 Hour	Chief Admin. Section
3. Interview and conduct training of selected etrike beneficiaries	3. Informs all selected applicants on the date and time of interview thru text message.	None	2 Hours	GTO Admin Clerk
	3.1 Interviews all selected applicants	None	1 Hour	Selection Committee



	3.2 Tabulates the result of the interview of the Selection Committee Members	None	1 Hour	Green Transport Staff
	3.3 Submits result to the Head, DPOS	None	30 minutes	OIC, GTO
	3.4 Reviews and evaluates results and recommends to Head, DPOS	None	20 minutes	Chief, Admin
	3.5 Approves application and instructs the OIC, GTO for complete staff work	None	20 minutes	DPOS, Head
	3.6 Informs all successful beneficiaries on the date and time of training thru text message.	None	1 Hour	GTO Admin Clerk
4. Attends training and orientation	4. Conducts training and Orientation for beneficiaries regarding etrike operation	None	3 hours	GTO Operations Section
	Prepares Memorandum of Agreement between the Quezon City Government and the Recipient	None	1 day	EVWealth
	Sets appointment with the Mayor for the signing of MOU and awarding of unit	None	1 day	GTO Admin Section
5. Reports to the Green Transport Office, DPOS on the specified date for contract signing	5. Signs Memorandum of Agreement	None	30 minutes	GTO Admin Section
	5.1 Distribution of E- Trikes to qualifies recipients	None	1 hour	Office of the Mayor and DPOS
TOTAL	For disqualified applicants		2 hours 15 mins	
	For qualified applicants		4 days 5 mins	

9. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

The Green Transport Office of the Department of Public Order and Safety monitors the operation of the E-Trikes which were distributed to the different beneficiaries of the city

Office / Division:	Green Transport Office
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Instructs to monitor/inspect the distributed E-Trikes.	None	15 minutes	OIC, GTO
	1.1 Prepares Letter Order for monitoring/inspection of E-Trikes	None	15 minutes	Admin Staff, GTO
	1.2 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.3. Affixes initials to Letter Order	None	5 minutes	OIC, Green Transport Office
	1.4 Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.5 Conducts Monitoring / Inspection	None	6 hours	GTO Staff
	1.6 Prepares After Monitoring / Inspection Report	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
TOTAL			2 hours and 25 minutes	



HOUSING COMMUNITY DEVELOPMENT and RESETTLEMENT DEPARTMENT

1. ACCREDITATION OF COMMUNITY MORTGAGE PROGRAM (CMP) MOBILIZERS / ORIGINATORS

The Department evaluates requirements submitted by applicants for accreditation as CMP Mobilizer or Originator and Issues Certificate of Accreditation to qualified applicants.

Office or Division:	Community Mortgage Program under Housing and Resettlement Division			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CMP Mobilizers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration from SEC(latest GIS) /HLURB/CDA (1 original copy) 1 photocopy		Securities and Exchange Commission (SEC)/Housing Land Use Regulatory Board (HLURB)-Homeowners' Association Franchising and Adjudication Unit /Cooperative Development Authority		
Project Basic Information Sheet (1 original copy) 1 photocopy		HCDRD –Housing and Resettlement Division/Community Mortgage Program Section		
Originators Profile (1 original copy) 1 photocopy		HCDRD –Housing and Resettlement Division/Community Mortgage Program Section		
Latest Financial Statement (1 original copy) 1 photocopy		Community Association		
Memorandum of Agreement with landowner and beneficiary association (1 original copy) 1 photocopy		HCDRD –Housing and Resettlement Division/Community Mortgage Program Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant shall submit written request to HCDRD for accreditation as CMP Mobilizer.	1.Accept request and review if registration at SEC/HLURB/CDA is attached.	None	15 minutes	<i>Receiving Staff</i> HCDRD Receiving Area <i>Receiving Staff</i> Office of the Department Head
	1.1 Conduct ocular inspection /investigation and prepares report /	None	14 days	<i>Project Coordinator</i> <i>Section Head</i> <i>Division Head</i> Housing and Resettlement Division



	recommendation for approval of the Department Head 1.2 Issue Certificate of Accreditation for approved applications	None	45 minutes	<i>Division Head</i> Housing and Resettlement Division <i>Department Head</i> Office of the Department Head
	TOTAL:	None	15 days	

2. AVAILMENT OF SOCIALIZED HOUSING UNIT AND SOCIALIZED CONDOMINIUM UNIT

This is a program wherein the Quezon City Government initiated construction of socialized housing/condominium projects and make the constructed units available for application to its qualified residents through a housing loan scheme.

Office or Division:	Direct Sale Section under Housing and Resettlement Division		
Classification:	Highly Technical Transaction		
Type of Transaction:	G2C – Government to Citizen;G2G –Government to Government		
Who may avail:	Qualified informal settler families, government employees and other Quezon City residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Proof of Income (Certificate of Employment and Compensation, Certificate of Engagement, Pay slip, ITR) (1 original and 1 photocopy)		Employer of Client, BIR	
Marriage Contract / Birth Certificate of borrower & Spouse (1 original and 1 photocopy)		PSA	
Valid ID and company ID with signature (1 photocopy)		Client (applicant),BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
Valid ID of spouse (1 photocopy)		Client (applicant),BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
1x1 picture 4 copies original		Client (Applicant)	
Proof of Billing (1 original)		Client to secure from Meralco, Maynilad and others	
If OFW, Contract of Service and Special Power of Attorney(Executed with the		Consulate Office, Citizen or Client being represented	



appropriate Consulate Office) (1 original copy)				
Barangay Clearance (1 original)		Barangay Hall		
Certificate of No Property (1 original)		City Assessor's Office		
Family Picture 3R (2 original copy)		Client (Applicant)		
NBI Clearance (1 original 1 photocopy)		NBI		
BIR TIN copy of ID (if necessary) (1 photocopy)		BIR		
Recommendation of Development Officer, if ISFs (1 original copy)		Development Officer of HCDRD – Housing and Resettlement Division/Community Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit applications with attached requirements to Direct Sale Section for pre evaluation.	1.Screen applications / Pre evaluate requirements.	None	3 days	<i>Administrative Aide IV Housing and Homesite Regulation Officer II Direct Sale Section</i>
2.Attend the orientation / seminar at HCDRD Conference Room.	2. Conduct orientation / seminar.	None	1 day	<i>Section Head, Housing and Homesite Regulation Officer IV Direct Sale Section</i>
3.Sign loan documents as scheduled at HCDRD.	3. Facilitate the signing of beneficiary loan documents and include other documents/ forms/ pleadings for encoding.	None	3 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	3.1 Review application and loan documents and submit to PAG-IBIG Fund	None	2 days	<i>Section Head, Administrative Aide IV Direct Sale Section</i>
	TOTAL	None	9 days	

3.BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT - Amortization Payment



The Department through Accounts Management and Monitoring Section issues order of payment to beneficiaries of Socialized Housing Program who will pay their monthly amortizations.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Socialized Housing Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract to Sell (2 photocopy)		HCDRD –Housing and Resettlement Division/Direct Sale Section		
Official Receipt (original and photocopy)		City Treasurer’s Office		
Title and/or Technical Description (2 photocopy)		HCDRD –Housing and Resettlement Division/Direct Sale Section		
Letter Request (1 original)		Client		
Valid ID Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
NBI Clearance (1 original)		NBI		
Authorization Letter (if necessary) (1 original)		Client		
Special Power of Attorney (SPA) (if necessary) (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for order of payment at Accounts Management and Monitoring Section.	1.Issue Order of Payment	None	5 minutes	<i>Housing and Homesite Regulatory Officer II</i> Accounts Management and Monitoring Section
2.Present Official Receipt of Payment from City Treasurer’s Office to Accounts Management and Monitoring Section.	2.Record /(Entry) to the individual ledger on payment made on a particular program.	None	5 minutes	<i>H&HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	

4. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – ISSUANCE OF CERTIFICATE OF FULL PAYMENT



The Department through the Accounts Management and Monitoring Section issues certificate of full payment to fully paid beneficiaries of Socialized Housing Program.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division			
Classification:	Simple transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (Any Government Issued ID) Original Copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Authorization Letter (if necessary) (1 original)		Beneficiary		
Special Power of Attorney (if necessary) 1 original)		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter requesting for a certification of full payment to Accounts Management and Monitoring Section.	1. Release Certification of Full Payment.	None	10 minutes	<i>H&HRO II</i> Accounts Management and Monitoring Section.
	TOTAL:	None	10 minutes	

5. BENEFICIARY/IES ACCOUNTS SERVICES AND MANAGEMENT – REQUEST FOR INDIVIDUAL ACCOUNT BALANCES / STATEMENT OF ACCOUNT)

The Department through Accounts Management and Monitoring Section issues/releases Individual Ledger Account to beneficiaries of Socialized Housing Program.

Office or Division:	Accounts Management and Monitoring Section under Support Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Valid ID (Any Government Issued ID) Original Copy		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Authorization Letter (if necessary) (1 original)		Beneficiary		
Special Power of Attorney (if necessary) 1 original)		Beneficiary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for individual ledger account at Accounts Management and Monitoring Section.	1.Release/Issue Individual Ledger Account	None	10 minutes	<i>H&HRO II</i> Accounts Management and Monitoring Section
	TOTAL	None	10 minutes	

6. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES – REQUEST FOR CENSUS-SURVEY/ VALIDATION)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD acts on the request for census-survey /validation of specific area with ISFs.

Office or Division:	Census –Survey Section under Census and Planning Division			
Classification:	Qualified for Multi-Stage Processing			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Client (Applicant)		
Land Title (1 certified true copy)		Register of Deeds		
Vicinity map/location map (1 certified true copy)		Client		
Tax Declaration (1 certified true copy)		City Assessor’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request for Census-Survey to Census Survey Section .	1.Receive letter request for census and checks if required	None	5 minutes	<i>Section Head</i> Census and Planning Division



	documents are attached.			
2. Attend meeting for pre-investigation guided by the Census Team.	2. Conduct investigation and ocular inspection. 2.1 Write a letter to Brgy. Captain for the conduct Census Survey	None None	10 days 2 days	<i>Census Team</i> Census and Planning Division <i>Census Team Leader/Section Chief</i> Census and Planning Division
3. Attend briefing for the schedule of actual census guided by the Census Team.	3. Conduct actual Census Survey 3.1 Evaluate accomplished Forms (protocol) 3.2 Encode ISFs Data after census conducted. 3.3 Plotting and finalization of structural Map	None None None None	1 days 15 days 15 days 1 day	<i>Census Team</i> Census and Planning Division <i>Section Head</i> Census and Planning Division <i>Encoders</i> Census and Planning Division <i>Census Mapper</i> Census and Planning Division
4. Secure copy of masterlist from Census and Planning Division.	4. Provide copy of Masterlist.	None	5 days	<i>Dept. Head,</i> <i>Assistant</i> <i>Department Head</i> HCDRD <i>Section</i> <i>Head/Division</i> <i>Head</i> Census and Planning Division
	TOTAL:	None	24 days, 0 Hour(s), 5 minutes	
Request for Census Survey/Validation	Qualified for Multi-Stage Processing			

7.CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES – REQUEST FOR STRUCTURAL MAPPING

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

The HCDRD processes request for a copy of the structural map.

Office or Division:	Census –Survey Section under Census and Planning Division
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Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Client (Applicant)		
Land Title (1 certified true copy)		Register of Deeds		
Vicinity map/location map (1 certified true copy)		Client		
Tax Declaration (1 certified true copy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request for structural mapping with attached requirements to Census Survey Section.	1.Receive letter request and check if required documents are attached.	None	3 minutes	<i>Section Head</i> Census Survey Section
2.Follow up for validated/verified copy of structural map of the area concerned at Census Survey Section.	2. Release copy of structural map	None	5 days	<i>Section Head</i> <i>Division Head</i> Census Survey Section
	TOTAL	None	5 days, 0 Hour(s), 3 minutes	

8.CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES –REQUEST FOR ISSUANCE OF CENSUS MASTERLIST –(ASSOCIATION/INSTITUTIONS/ LANDOWNER(S)/GOVERNMENT)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile.

HCDRD processes request for a copy of masterlist.

Office or Division:	Census –Survey Section under Census and Planning Division
Classification:	Highly Technical Transaction
Type of Transaction:	G2C – Government to Citizen ;G2G-Government to Government
Who may avail:	Informal Settler Families in Quezon City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Client (Applicant)		
Land Title (1 certified true copy)		Register of Deeds		
Vicinity map/location map (1 certified true copy)		Client		
Tax Declaration (1 certified true copy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request from Association / Institution / Landowner(s) / Government for issuance of a copy of a masterlist.to HCDRD.	1.Receive letter request and validate records of requesting party	None	3 minutes	Assistant Department Head / Division Head / Section Head Census Survey Section
2.Follow up request and receives the result of verification from Census Survey Section.	2.Report validation result as per client request	None	10 days	Assistant Department Head / Division Head / Section Head Census and Planning Division
	TOTAL	None	10 days, 0 Hour(s), 3 minutes	



9. CENSUS-SURVEY OF QUEZON CITY INFORMAL SETTLERS AND POTENTIAL BENEFICIARIES – REQUEST FOR ISSUANCE OF INDIVIDUAL CENSUS CERTIFICATE)

The HCDRD is mandated to conduct census survey in the community of urban poor in all districts of the City to determine the exact location and number of the informal settler families (ISFs) occupying different areas in every barangay and to gather vital information/ data relative to their living condition as well as to prepare and consolidate records of their socio-economic profile. The HCDRD processes request for individual census certificate.

Office or Division:	Census –Survey Section under Census and Planning Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Client		
Census Tag		Client/ISF (Individual)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter requesting for issuance of individual census certificate to Census Survey Section.	1.Receive letter request with attached census tag.	None	3 minutes	<i>Section Head Census Survey Section</i>
2.Get the requested copy of individual census certificate from Census Survey Section.	2.Release copy of individual census certificate after record verification.	None	1 day	<i>Department Head Assistant Department Head Division Head Section Head Census and Planning Division</i>
	TOTAL:	None	1 day, 0 Hour(s), 3 minutes	

10. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES – ISSUANCE OF CERTIFICATION/CLEARANCE FOR ELECTRIFICATION PROGRAM)



Provides assistance to ISFs and other qualified program beneficiaries in their applications for electrification program.

Office or Division:	Basic Utilities and Other Services Section under Support Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Qualified Informal Settlers, Community Mortgage Program and Quezon City Socialized Housing Beneficiaries, and Quezon City Resettlement Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance for electrification application at MERALCO (1 original, 1 photocopy)		Barangay Hall		
Valid ID (Any Government Issued ID (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
HOA Certification if beneficiary of CMP.Direct Sale and Socialized Housing Project (1 original copy)		HOA of Client		
Letter Request (if HOA/group) (1 original, 1 photocopy)		President of Community Association		
MERALCO Bill (for reconnection of meter with same name)(1 photocopy)		Client		
MERALCO Bill and waiver (for reconnection of meter and transfer of service name (1 photocopy)		Client		
If through representative				
Authorization Letter (with valid ID)1 original copy		Client		
Valid ID of Representative (Any government Issued ID (1 photocopy but to present original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Issuance of Meralco and Electrical Certification / Clearance.	1.1Check / Validate submitted documents and process clearance required for electric connection at MERALCO.	None	3 days	Section Chief/ H and HRO II Administrative Aide VI Basic Utilities and Servicing Section Support Services Division
	1.2 Release Meralco and Electrical	None	5 minutes	Section Chief/H and HRO II



	Certification / Clearance.			<i>Administrative Aide VI/Encoder</i> Basic Utilities and Servicing Section Support Services Division.
	TOTAL:	None	2 days ; 0 hour; 5 minutes	

11. ISSUANCE OF CLEARANCE FOR SOCIALIZED HOUSING BASIC UTILITIES SERVICES –ISSUANCE OF WATER CLEARANCE)

Provides assistance to ISFs and other qualified program beneficiaries in their applications for water connection program.

Office or Division:	Basic Utilities and Servicing Section under Support Services Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance for water connection application		Barangay		
Valid ID of applicant (Any government issued ID)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)		
HOA Certification if beneficiary of CMP. Direct Sale and Socialized Housing Project (1 original copy)		Community Homeowners' Association.		
Letter Request (if HOA/group) (1 original, 1 photocopy)		Community Association		
If through representative				
Authorization Letter (with valid ID)1 original copy		Client (applicant)		
Valid ID of Representative (Any government Issued ID (1 photocopy but to present original copy)		(To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request for release of Clearance required for water connection at Basic Utilities and Servicing Section.	1.1 Review submitted documents and process clearance for water connection (Maynilad / MWC)	None	3 days	Section Chief Housing and Homesite Regulatory Officer II Administrative Aide VI Basic Utilities and Servicing Section
	1.2 Release Clearance for water Connection	None	5 minutes	Section Chief Housing and Homesite Regulatory Officer II Administrative Aide VI Basic Utilities and Servicing Section
	TOTAL:	None	3 days 0 hour; 5 minutes	



12. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY INFORMAL SETTLER FAMILIES (ISF) –Subject Property is already identified as fully occupied by Informal Settlers

Issues or releases certification/s to landowners indicating that their property/ies is/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

Office or Division:	Office of the Department Head			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Landowners whose property is fully occupied by ISF's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Land owner		
Title (1 photocopy)		Land owner (copy from Register of Deeds)		
Tax Declaration (1 photocopy)		Land owner (copy from City Assessor's Office)		
Vicinity Map / Location Plan (1 photocopy)		Land owner		
Tax Map (From City Assessor's Office) (1 original copy)		Land owner (copy from City Assessor's Office)		
Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)		Land owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Land owner submit letter request with attached requirements to HCDRD.	1.Receive letter request with complete documentary requirements.	None	5 minutes	<i>Receiving Officer</i> Office of the Department Head
	1.2 Documents duly reviewed and signed.	None	2 days	<i>Assistant Department Head</i> <i>Department HCDRD</i>
2.Get the requested copy of certification from the Releasing Officer, Office of the Department Head.	2.Release copy of certification.	None	5 minutes	<i>Releasing Officer</i> Office of the Department Head
	TOTAL:	None	2 days, 0 Hour(s), 10 minutes	

13. ISSUANCE OF CLEARANCE / CERTIFICATION FOR TAX EXEMPTION PURPOSES OF LOTS INVOLVING SOCIALIZED HOUSING/OCCUPIED BY



INFORMAL SETTLER FAMILIES (ISF) –Subject Property needs Site Inspection/Verification

Issues or releases certification/s to landowners indicating that their property/ies/are fully occupied by ISFs as a requirement for exemption from the imposition of idle land tax.

Office or Division:	Office of the Department Head			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Landowners whose property is fully occupied by ISF’s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Land owner		
Title (1 photocopy)		Land owner (copy from Register of Deeds)		
Tax Declaration (1 photocopy)		Land owner (copy from City Assessor’s Office)		
Vicinity Map / Location Plan (1 photocopy)		Land owner		
Tax Map (1 original copy)		Land owner (copy from City Assessor’s Office)		
Memorandum of Agreement (If Property is intended for Community Mortgage Program (CMP) or other similar Socialized Housing Project) (1 photocopy)		Land owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Landowner submit letter request and requirements	1.1 Receive letter request and checks if required documents are attached	None	5 minutes	Receiving Officer Office of the Department Head
	1.2 Conduct verification /site inspection of the subject property whether or not the subject property is fully occupied by Informal Settlers	None	5 days	Housing and Homesite Regulation Officer II Technical Section Census and Planning Division
	<ul style="list-style-type: none"> If identified, shall issue a certification If not, a letter reply will be provided for the client’s information 	None	2 days	Assistant Department Head Department



	1.2 Documents duly reviewed and signed.			HCDRD
2. Get the requested copy of certification from Releasing Officer, Office of the Department Head	2. Release copy of certification	None	5 minutes	<i>Releasing Officer</i> Office of the Department Head
	TOTAL:	None	7 days, 0 Hour(s), 10 minutes	

14. LOT ACQUISITION THROUGH COMMUNITY MORTGAGE PROGRAM

The Quezon City Government as originator through HCDRD implements Community Mortgage Program (CMP). A financing program of the Social Housing Finance Corporation (SHFC) which assists legally organized associations of underprivileged and homeless citizens to purchase and develop a tract of land under the concept of community ownership.

Office or Division:	Community Mortgage Program under Housing and Resettlement Division		
Classification:	Qualified for Multi-Stage Processing		
Type of Transaction:	G2C – Government to Citizen ; G2G –Government to Government		
Who may avail:	Community Associations (CA) of urban poor families; Landowners (LO) of private properties; Individual Client for Socialized Housing		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Landowners			
Letter Request (1 original, 1 photocopy)		Client	
Titles with certificate of three(3) titles back (1 certified true copy), (2 photocopy)		Registry of Deeds	
Tax Declaration (1 certified true copy), (2 photocopy)		City Assessor's Office	
Tax Clearance / Tax Receipts (1 certified true copy) (2 photocopy)		City Treasurer's Office	
Vicinity Map / lot plan signed by Geodetic Engineer (1 certified true copy) (2 photocopy)		City Assessor's Office	
Proof of road right-of-way (1 certified true copy) (2 photocopy)		Department of Engineering	
Special Power of Attorney if owner has attorney-in-fact (1 original copy) (2 photocopy)		Citizen or Client Being Represented	
DENR Clearance (1 certified true copy) (2 photocopy)		DENR	
Community Associations (CA)			



Letter Request (1 original) (2 photocopy)		Community Association		
List of Beneficiaries (Census Survey by HCDRD) (1 original) (2 photocopy)		HCDRD – Census Survey Section		
Individual Client for Socialized Housing				
Proof of Income (1 original) (2 photocopy)		Client		
Marriage Contract (1 original) (2 photocopy)		PSA		
Birth Certificate (1 original) (2 photocopy)		PSA		
Homeowner's Clearance (1 original) (2 photocopy)		HOA of Client		
Barangay Clearance (1 original) (2 photocopy)		Barangay Hall		
May submit requirement and follow up through email at email address: HCDRD@quezoncity.gov.ph				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Submit Letter request with the requirements attached to HCDRD.	1.1Receive letter request from Client.	None	5 minutes	<i>Receiving Clerk Administrative Division</i>
	1.2Validate submitted documents and attachments.	None	1 day	<i>Receiving Clerk Administrative Division</i>
	2.1 Transmit to the Assistant Department Head for review.	None	5 minutes	<i>Assistant Department Head / Office of the Assistant Department Head</i>
	2.2 Receive report for proper disposition.	None	1 day	<i>Department Head Office of the Dept. Head</i>
	2.3Conduct site inspection and CMP orientation	None	2 days	<i>Project Coordinator Community Mortgage Program Section</i>
	2.4 Mediates negotiations between lot owner and community association.	None	5 days	<i>Division Head Section Head CMP Project Coordinator Community Mortgage Program Section</i>
	2.5 Prepare all necessary documents for enrollment for CMP.	None	7 days	<i>Project Coordinator Community Mortgage Program Section</i>



	2.6 Submit requests to Social Housing Finance Corporation (SHFC) for purchase commitment line (PCL) project enrollment and application	None	1 day	<i>Project Coordinator</i> Community Mortgage Program Section
2. Follow-up action taken on the request for project enrollment	2.1 Give feedback to client with attached report and findings.	None	7 days	<i>Division Head</i> <i>Section Head</i> Community Mortgage Program Housing and Resettlement Division
	2.2 Comply and submit findings to Social Housing Finance Corporation SHFC.	None	7 days	<i>Section Head</i> <i>Project Coordinator</i> Community Mortgage Program Section
3. Review/Sign documents required under the Mortgage Program Section	3. Submit complete loan documents to the Social Housing Finance Corporation (SHFC).	None	5 days	<i>Section Head</i> Community Mortgage Program Section
	TOTAL:	None	36 days, 0 Hour(s), 10 minutes	
Lot Acquisition through Community Mortgage Program	Qualified for Multi-Stage Processing			



15. LOT ACQUISITION THROUGH DIRECT SALE PROGRAM

The City Government’s program that assists the informal settler families (ISFs) to acquire the city- owned or privately owned lot currently occupied by them through Direct Sale Scheme.

Office or Division:	Direct Sale Section under Housing and Resettlement Division	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C – Government to Citizen;G2G-Government to Government	
Who may avail:	Beneficiaries of Socialized Housing Projects under Direct Sale Scheme-Lot Only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Community Association		
Ordinances/Resolution regarding lot disposal.	Quezon City Council	
Approved subdivision plan	Quezon City Council /DENR	
Memorandum of Agreement	Quezon City LGU	
Title	Registry of Deeds	
Tax Declaration	Assessor’s Office	
Masterlist of beneficiaries	HOA	
Requirements of Beneficiary		
Proof of income	Client’s Employer	
Marriage Contract	PSA	
Birth Certificate	PSA	
Homeowners’ Association (HOA) Clearance	Community Association	
Barangay Clearance	Office of the Barangay	
Valid ID (Any government issued ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)	
Special Power of Attorney (SPA) (if necessary)	Client	
For Issuance of Contract to Sell		
Residence Certificate	Treasury Department QC government or Office of the Barangay	
Homeowners’ Association Clearance	Community Association	
Valid ID (Any government issued ID)	Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)	
For Signing of Deed of Absolute Sale		
Inspection Report	Direct Sale Section – Project Coordinator	
Certificate of Payment	City Treasurer’s Office	



Certificate of Full Payment		HCDRD		
Certificate of Tax Exemption		City Treasurer's Office		
Special Power of Attorney (if necessary)		Client		
Marriage Contract/Death Certificate		PSA		
Request for original owner's duplicate Transfer Certificate of Title				
Valid ID (Any government issued ID)		Client (To secure from BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG)		
Special Power of Attorney (if necessary)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Community Association shall submit request to avail of Direct Sale Program with the requirements.	1.1 Receive request with attached requirements and forwards to the Office of the Department Head.	None	10 minutes	<i>Receiving Clerk/s</i> HCDRD
	1.2 Review documents submitted.	None	2 days	<i>Department Head</i> HCDRD <i>Division Head</i> Housing and Resettlement Division
	1.3 Prepare Contract to Sell (CTS)	None	3 days	<i>Section Head</i> Direct Sale Section
2.Proceed to Payment for Awards and Processing Fee. (Ref. Ord.NC-75 S-89)	2.Issue Order of Payment	PHP. 130.00	5 minutes	<i>Administrative Aide IV</i> Direct Sale Section
3.Request copy of Contract to Sell.	3.Release Contract to Sell to project beneficiary	None	10 minutes	<i>Administrative Aide IV</i> <i>Housing and Homesite</i> <i>Regulatory Officer II</i> Direct Sale Section
4.Request for signing Deed of Absolute Sales (DOAs	4.1 Review the submitted documents	None	5 days	<i>Department Head</i> <i>Division Head</i> HRD
	4.2 Prepare Deed of Absolute Sale (DOAS) for signing			<i>Section Head</i> <i>H&HRO II</i> Direct Sale Section



5. Request for release of Owner's Duplicate Transfer Certificate of Title	5. Release original owner's duplicate Copy of Transfer Certificate of Title (upon receipt from RD) Note: Upon approval of the Division Head, Assistant Department Head and Department Head	None	5 days	Section Head Staff Direct Sale Section
	TOTAL:	PHP. 130.00	15 days, 0 Hour, 25 minutes	

16. PROVIDE ASSISTANCE TO COMMUNITY ASSOCIATIONS/ INDIVIDUAL, LANDOWNER OR OTHER SECTORS OF SOCIETY / GOVERNMENT INSTITUTIONS IN ACCORDANCE WITH R.A. 7279

The HCDRD through the Community Development Section initiates the set-up of community organizations in the depressed/blighted areas to bring greater social awareness and participation. Likewise, the section provides assistance to an individual, community associations, landowners or other sectors of society, act on their requests and queries in accordance with Republic Act 7279.

Office or Division:	Community Development Section under Housing and Resettlement Division			
Classification:	Qualified for Multi-Stage Processing			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Clients whose concerns are within the mandate / jurisdiction of this Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with complete personal circumstances, address and contact number with attached documents		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with attached documents to Community Development Section.	1. Receive Letter Request	None	5 minutes	Community Development Officer Community Development Section
2. Report to Community	2. Conduct Preliminary Investigation	None	2 days	Community Development Officer



Development Officer for further case review	2.1 Conduct Ocular Inspection	None	1 day	Community Development Section Community Development Section
	2.2 Prepare invitations to concerned parties for a meeting subject to confirmation	None	2 days	<i>Community Development Officer</i> Community Development Section
	2.3) Conduct meetings with concerned parties	None	3 days	<i>Community Development. Officer</i> Community Development Section
	2.4) Review and analyze the situation	None	2 days	<i>Section Head Community Development Officer</i> Community Development Section <i>Section Head Community Development. Officer</i> Community Development Section
3.Attend consultation and arbitration meetings at the area or HCDRD Conference Room.	3.Prepare Reports and Recommendations based on the submitted investigation report.	None	10 days	<i>Section Head / Community Development Officer</i> Community Development Section
4.Attend final meeting for the preparation of final report at the area	4.Submit Final Report of Action Taken	None	5 days	<i>Section Head/ Community Development Officer</i> Community Development Section
	TOTAL:	None	26 days, 0 Hour(s),	



			5 minutes	
Provide Assistance to Community Associations/Individual, Landowner or Other Sectors of Society/Government Institutions in accordance with RA 7279.	Qualified for Multi-Stage Processing			

17. RECEIVE COMPLAINTS/REPORTS FOR RESOLUTION/S OF HCDRD COMMITTEE IN ACCORDANCE WITH IRR PURSUANT TO ORDINANCE NO. SP-2444-SERIES OF 2015 (AND IN ACCORDANCE WITH EXECUTIVE ORDER NO.44, SERIES OF 2019 AND LOCAL GOVERNMENT CODE OF 1991)

The Department acts on the complaints or reports relative to non-compliance to City Ordinance SP-2444 Series of 2015 either by personal delivery or through e-mail.

Office or Division:	Legal Support Group under the Office of the Department Head			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<p>(As per Section 5 Rule III- Implementing Rules and Regulations Pursuant to Ordinance No. SP -2444 Series of 2015)</p> <p><u>5.1 At the instance of Committee- (the Committee shall designate a representative from the HCDRD to conduct ocular inspection and survey of socialized housing sites within Quezon City and perform related monitoring activities to determine existence of non-conformist occupant/s or recalcitrant/s).</u></p> <p><u>5.2At the Instance of any interested person/s and/or duly authorized representative/s of a beneficiary Homeowner’s Association.</u></p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verified Complaint (either by personal delivery or through email at email address: HCDRD@quezoncity.gov.ph) (1 original copy)		Client		
Documentary Evidence (1 original copy)		Client		
Investigation Report duly signed by authorized and/or concerned HOA officer (1 original copy)		HOA of Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Any interested person/s and/or duly authorized representative/s of a	1.Accept the complaint, verifies it through conduct of ocular	None	14 days	HCDRD Committee (IRR pursuant to Ordinance SP –



beneficiary Homeowner's Association-submits Verified Complaint.	inspection and investigation. 1.1 Notify complainant and respondents.	None	1 day	2444 Series of 2015) HCDRD Legal Support Group HCDRD
	TOTAL:	None	15 days	
Receive Complaints/Reports for Resolutions/s of HCDRD Committee in accordance with IRR Pursuant to Ordinance No. SP-2444 Series of 2015 and in accordance with Executive Order No. 44, Series of 2019 and Local Government Code of 1991		Service is covered under City Ordinance SP-2444; Executive Order No. 44 and Local Government Code of 1991.		



18. RELOCATION AND RESETTLEMENT PROGRAM

The program that relocates and resettles persons and other informal settler families (ISFs) living in danger areas. The HCDRD shall, prior to relocation, ensure the availability of a relocation or resettlement site that is compliant with the requirement of existing laws.

Office or Division:	Community Development Section under Housing and Resettlement Division			
Classification:	Qualified for Multi-Stage Processing			
Type of Transaction:	G2C - Government to Citizen G2G- Government to Government			
Who may avail:	Informal Settler Families in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 original copy)		Client		
Valid ID (Any Government Issued Identification Card) 1 photocopy (to present original copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
Investigation Report and Other Required Documents (1 original copy)		HCDRD-Community Development Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request with attached requirements to Community Development Section.	1. Receive letter request and checks attached requirements.	None	5 minutes	Community Development Officer Community Development Section
2.Attend consultation meetings / Social Preparation at the site or at Barangay.	2.Assigned Development Officer initiate series of meetings and dialogues in compliance with Republic Act 7279.	None	5 days	Community Development Officer Community Development Section
3.Submit the list of relocation requirements to HCDRD front desk	3.Submit Report from Development Officer assigned based on the investigation report submitted.	None	10 days	Community Development Officer Community Development Section



4.Attend pre-relocation seminar at the site or at Barangay.	4. Conduct pre-relocation seminar at the site or at Barangay.	None	1 day	Community Development Officer Community Development Section
	4.1 Indorse the list and requirements for pre-qualification of data to NHA	None	10 days	Department Head Assistant Department Head HCDRD Section Head Community Devt. Section
5.Attend orientation and receive schedule of actual relocation at the area or HCDRD Conference Room.	5.Guide the client and implement the selection of beneficiaries as per NHA qualification.	None	10 days	Community Development Officer Community Development . Section
	TOTAL:	None	36 days, 0 Hour(s), 5 minutes	
Relocation and Resettlement Program	Service is covered under RA 7279; Qualified for Multi-stage processing.			

**HOUSING COMMUNITY DEVELOPMENT
AND RESETTLEMENT DEPARTMENT
INTERNAL SERVICES**

1. ACCEPTING APPLICATIONS FOR AVAILABLE POSITIONS

The Department through the Administrative Division accepts applications for available vacant positions in accordance with existing rules and regulations of the government.

Office or Division:	Administrative Division	
Classification:	Simple Transaction	
Type of Transaction:	G2G	
Who may avail:	Applicants for vacant position, HCDRD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Applicants for available positions		
Accomplished Personal Data Sheet (PDS)		Client (Applicant)



Certificates of Relevant Trainings		Agency that conducts training		
Diploma		Universities/ Colleges/ Schools		
Transcript of Record		Universities/ Colleges/ Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with requirements.	1.1 Evaluate applicant's documents.	None	1 hour	<i>Administrative Officer V</i> Administrative Division
	1.2 Undergo examination and interview.	None	2 hours	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	1.3 Prepare recommendation and endorsement to the Assistant Department Head/Department Head for final assessment.	None	1 day	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
2. Follow up results of examinations and assessment.	2.1 Inform applicant/s status of application.	None	15 minutes	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	2.2 Forward considered application/s to the Human Resource and Management Department for approval of the City Mayor.	None	1 day	<i>Administrative Officer V</i> <i>Chief Administrative Officer</i> Administrative Division
	TOTAL:	None	2 days; 3 hours; 15 minutes	

2.ACCEPTING APPLICATIONS FOR LEAVE



The Department through its Administrative Division accepts application for leave submitted by employees with necessary attachments relative to reasons for filing.

Office or Division:	Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Applicants for vacant position, HCDRD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vacation Leave: Accomplished Leave Form		HCDRD Administrative Division		
Sick Leave: Accomplished Leave Form (medical certificate if needed)		HCDRD Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application for leave	1. Accept accomplished application for leave with the requirement.	None	5 minutes	Administrative Assistant Administrative Officer V Administrative Division
	1.1 Transmit to the Office of the Assistant Department Head Department Head for approval.	None	15 minutes	Administrative Officer V Chief Administrative Officer Administrative Division
	1.2 Attach approved leave application in attendance monitoring report.	None	2 minutes	Administrative Assistant Administrative Officer V
	TOTAL:	None	22 minutes	

3. ACCEPTING APPLICATIONS FOR RETIREMENT BENEFITS

The Department through its Administrative Division shall accepts the requirements to process retirement benefits of employees in accordance existing rules and regulations of the government.

Office or Division:	Administrative Division
Classification:	Simple Transaction
Type of Transaction:	G2G
Who may avail:	Applicants for vacant position, HCDRD Employees



General Clearance	HCDRD Administrative Division and other concerned offices			
Office Clearance	HCDRD Administrative Division			
Certificate of No Pending Case	City Legal Department			
RTC/MTC/Prosecutor's Clearance	RTC/MTC/City Prosecutor's Office			
Letter Application for retirement	Client (Applicant)			
Certification of Leave Credits	HCDRD Administrative Division			
Accomplished GSIS Form	GSIS. Human Resource Management Department, HCDRD Administrative Division			
Service Record	Human Resource Management Department			
Declaration of Pendency/Non-Pendency	Human Resource Management Department, HCDRD Administrative Division			
ID Picture/Two Valid IDs	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with requirements to the HCDRD Administrative Division.	1. Evaluate and verifies submitted documents.		30 minutes	<i>Administrative Officer V</i> Administrative Division
	1.1 Submit complete documents to the Human Resource Management Department for further evaluation.		30 minutes	<i>Administrative Staff</i> Administrative Division
	1.2 Inform the employee to get the documents upon receipt of complete documents (returned) from HRMD with attached transmittal letter to GSIS.		10 minutes	<i>Administrative Officer V</i> Administrative Division
2.Receive complete documents and submit to GSIS.	2. Advise employee to submit GSIS clearance as an		2 minutes	<i>Administrative Officer V</i>



	attachment as required for claims of terminal leave payment			<i>Chief Administrative Officer</i> Administrative Division
	TOTAL:	None	0 day; 1 hour; 12 minutes	
Processing Applications for Retirement Benefits.	The service is covered by RA 10154 and Resolution No. 1302242.			

4. ACCEPTING APPLICATIONS FOR TERMINAL LEAVE

The Department through the Administrative Division accepts application for Terminal Leave of employees who separates from government service by resignation or retirement.

Office or Division:	Administrative Division		
Classification:	Simple Transaction		
Type of Transaction:	G2G		
Who may avail:	Applicants for vacant position, HCDRD Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
General Clearance		HCDRD Administrative Division and other concerned offices	
Office Clearance		HCDRD Administrative Division	
Certificate of No Pending Case		City Legal Department	
RTC/MTC/Prosecutor's Clearance		RTC/MTC/City Prosecutor's Office	
Letter Application for retirement		Client (Applicant)	
Certification of Leave Credits		HCDRD Administrative Division	
Accomplished GSIS Form		GSIS. Human Resource Management Department, HCDRD Administrative Division	
Service Record		Human Resource Management Department	
Declaration of Pendency/Non-Pendency		Human Resource Management Department, HCDRD Administrative Division	
ID Picture/Two Valid IDs		HCDRD Employee	
GSIS Clearance		GSIS	
Statement of Assets ,Liabilities and Networth		HCDRD Employee	
Birth Certificate		PSA	
Ombudsman Clearance		Office of the Ombudsman	



Affidavit of Undertaking		HCDRD Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit application with requirements and waits for the advice with regard to release of terminal leave payment through HCDRD Administrative Office.	1. Accept application with complete requirements.	None	15 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	1.1 Transmit to Human Resource Management Department to start with the processing of payment for terminal leave.	None	30 minutes	<i>Administrative Officer V Chief Administrative Officer Administrative Division</i>
	TOTAL:	None	0 day; 0 hour; 45 minutes	

5. ISSUANCE OF CERTIFICATIONS NEEDED BY EMPLOYEES

The Department’s workforce requests for certifications with regard to employment, employment and compensation, attendance office clearance and others.

Office or Division:	Human Resource and Central Records Section under Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees and other government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees				
None		N/A		
Other government Offices				
Written Request		From the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for needed certification from the Administrative Division	1.Give the log book to the client.	None	5 minutes	<i>Administrative Staff Administrative Division</i>



	1.1Prepare the needed certification.	None	15 minutes	<i>Administrative Staff</i> Administrative Division
2. Receive requested certification from Administrative Division.	2.Release the certification.	None	10 minutes	<i>Chief Administrative Officer</i> <i>Administrative Officer V</i> Administrative Division
	TOTAL:	None	0day; 0 hour ; 30 minutes	

6. ISSUANCE OF FORMS

The HCDRD employees request for forms to be accomplished relative to itineraries of fieldworkers, applications for leave, renewal of identification cards and others.

Office or Division:	Human Resource and Central Records Section under Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a specific form/s.	1.Give log book to the client.	None	2 minutes	<i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section
2.Wait for the release of form/s.	2. Issue requested forms.	None	1 minute	<i>Administrative Staff</i> Human Resource and Management Section/ Budget and Supplies Section
	TOTAL:	None	0 day; 0 hour; 3 minutes	



7. RELEASE COPY OR CERTIFIED TRUE COPY OF DOCUMENT/S

The Department through the Administrative Division attends to the request of the employees or other clients for issuance of a certified true copy of a document.

Office or Division:	Human Resource and Central Records Section under Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees and other government offices.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
In some cases, client has a copy of a document which needs to be certified as a true copy.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a certified true copy of document at Administrative Division.	1. Give log book to the client.	None	5 minutes	Administrative Staff Administrative Division
	1.1. Check, and verify with the original copy on file.	None	15 minutes	Administrative Staff Administrative Division
	1.2 Certify document as a true copy.	None	3 minutes	Administrative Officer V Chief Administrative Officer Administrative Division
2. Wait for the release of a certified true copy of document.	2. Release certified true copy of document.	None	5 minutes	Administrative Staff Administrative Division
	TOTAL:	None	0 day; 0 hour; 28 minutes	

8.SUPPORTING WORKFORCE BY PROVIDING AVAILABLE SUPPLIES.



The Department through the Administrative Division provides the needed supplies of the workforce in the performance of day to day work assignments and activities.

Office or Division:	Administrative Division			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	HCDRD Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Needed Supplies		Employee/Section Assigned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for supplies.	1. Give Supplies Record Folder to reflect supplies needed.	None	5 minutes	Supply Officer Budget and Supply Section
	1.1 Check availability of requested supplies and prepares for release upon approval of the Division Head.	None	15 minutes	Supply Officer Chief Administrative Officer Budget and Supply Section
2. Receive requested supplies	2. Record names of recipient and the quantity of the requested supplies.	None	2 minutes	Supply Officer Budget and Supply Section
	TOTAL:	None	0 day; 0 hour; 22 minutes	



INTERNAL AUDIT SERVICE

1 Compliance Audit

Compliance audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations (1.9.1 *Compliance Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGUs) (2016), p. 10*).

Office or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per Project)			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Executive Branch of the Quezon City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office.	1.0.Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 Minutes	<i>Internal Audit Staff</i> IAS
	1.1. Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 Minutes	<i>Head</i> IAS
	1.2. If the audit request is: 1.2.1. Not under the scope of IAS: 1.2.1.1.Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for	None	4 Hours	<i>Internal Audit Staff</i> IAS



	review and approval.			
	1.2.1.2. Review and approval of the letter		4 Hours	Head IAS Internal Audit Staff IAS
	1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor		25 Minutes	
	1.2.2. Under the scope of IAS:			
	1.2.2.1. Assignment and discussion of the Project to the IAS staff		4 Hours	Head IAS
	1.3. Conduct of Compliance Audit	None	2 or 13 Days (depending on the nature of the Project)	Internal Audit Staff IAS
	1.4. Draft audit report and submit to the Head of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	Internal Audit Staff IAS
	1.5. Review and approval of audit report	None	2 or 3 Days (depending on the nature of the Project)	Head IAS
	1.6. Submit audit report to the requesting party and copy	None	25 minutes	Internal Audit Staff IAS



	furnished to the City Mayor			
Total:		–	If Project is: Not under the scope of IAS: <ul style="list-style-type: none">• 1 Day, 4 Hours Under the scope of IAS (depending on the nature of the Project): <ul style="list-style-type: none">• 7 Days, or• 20 Days	

2 Management Audit

Management audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date.

This includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standards of the agencies/units covered (1.9.2 Management Audit, DBM Internal Audit Manual for LGUs (2016), p. 10).

Office or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per Project)			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Executive Branch of the Quezon City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office.	1.0.Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 Minutes	Internal Audit Staff IAS



	1.1. Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 Minutes	Head IAS
	1.2. If the audit request is: 1.2.1. Not under the scope of IAS: 1.2.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval. 1.2.1.2. Review and approval of the letter 1.2.1.3. Submit the letter to the requesting party and copy furnished to the City Mayor	None	4 Hours 4 Hours 25 Minutes	Internal Audit Staff IAS Head IAS Internal Audit Staff IAS
	1.2.2. Under the scope of IAS: 1.2.2.1. Assignment and discussion of the Project to the IAS staff		4 Hours	Head IAS



	1.3. Conduct of Management Audit	None	2 or 13 Days (depending on the nature of the Project)	<i>Internal Audit Staff IAS</i>
	1.4. Draft audit report and submit to the Head of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	<i>Internal Audit Staff IAS</i>
	1.5. Review and approval of audit report	None	2 or 3 Days (depending on the nature of the Project)	<i>Head IAS</i>
	1.6. Submit audit report to the requesting party and copy furnished to the City Mayor	None	25 Minutes	<i>Internal Audit Staff IAS</i>
Total:		—	If Project is: Not under the scope of IAS: <ul style="list-style-type: none"> • 1 Day, 4 Hours Under the scope of IAS (depending on the nature of the Project): <ul style="list-style-type: none"> • 7 Days, or • 20 Days 	

3 Operations Audit

Operations audit is a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, and contractual obligations. Operations audit of organizations, programs, and projects involves an evaluation of whether or not performance targets and expected results were achieved (*1.9.3 Operations Audit, DBM Internal Audit Manual for LGUs (2016), p. 10*).



Office or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per Project)			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	Executive Branch of the Quezon City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter/Written Instructions from the City Mayor to conduct audit.		Office of the City Mayor (OCM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office.	1.0. Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 Minutes	<i>Internal Audit Staff IAS</i>
	1.1. Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 Minutes	<i>Head IAS</i>
	1.2. If the audit request is: 1.2.1. Not under the scope of IAS: 1.2.1.1. Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval. 1.2.1.2. Review and approval of the letter 1.2.1.3. Submit the letter to the	None	4 Hours	<i>Internal Audit Staff IAS</i> <i>Head IAS</i> <i>Internal Audit Staff IAS</i>



	requesting party and copy furnished to the City Mayor		4 Hours	
			25 Minutes	
	1.2.2. Under the scope of IAS:			
	1.2.2.1. Assignment and discussion of the Project to the IAS staff		4 Hours	Head IAS
	1.3. Conduct of Operations Audit	None	2 or 13 Days (depending on the nature of the Project)	Internal Audit Staff IAS
	1.4. Draft audit report and submit to the Head of IAS for review and approval	None	2 or 3 Days (depending on the nature of the Project)	Internal Audit Staff IAS
	1.5. Review and approval of audit report	None	2 or 3 Days (depending on the nature of the Project)	Head IAS
	1.6. Submit audit report to the requesting party and copy furnished to the City Mayor	None	25 Minutes	Internal Audit Staff IAS
Total:		—	If Project is: Not under the scope of IAS:	



		<ul style="list-style-type: none">• 1 Day, 4 Hours <p>Under the scope of IAS (depending on the nature of the Project):</p> <ul style="list-style-type: none">• 7 Days, or• 20 Days	
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LIQUOR LICENSING REGULATORY BOARD

1. LIQUOR REGULATORY PERMIT for NEW ESTABLISHMENT

The Liquor Regulatory Permit for new establishment is issued to all operators of new establishments dealing on liquor.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.			
Who may avail:	All Operators of business establishment engage in retailing, wholesaling, serving, manufacturing, distilling and producing liquor and/or intoxicating beverages dealing on liquor applying for liquor permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Business Permit (photo copy) of the Business Permit and Licensing Department (BPLD) Quezon City 2. Official Receipt & Business Tax Bill (photo copy) of the City Treasurer’s Office (CTO) 3. Security & Exchange Commission (SEC) Registration Article of Incorporation & By-Laws (photo copy) for Corporations or Partnerships 4. Department of Trade & Industry (DTI) Certificate of Business Name Registration (photo copy) for Single Proprietorship 5. Photo of front and inside of establishments (for Server only) 6. Barangay Clearance for Liquor (original copy) 7. Contract of Lease/ Transfer Certificate of Title (TCT) (whichever is applicable) 8. Sketch of Location 9. Additional requirements: (if necessary) a. Locational Clearance from the City Planning and Development Department (CPDD) b. Barangay Council Resolution c. Homeowner’s Association or Neighbor’s Consent d. Bureau of Fire Protection Fire Safety Inspection Certificate			LLRB Office 4 th Floor Civic Center Bldg. A	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All Operators of new establishment engage on liquor. Applicant to fill-up application form and attached required documents for processing by the LLRB License Section.	1. Accept/check and log the filled-up application form and forward to Records Section.	<u>RETAILER</u> Beer – P400 per annum Local Wine – P500 per annum Imported Wine – P2,000 per annum	10 minutes	License Processor
	2. Clearance from the LLRB Records Section to determine of	Filling Fee P20 Special Permit	20 minutes	Records Officer



	any pending case and/or compliant against the establishment.	P2,000 per annum		
	3. Physical/Actual Verification of the place as to the actual operation and the correctness of information in the application and exact location and submit findings to Executive Officer for appropriate action.	<u>WHOLESALE</u> Beer – P800 per annum Local Wine – P1,500 per annum Imported Wine – P2,000 per annum Filling Fee – P40 Special Permit – P2,000 per annum	2 days	Verifier Assigned
	4. Executive Officer refers to the application to Board Secretary for Board Hearing	<u>EATING PLACE</u> Beer – P 400 per annum Local Wine – P500 per annum Imported Wine – P2,000 per annum Filling Fee – P100	10 minutes	Executive Officer
	5. Board Secretary schedule & calendar applications for Board Hearing and inform applicants of schedule of Board Hearing		10 minutes	Board Secretary
2. Applicant to attend the scheduled Board Hearing	6. LLRB Board approves or disapprove applications		20 minutes	Chairman and Board Members
	7. Approve applications to be forwarded to License Section for computation and preparation of		10 minutes	



	Order of Payment to be approved and signed by the Executive Officer			
	8. Disapproved applications forward to Records Section to prepare a letter informing applicant of status of the operator reasons of disapproval.			
3. Applicant to pay regulatory fees as per Order of Payment at the Treasurer's Office and submit a photo copy of the original receipt and present the original receipt for validation	9. Preparation of liquor permit by the License Section upon presentation of Official Receipt for approval and signature of the LLRB Chairman.		30 minutes	License Encoder
	10. License Section to forward the prepared liquor permit to the Executive Officer for check/review and affix the initials.		5 minutes	License Officer
	11. LLRB Chairman to approve and sign the prepared liquor regulatory permit.		5 minutes	LLRB Chairman
	12. Approved liquor permit to be forwarded to the Records Section for recording and releasing.		10 minutes	Records/Releasing
	TOTAL:		4 DAYS	

2. RENEWAL OF LIQUOR REGULATORY PERMIT



To issue a Liquor Regulatory Permit for operators of establishments applying for the Renewal of their previously approved Liquor Regulatory Permit.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.			
Who may avail:	All business establishment who had previously an approved Liquor Regulatory Permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Previous Year's Liquor Regulatory Permit (original copy) and presentation of original copy for validation.			LLRB Office 4th Floor Civic Center Bldg. A. Quezon City Hall, Q.C.	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of a photo copy previous year Regulatory Liquor Permit and present original copy for validation.	1. Processor receive and log previous liquor permit.	<u>RETAILER</u> Beer (P400.00) per annum	5 minutes	1. License Processor Linda Santos
	2. Forward documents to Records Section for clearance.	Local Wine (P500.00) per annum	10 minutes	2. Records Officer Cristy Cionelo
	3. Forward documents to License Section for computation and preparation of Order of Payment to be approve and sign by Executive Officer.	Imported Wine (P2,000.00) per annum Filling Fee (P20.00)	5 minutes	3. License Processor Linda Santos
	4. Applicant to pay regulatory fees as per Order of Payment at the Treasurer's Office and submit a photo copy of the receipt and present the original receipt for validation.	<u>WHOLESALE</u> Beer (P800.00) per annum	20 minutes	4. Cashier Treasurer's Office
	5. Preparation of liquor regulatory permit upon presentation of	Local Wine (P1,500.00) per annum Imported Wine (P2,000.00) per annum Filling Fee (P40.00) Special Permit (P2,000.00) per annum	10 minutes	5. License Encoder Melanie Rañola



	Official Receipt.			
	6. Approval by the LLRB Chairman or the Executive Officer in the absence of the LLRB Chairman.	<u>EATING PLACE</u> Beer (P400.00) per annum Local Wine (P500.00) per annum Imported Wine (P2,000.00) per annum	5 minutes	6. Chairman Alberto Galarpe Executive Officer Myrna Zacarias
	7. Release of liquor regulatory permit.	Filling Fee (P100.00) Special Permit (P2,000.00) per annum <u>AMUSEMENT PLACE</u> Beer (P4,000.00) per annum Local Wine (P3,000.00) per annum Imported Wine (P5,000.00) per annum Filling Fee (P500.00) Special Permit (P4,000.00) per annum	5 minutes	7. Records Section Arnold Drew
	TOTAL:		1 HOUR	

3. RETIREMENT OF LIQUOR REGULATORY PERMIT

To approve applications for the Retirement of their previously approved Liquor Regulatory Permit.

Office or Division:	Liquor Licensing and Regulatory Board (LLRB)	
Classification:	Complex	
Type of Transaction:	G2C-Government to Client and G2B-Government to Business Entity.	
Who may avail:	All business establishment applying for retirement of their previously approved Liquor Regulatory Permit.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Previous Year's Liquor Regulatory Permit. (photo copy) 2. Letter/Affidavit citing reasons of such retirement duly signed by the owner. 3. Liquor Regulatory Permit retirement forms duly filled-up and		LLRB Office 4th Floor Civic Center Bldg. A. Quezon City Hall, Q.C.



signed by the owner (2 copies)				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to fill-up application form for liquor regulatory permit retirement and attach required documents.	1.Processor to receive and log application for retirement.	1. Period covered upon retirement. - -	15 minutes	1. License Processor Linda Santos
	2.Forward documents to Records Section for clearance.		25 minutes	2. Records Officer Cristy Cionelo
	3. Physical Actual/ Verification of the place to ascertain the veracity of the information on the letter request for retirement.		2 days	3. Verifier Assigned
	4. Recommendation by the LLRB's Executive Officer.		10 minutes	4. Executive Officer Myrna Zacarias
	5. Forward document to License Section for computation and preparation of Order of Payment to be approved and signed by Executive Officer.		15 minutes	5. License Processor Linda Santos
6. Applicant to pay retirement fees as per Order of Payment at the Treasurer's Office and submit a photo copy of the receipt and present the original receipt	6. Payment of liquor retirement fees at the Treasurer's Office.		30 minutes	6. Cashier Treasurer's Office
	7. Finalization of retirement form upon presentation of Official Receipt.		10 minutes	7. Executive Officer Myrna Zacarias



for validation.	8. Approval by the LLRB Chairman. 9. Released the approved and signed retirement form.	- -	5 minutes 10 minutes	8. Chairman Alberto Galarpe 9. Records Section Arnold Drew
	TOTAL:		4 DAYS	



MARKET DEVELOPMENT and ADMINISTRATION DEPARTMENT

1. Processing of New Business Permits

New Business Permit is issued to any person who shall conduct or operate business in all government owned and privately owned / operated Public Markets and all other market related activities in Quezon City.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Stallholders/vendors in public markets, owners /operators of private markets, tiangge organizers and traders, meat shop owners / operators.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form (1 copy) 2. Market Certificate / Contract of lease (1 copy) 3. Barangay Clearance (1 copy) 4. Community Tax Certificate (1 copy) 5. Inspection Report		1. W-1, Business Permits & Licensing Unit, MDAD 2. Market Field Office / Applicant 3. Barangay Hall where business is located 4. QC-City Treasurer's Office / Brgy. Hall (if available) 5. Market Inspection Unit / Management Information System Unit, MDAD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized up Application Form, together with the basic requirements	1.1. Evaluates application as to completeness of information and submitted requirements against Checklist of Requirements	P50.00	3 mins.	Business Permits & Licensing Unit / City Market Administrator



NONE	1.2 Clears application for pending cases and arrearages	None	10 mins.	Clearance Officer (Management Information System Unit & Market Inspection Unit
NONE	1.3 Inspection / verification of stall / business establishments	None	1 day	Market/License Inspector (Market Inspection Unit
NONE	1.4 Assesses business taxes and fees based on Inspection Report, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<u>Minimum Taxes and Fees</u> Mayor's Permit Fee: P100 Garbage Fee: P156 Sanitary Fee: P150 Bldg. Inspection Fee: P200 Elect. Insp. Fee: P20 Plumbing: P15 Signboard: P50 Fire: P300 Sticker: P50 Zoning: P545	5 mins.	W-3, W-4 & Head, Business Permits & Licensing Unit



		<u>City Tax:</u> <u>Based on</u> <u>Sec. 19, Art.</u> <u>8 of the QC</u> <u>Revenue</u> <u>Code as</u> <u>Amended</u>		
		<u>Penalties (if</u> <u>applicable) :</u> as per Sec. 22, Art. 8 of the QC Revenue Code		
2. Submits original and photocopy of Official Receipt	2.1 Validates original Official Receipt (OR)	None	2 mins.	W-1 Business Permits & Licensing Unit
NONE	2.2. Updates database record , encodes and prints business permits	None	5 mins.	Management Information System Unit
NONE	2.3 Approves business permit	None	2 mins.	City Market Administrator
NONE	2.4 Records business permit, sticker, business plate	None	2 mins.	W-1, Business Permits & Licensing Unit
3. Receives approved business permits, plate and sticker	3.1 Releases business permit, sticker and business plate	None	1 min.	W-1, Business Permits & Licensing Unit



	TOTAL	Php 1636.00	1 day & 30 mins.	
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2. Renewal of Business Permits

Renewal of Business Permit is issued to any stallholders / vendors in public markets, owners / operators of private markets, tiangge organizers and traders, meat shop owners / operators and other market activities who were previously permitted to engage in business in Quezon City and intend to apply for renewal of their permit.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2B Government to Business			
Who may avail:	Stallholders/vendors in public markets, owners/operators of private markets, tiangge organizers and traders, meat shop owners/operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form (1 copy) 2. Market Certificate / Contract of lease (1 copy) 3. Barangay Clearance (1 copy original) 4. Community Tax Certificate (1 copy) 5. Latest Official Receipt and Previous Business Permit (1 original/ 1 photocopy) 6. Tax Declaration		1. W-1, Business Permits & Licensing Unit, MDAD 2. Market Field Office / Applicant 3. Barangay Hall where business is located 4. QC-City Treasurer's Office / Brgy. Hall (if available) 5. Applicant / Client 6. Inspection Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized Application Form, Tax Declaration together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements against Checklist of Requirements	P50.00	3 mins.	W-1, Business Permits & Licensing Unit
		None	10 mins.	Clearance Officer Management Information



NONE	1.2 Clears application for pending cases and arrearages			System Unit / Market Inspection Unit
NONE	1.3 Assesses business taxes and fees based on the last Official Receipt submitted, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<u>Minimum Taxes and Fees</u> Mayor's Permit Fee: P100 Garbage Fee: P156 Sanitary Fee: P150 Bldg. Insp, Fee: P200 Elect. Insp. Fee: P20 Plumbing: P15 Signboard: P50 Fire: P300 Sticker: P50 Zoning: P545 <u>City Tax:</u> <u>Based on Sec. 19, Art. 8 of the QC Revenue Code as Amended</u> <u>Penalties:</u> as per Sec. 22, Art. 8 of the QC Revenue Code	5 mins.	W-3, W-4 and Head, Business Permits & Licensing Unit



2. Submits original and photocopy of Official Receipt	2.1 Validates original Official Receipt (OR)	None	2 mins.	W-1 Business Permits & Licensing Unit
NONE	2.2 Updates database record , encodes and prints business permits	None	5 mins.	Encoder , Management Information System Unit
NONE	2.3 Approves business permit	None	2 mins.	City Market Administrator
NONE	2.4. Records business permit, sticker, business plate	None	2 mins.	W-1, Business Permits & Licensing Unit
3. Receives approved business permits, plate and sticker	3.1. Releases business permit, sticker and business plate	None	1 min.	W-1, Business Permits & Licensing Unit
	TOTAL	Php 1636.00	30 mins.	

3. Registration of Street Vendors in Designated Temporary Vending Sites

The sidewalk vendors registration is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending sites. The City Mayor shall designate vending areas / sites where the streets vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines and procedures.

Office:	Market Development and Administration Department		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Street vendors, hawkers vending and residing in Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application / Registration Form (2 copies)		1. Clerk, Hawkers Division, MDAD	



2. Barangay Certificate of Residency or / Voter's ID (1 original copy	2. Barangay Hall where the vendor resides/ Local COMELEC
3. Barangay Certificate specifying the vending site or location where the street vendor operates (1 original	3. Barangay Hall where the vending site is located
4. NBI Clearance (1 orig copy)	4. NBI Satellite Office QC Hall Complex
5. Inspection Report	5. Inspection Unit, Hawkers Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submits filled-up Application /Registration Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements and permissibility of vending location against list of temporary vending sites	None	8 mins.	Clerk, Hawkers Division
NONE	1.2 Clears application for pending cases and arrearages	None	10 mins.	W-2, Management . Information. System Unit /
	1.3 Approval of Application	None	5mins.	Head, Hawkers Division
2.Submits original and photocopy of Official Receipt	2.1 Validates original OR and updates database record	None	5 mins.	W-2, Business Permits & Licensing Unit
3.Receives second copy of Application / Registration Form	3.1 Issues second copy of Application / Registration Form	None	2 mins.	W-2, Business Permits & Licensing Unit
	TOTAL	P376.00	30 mins.	

4. Processing of Hawkers Permit

A hawker’s permit is issued to qualified registered vendors upon completion of the requirements.



Office:		MDAD/Hawkers Division		
Classification:		Simple		
Type of Transaction:		Government to citizen		
Who may avail:		Registered sidewalk and street vendors at MDAD and residing in Quezon City.		
List of Documentary Requirements:			Where to secure:	
1) Application/Registration Form (1 original)			1) MDAD, Hawkerc Division	
2) Barangay certificate of residency (1 original			2) Barangay where the vendors reside.	
3) Barangay Certification specifying the vending site or location.			3) Barangay where the vendors are selling.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up registration form.	Issue one (1) registration form	Php 50.00	8 minutes	W-1 Management and Information System Unit
Submit the required documents to W-2 for initial assessment and verification.	Receive the required documents and check for completeness	None	5 minutes	(N) W-2 Management and Information System Unit
	Start processing the registration	None	5 minutes	(N) W-2 Management and Information System Unit
	Approval of the registration.	None	2 minutes	City Market Administrator
	Issue the order of payment when all the required documents were submitted.	Minimum Taxes and Fees: Application Fee: 100 Garbage Fee: 156 Penalty/ies: As per Sec. 22, Art. 8 of the QC Revenue Code as Amended.	5 minutes	(N) W-2 Management and Information System Unit



Pay the required taxes and fees at the City Treasurer's Office by showing the Order of Payment.	Receive payment as per order of payment and issue Official Receipt.	None		City Treasurer's Office
Return to the MDAD Office for the processing and release of Vendors Registration Certificate.	Check the original Official Receipt and mark the photo copy and update the database record.	None	2 minutes	(N) W-2 Management and Information System Unit
Submit the second copy of the Registration Form for validation.	Issue the Registration Certificate.	None	2 minutes	(N) W-2 Management and Information System Unit
	TOTAL	Php306.00	29 min.	
END OF TRANSACTION				

5. Processing of New Stall Award

New Market Stall award is issued to qualified leaseholders in city markets as prescribed by the QC Revised Market Code.

Office:	Market Development and Administration Department	
Classification:	Complex	
Type of Transaction:	G2B- Government to Business	
Who may avail:	Persons interested to lease stall in the Quezon City Public Markets who possesses the qualifications and not otherwise disqualified as prescribed by the Quezon City Revised Market Code	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Notarized Application Form (1 copy) 6. Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig,etc) (1 photocopy)		1. Market Supervisor at the Eight (8) City Markets 2. Barangay Hall / Appropriate Government Agency



7. Copy of Birth Certificate (1 photocopy) 4. 2X2 ID picture (2 pcs)		3 Local Civil Registrar / Philippine Statistics Authority 4. Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized Application Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements	None	15 mins.	Market Supervisor, City Markets / Clerk, Public Market Division
NONE	1.2 Issues Order of Payment for application fee and instructs to pay to the City Treasurer's Office	P150	5 mins.	Market Supervisor, City Markets / W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for Application Fee	2.1 Attaches Official Receipt (OR to the application	None	1 min.	Clerk, Public Market Division
NONE	2.2 Evaluates documents and schedules interviews of applicant	None	2-3 days	Head, Public Market Division
3. Personal interview of the applicant	3.1 Interviews and screens applicant	None	30 mins.	City Market Administrator & Head, Public Markets Division
NONE	3.2 Encodes and prints Stall Award	None	5 mins.	Clerk, Public Markets Division
NONE	3.3 Approves Stall Award	None	5 mins.	City Market Administrator
4. Receives approved Stall Award	4.1 Release Stall Award	None	2 mins.	Clerk (Public Markets Div.)
	TOTAL	P150.00	2-3 days, 1 hr. 3 min.	

6. Renewal of Stall Awards / Contract of Lease

Renewal of Market Stall award is issued to qualified leaseholders in city markets who were previously permitted to engage in business in Quezon City as prescribed by the QC Revised Market Code.



Office:	Market Development Administration Department			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Existing stallholders in city markets.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form (1 copy) 2. Original/Certified True Copy of Stall Award 3. Proof of payment of rental fees (last 3 months) 4. Proof of payment of business taxes and fees and business permit 5. Evaluation/Assessment Report of the Market Supervisor 6. Two (2) pcs 2x2 ID Picture		1. Applicant / Client 2. Records Management Section, MDAD 3. Applicant-Client / Market Field Office 2. Applicant-Client / Market Field Office 3. Inspection Unit / Market Field Office 6. Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up and notarized Application Form and Information Sheet together with the basic requirements	1.1 Evaluates application as to completeness of information, submitted requirements, and checks records of payment and violations (if any) of applicant/stallholder	None	30 mins	Market Supervisor, City Markets / Clerk, Public Markets Division
NONE	1.2 Issues Order of Payment for application fee and instructs stallholder to pay to City Treasurer's Office	₱150.00	5 mins	Market Supervisor, City Markets)/ W-3 & W-4,Business Permits & Licensing Unit
2. Submits Official Receipt for application fee	2.1 Attaches OR to the application	None	1 min	Clerk, Public Markets Division
NONE	2.2 Evaluates and assesses	None	1-2 days	Head, Public Markets Division



	application and documents			
NONE	2.3 Encodes and prints Stall Award	None	5 mins	Clerk, Public Markets Division
NONE	2.4 Approves renewal of Stall Award	None	5 mins	City Market Administrator
3. Receives approve Stall Awards	3.1. Records and releases Stall Award	None	2 mins	Clerk, Public Markets Division)
	TOTAL	₱150.00		

7. Processing of Stall Award for Transfer and Succession

Stall Award is processed and issued to legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease award/s to their successor/s due to death or incapacity of the adjudicated stallholder.

Office:	Market Development and Administration Department		
Classification:	Complex		
Type of Transaction:	G2B Government to Business		
Who may avail:	Legitimate adjudicated market stallholders in the eight (8) city markets who want to transfer their lease awards to their successors due to reasons of death or incapacitation of an adjudicated stallholder.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Transferor/Succession (due to death and incapacity)			
1. Deed of Transfer (Notarized & For Transfer Only) (1 copy)		1. Applicant / Client	
2. Death Certificate or Affidavit of Incapacitated adjudicated stallholder (for Succession only) (1 copy)		2. Applicant / Client	



<p>3.Original/Certified True Copy of Stall Award (1 copy copies)</p> <p>4. Proof of payment of rental fees (last 3 months) (1 copy)</p> <p>5 Proof of payment of business taxes and fees and business permit (1 copy)</p> <p>6 Waiver of rights of legal spouse or legitimate son/s or daughter/s (1 copy)</p> <p>B. Transferee/Successor</p> <p>1. Notarized Application Form (1 copy)</p> <p>2 Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig,etc) (1 photocopy)</p> <p>2 Copy of Birth Certificate (1 photocopy)</p> <p>4. 2X2 ID picture (2 pcs)</p> <p>5. Personal Appearance for Interview</p>	<p>3. Applicant-Client / Records management Section</p> <p>4. Applicant – Client / Market Field Office</p> <p>5 Applicant – Client / Market Field Office</p> <p>4. Applicant / Client</p> <p>B</p> <p>1. Market Supervisor , City Markets</p> <p>2. Barangay Hall / Appropriate Government Agency</p> <p>3 Local Civil Registrar / Philippine Statistics Office</p> <p>4 Applicant / Client</p> <p>5. Applicant / client</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up and notarized Application Form and Information Sheet together with the basic requirements	1.1 Evaluates application as to completeness of information, submitted requirements	None	30 mins	Market Supervisor , City Markets)/ Clerk, Public Markets Division
NONE	1.2 Issues Order of Payment for application fee and instructs applicant to pay to City Treasurer's Office	₱150.00	5 mins	Market Supervisor, City Markets / W-3 & W-4, Business Permits & Licensing Unit



2. Submits Official Receipt for application fee	2.1 Attaches OR to the application	None	1 min	Clerk, Public Markets Division
NONE	2.2 Evaluates documents and records of payment and violations (if any) and schedules interview of applicant	None	2-3 days	Head, Public Markets Division
3. Attends personal Interview of the applicant	3.1. Interviews and screens applicant	None	30 mins	City Market Administrator & Head, Public Markets Division
NONE	3.2 Issues Order of Payment for application fee and instructs applicant to pay to City Treasurer's Office	₱1,000.00	5 mins	W-3, W-4 & Head, Business Permits & Licensing Unit
4. Submits Official Receipt for transfer fee	4.1. Attaches OR to application; Encodes and prints Stall Award	None	5 mins.	Clerk/Encoder , Public Markets Division
	4.2 Approves Stall Award	None	2 mins.	City Market Administrator
5. Receives approved Stall Award	5.1 Release Stall Award	None	2 mins.	Clerk, Public Markets Division
	TOTAL	₱1,500.00	5 working Days*	

8. Issuance of Order of Payment for Market Rental Fees

Order of Payment for market rental fees is issued to Stallholders in the eight (8) city markets.

Office:	Market Development and Administration Department
Classification:	Simple



Type of Transaction:	G2B- Government to Business			
Who may avail:	Stallholders in the eight (8) city markets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Official Receipt for market fee Payment (1 original copy)		1. Stallholder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for assessment and Order of Payment for market rental fee, presenting Official Receipt for last payment made one	1.Verifies presented Official receipt (OR) against records and prepares Order of Payment for market rental fees due.	None	5 mins	Market Supervisor, City Markets)
2. Submits Official Receipt for payment made	2. Validates OR and updates stallholder's record of payment	None	5 mins	Market Supervisor, City Markets)
	TOTAL	None	10 mins	

9. Issuance of Market Certification

A certification is issued to stall holders/vendors in public markets, owners / operators of private markets, tiangge organizers and traders who ae applying for business permit.

Office:	Market Development and Administration Department
Classification:	Simple
Type of Transaction:	G2B Government to Business



Who may avail:		Stallholders in the eight (8) city markets who are applying for business permits		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Official Receipt for market rental fee payment (1 photocopy) 2. Latest Business Permit (1 photocopy)		1. Stallholder 2. Stallholder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Market Certification, presenting Official Receipt for last payment made for market rental fee and latest business permit	1. 1 Verifies presented OR against records and prepares Order of Payment for requested certification and instructs stallholder to pay to City Treasurer's Office	None	5 mins	Market Supervisor, City Markets
2. Submits Official Receipt for payment of certification	2.1 Validates Original Receipt (OR), prepares and releases Market Certification	None	5 mins	Market Supervisor, City Markets
	TOTAL	None	10 mins.	

10. Issuance of Certified True Copy of Business Permit and Market Stall Award

Certified true copy of Business Permit and Market Stall Award are issued to Stallholders/vendors in public markets, owners / operators of private markets, tiangge organizers and traders

Office:	Market Development and Administration Department
Classification:	Simple
Type of Transaction:	G2B - Government to Business



Who may avail:		Stallholders/vendors in city markets, owners/operators of private markets, tiangge organizers and traders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up Request Form for a Certified True Copy of business permit or market stall award	1. Receives request and retrieves requested document	None	5 mins	Records Officer, Records Management Section
NONE	1.1 Prepares Order of Payment for Certified True Copy and instructs applicant to pay to City Treasurer's Office	₱50.00 per page per copy	5 mins	W-3 & W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for payment for Certified True Copy	2. Validates OR; photocopies requested document	None	5 mins	Records Officer, Records Management Section
3. Receives Certified True Copy of requested document	3. Releases CTC of requested document	None	2 mins	Records Officer , Records Management Section
	TOTAL:	₱50.00 per page / per copy	17 mins	

11. Issuance of Permit to Repair/Construct Stalls

A permit to repair / construct stalls are issued to existing stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls.

Office:	Market Development and Administration Department
Classification:	Complex



Type of Transaction:		G2B Government to Business		
Who may avail:		Stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Repair Permit Form (1 original copy)		1. Market Field Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up and notarized Application Form for repair/construction of stalls, with plan or layout for repair or construction	1. Receives request and recommends to Technical Services Division	None	5 mins	Market Supervisor, City Markets
	1.1 Evaluates application, inspect site for proposed repair/construction	None	1 day	Head, Technical Services Division
2. Submits Official Receipt for application fee	2.1 Approves Repair Permit	None	5 mins	City Market Administrator
NONE	2.2 Prepares Order of Payment for Repair Permit and instructs stallholder to pay to City Treasurer's Office	₱200.00	5 mins	W-3 & W-4, Business Permits & Licensing Unit
3. Submits Official Receipt for Repair Permit	3.1 Validates OR and records Repair Permit	None	2 mins	Clerk, Public Markets Division



4.Receives Repair Permit	4.Releases Repair Permit	None	5 mins	Clerk, Public Markets Division
	TOTAL:	₱200.00	1 day & 19 mins	

12. Feedback and Complaint Mechanism

This is to provide mechanism on the manner or procedure for the citizen to bring their complaint to the knowledge and jurisdiction of the Head of the Office for appropriate action regarding its employee conduct.

Office:	Market Development and Administration Department			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client / G2B Government to Business			
Who may Avail	Market Stallholders/ vendors in public markets owners/ operators (public or private) of private markets, tiangge organizers and traders 17 minutes and / or any QC residents / stakeholders			
Checklist of requirements:	Letter-Complaint (2 copies)			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complaint to the Records Section or thru the drop box (frontline desk) indicating the name of the person being complained of stating the nature of complaint, the name of complainant with complete address and contact number.	2. The Front Desk Staff upon receipt of the complaint shall immediately forward it to the Records Section for recording.	NONE	5 mins	Front Desk Staff, Administrative Division
	3. The Records Officer receives the Complaint and forward			Records Officer, records management Section,



	<p>the same to the Head Administrative Division.</p> <p>The Duplicate copy of the complaint shall be retained by the Records Management Section for reference / file.</p>	NONE	5 mins	Administrative Division
	4. The Head Administrative Div. evaluates the veracity of the complaint and refer it to the CMA for appropriate action.	NONE	10 mins.	Head, Administrative Division
	5. The CMA shall order the Div. Head concerned to evaluate and recommend Appropriate action	NONE	5 mins.	The City Market Administrator
	6. The Division Heads concerned shall summon the erring personnel to explain in writing regarding the Complaint and submits Concerned Division Heads explanation with 72 hours from receipt of the complaint	NONE	72 hours	Concerned Division Head
	7. The City Market Administrator will evaluate the Findings and recommendation	NONE	1 day	



	of the concerned Division Head.			City Market Administrator
	8. The CMA shall refer the matter to the City Legal, if warranted, for appropriate legal action. .	NONE	30 mins.	City Market Administrator
	9. The Records Officer shall furnish copy of the employee with the course of action .	NONE	10 mins.	Records Officer, Administrative Division



NOVALICHES DISTRICT HOSPITAL

Hospital Operations and Patient Support Services Division (Admitting Section)

1. EMERGENCY ROOM REGISTRATION PROCESS

Registration process for patients requiring immediate medical management and treatment.

Office or Division	Admitting Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Emergency Room Form (1 original copy) ER Stub (1 original copy) Hospital Card (1 original copy) Patient Information Form (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy)		Business Office – Window 4		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For new and old patient. Present the ER Stub and Hospital Card or Valid ID. Answer the Patient Information Form.	1. Accept the ER Stub and let the patient / patient's relative answer the Patient Information Form.	None	5-10 minutes	Admitting Clerk Admitting Section
2. Accept the Order of Payment and proceed to the cashier for payment.	2. Issue and Order of Payment and instruct client to proceed to the cashier for payment.	None	1-3 minutes	Admitting Clerk Admitting Section
3. Present the Order of payment form and pay the amount indicated. Client will receive an official receipt after payment.	3. Accept the Order of payment form and payment. Issue an official receipt after payment.	100.00	1-3 minutes	Cashier Cash Section



4. Present the official receipt to admitting clerk and accept the Emergency record form with the ER stub. For new patients, they will be given a new hospital card. After the transaction, return to Emergency Room.	4. Inspect the Official receipt, release the Emergency room record form and instruct client to go back to the emergency room.	None	1-3 minutes	<i>Admitting Clerk</i> Admitting Section
TOTAL:		100.00	8 - 19 minutes	

2. ADMISSION PROCESS

Process for patients requiring hospital admission.

Office or Division	Admitting			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Admission and Discharge Record (1 original copy) Hospital Card (1 original copy) Reminders to Patients, Watchers and Visitors Form (1 original copy)		Business Office – Window 4		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card, patient's valid ID and Admission and Discharge form to Admitting Section.	1. Accept the Hospital card, Patient's valid ID and Admission and Discharge form.	None	1 - 3 minutes	<i>Admitting Clerk</i> Admitting Section
2. Answer the Patient Data Sheet.	2. Instruct client to answer the Patient Data Sheet and transfer information to Patient's Ledger.	None	5 -10 minutes	<i>Admitting Clerk</i> Admitting Section
3. Will be given 2 copies of Reminders to	3. Instruct client to read and sign the Reminders to	None	5 -10 minutes	<i>Admitting Clerk</i>



Patient, Watchers, and Visitors Form. Read and sign the form.	Patient, Watchers and Visitors Form.			Admitting Section
4. Will receive an accomplished Admitting and Discharge form. Return to Emergency room after the transaction.	<p>4. return the Admission and Discharge form and instruct client to go back to the Emergency Room.</p> <p>For PhilHealth members:</p> <p>Instruct client to go to the Billing and Claims section for the required Philhealth documents.</p> <p>For non-Philhealth members:</p> <p>Instruct Client to go to the Medical Social Service for Philhealth application instructions.</p>	None	1 - 3 minutes	<p><i>Admitting Clerk</i></p> <p>Admitting Section</p> <p><i>Philhealth Clerk</i></p> <p>Billing and Claims Section</p> <p><i>Medical Social Worker</i></p> <p>Medical Social Service</p>
TOTAL:		None	7 - 26 minutes	

Hospital Operations and Patient Support Services Division



(Billing Section)

1. STATEMENT OF ACCOUNT PROCESS

Process for patients requesting for an issuance of Statement of Account.

Office or Division	Billing and Claims Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Pre-billing Notification Slip (1 original copy) Statement of Account (1 original copy)			Business Office – Window 3	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Hospital card and accomplished pre-billing notification slip. For non-Philhealth members: They will be instructed to go to the Medical Social Service.	1. Accept the accomplished pre-billing notification slip. For non-Philhealth members: Instruct client to go to the Medical Social Service.	None	1-3 minutes	Billing Clerk / Philhealth Care Staff Billing and Claims Section
2. Accept the Statement of account form and do the following: a) Proceed to the Admitting section (window 4) for clearance. b) Proceed to the Medical Social Service if needed. c) Proceed to the Cashier for payment.	2. Compute the Hospital Bill, prepare the Statement of Account and release it to the client with instructions of the following: a) Proceed to the Admitting section (window 4) for clearance. b) Proceed to the Medical Social Service if needed.	None	30-45 minutes	Billing Clerk / Philhealth Care Staff Billing and Claims Section



d) Go back to the Respective ward.	c) Proceed to the Cashier for payment. d) Go back to the Respective ward.			
TOTAL:		None	31 - 48 minutes	

2. PHILHEALTH PROCESSING

For Philhealth members, procedures and requirements for Philhealth processing.

Office or Division	Billing and Claims Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
CF1 (1 original copy) CF2 (1 original copy) CE1 (1 original copy) MDR (1 original copy)		Business Office – Window 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Employed or Member in Formal Economy 1.1 Answer CF1 and CF2 Form 1.2 Ask Employer for certificate of contribution with signature of Employer and MDR 1.3 Or may go to directly Philhealth office of your area to get the MDR.	1. Instruct client to accomplish and complete all required documents depending on the Philhealth Member classification.	None	3-5 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section



<p>1.4 OFW Member</p> <p>1.4.1 Present MDR</p> <p>1.4.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>1.4.3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>1.5 For individual paying, or self-employed, or voluntary</p> <p>1.5.1 Present the receipt of contribution and MDR.</p> <p>1.5.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>1.5.3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>1.6 For Sponsored/ Indigent/ 4P's (Pantawid Pamilya Pilipino Program)</p> <p>1.6.1 present CE1 (Sponsored Health Certificate) o MDR</p> <p>1.6.2 answer CF1 and CF2 Form</p>				
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1.7 Lifetime or Senior Citizen 1.7.1 present Philhealth lifetime ID/ Senior Citizen's Card/ MDR 1.7.2 answer CF1 at CF2 Form				
2. Submit all accomplished documents to Billing and Philhealth section.	2. verify all submitted documents and attached to patient's ledger.	None	1-3 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section
TOTAL:		None	4 - 8 minutes	

Hospital Operations and Patient Support Services

Division

(Cashier Section)

1. PAYMENT PROCESS

Steps on the payment process for availed hospital products and services.

Office or Division	Cashier Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Order of Payment (1 original copy) Statement of Account (1 original copy) Official Receipt (1 original copy)			Business Office – Cashier 1 and 2	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital Card, Order of Payment, Statement of	1. Accepts Order of Payment, Statement of	Depends on the amount indicated	1 - 3 minutes	<i>Cash Clerk /</i> Cashier Section



Accounts and pay the indicated amount.	Accounts and indicated amount.	in the Order of Payment, Statement of Account		
2. Will receive an Official receipt and will be instructed to go back to the respective ward/unit/section.	2. Issues Official receipt and instruct client to go back to the respective ward/unit/section.	None	1-3 minutes	Cash Clerk / Cashier Section
TOTAL:			3-6 minutes	

Ancillary Services Division

(Dental Section)

1. DENTAL CONSULTATION PROCESS

Process for patients requesting for dental consultation.

Office or Division	Dental Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Dental Record (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy) Prescription (1 original copy)			First Floor – Specialty Clinic Room 8	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 For new patients, proceed to OPD section, get a queuing number and follow OPD process.	1. Follow OPD section process.	40.00	5-10 minutes	OPD Nurse Nursing Service



<p>1.2 For old patients, proceed to OPD section and present Hospital card and get queuing number. Follow OPD process.</p> <p>1.3 For old patient without / loss hospital number, proceed to OPD section and answer the Lost Data Sheet Form and get queuing number and follow OPD process.</p>				
2. Proceed to dental section and wait to be called.	2. Call patients for dental examination.	None	1-2 minutes	<i>Dental Assistant</i> Dental Section
<p>3.1 Proceed to dental Section, let the dentist check you.</p> <p>3.2 For patients for dental examination and consultation only, skip steps 4, 5, and 6.</p>	3. Examine patients and give necessary instructions.	None	1-10 minutes	<i>Dentist</i> Dental Section
4. For patients requiring dental extraction, they will receive an Order of payment. Proceed to cashier section for payment.	4. Give an Order of Payment and instruct client to proceed to cashier section for payment.	None	1-2 minutes	<i>Dental Assistant</i> Dental Section
5. Present an order of payment and pay indicated amount. Receive an official receipt.	5. Accepts order of payment and indicated amount. Give an official receipt.	<p>100.00 (Tooth Extraction)</p> <p>50.00 (Oral Prophylaxis)</p>	1-3 minutes	<i>Dental Assistant & Dentist</i> Dental Section
6. Present official receipt and wait to be called and be treated.	6.1 Verify Official receipt.	None	20-30 minutes	<i>Dental Assistant & Dentist</i> Dentist Section



	6.2 Proceed to the desired dental management.			
7. Will receive a home instruction and prescription from the Dentist.	7. Give patient the necessary instructions and prescription.	None	3-5 minutes	<i>Dentist</i> Dental Section
TOTAL:			50 - 53 minutes	

Ancillary Services Division
(Laboratory Section)

1. LABORATORY EXAMINATION PROCESS

Steps for patients requesting for laboratory examinations as requested by the physician.

Office or Division	Laboratory Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Laboratory Request signed by NDH doctor (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)		First Floor, Laboratory Section – Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card and laboratory request signed by the doctor. 1.2 Will receive necessary instructions depending on	1. Accept laboratory request. 1.2 Instruct patient according to the requested examination.	None	1-3 minutes	Laboratory Clerk / RMT Laboratory Department



the requested examination.				
1.3 For patients with request from other hospital, they have to consult with NDH doctors to acquire new laboratory request.				
2.1 Will receive an order of payment and proceed to cashier section for payment.	2.1 Give an order of payment and instruct to proceed to cashier section for payment.	CLINICAL CHEMISTRY TEST	1-3 minutes	<i>Laboratory Clerk / RMT</i>
2.2 For patients who cannot pay the indicated amount, they may proceed to Medical Social Service for assistance.		OGCT 75 Grams 302.00		Laboratory Department
		BUA 135.00		
		BUN 122.00		
		Chloride 90.00		
		Cholesterol 183.00		
		Creatinine 134.00		
		Glucose (FBS, RBS, 2PP) 123.00		
		FT3 500.00		
		HBA1C 909.00		
		HDL 364.00		
		Potassium 90.00		
		PSA 500.00		
		SGOT		



		263.00		
		SGPT		
		263.00		
		Sodium		
		90.00		
		T3		
		500.00		
		T4		
		500.00		
		Total protein		
		142.00		
		Triglycerides		
		229.39		
		Troponin I (quantitative)		
		1300.00		
		CLINICAL MICROSCOPY TEST		
		Fecalysis		
		40.00		
		Occult blood		
		50.00		
		Pregnancy Test		
		104.00		
		Urinalysis		
		45.00		
		HEMATOLOGY TEST		
		ABO and RH typing		
		40.00		
		Bleeding time		
		65.00		
		Clotting time		
		65.00		
		CBC (automated)		



		180.00		
		CBC (manual)		
		100.00		
		Differential count		
		59.00		
		ESR		
		70.00		
		Hematocrit		
		65.00		
		Hemoglobin		
		70.00		
		Malarial smear		
		70.00		
		Peripheral Blood Smear		
		75.00		
		Platelet count		
		104.00		
		RBC count		
		52.00		
		Toxic Granules		
		50.00		
		WBC count		
		60.00		
		IMMUNOSEROLOGY TEST		
		HBSAG		
		800.00		
		ANTIHBBS		
		1000.00		
		ANTIHAV IgG		
		1100.00		
		ANTIHAV IgM		
		1100.00		
		HIV		
		1100.00		



		BLOOD BANK TEST Cross matching + blood typing 1315.00 SEROLOGY TEST Dengue IgM and IgG 600.00 NS1Ag 900.00		
3. Present the order of payment and pay the indicated amount. Get official receipt.	3. Accepts Order of payment and indicated amounts. Give official receipt.	Depends on the requested examination.	1-3 minutes	<i>Cashier Clerk</i> Cash Section
4. Present the Official receipt to the Laboratory Department.	4. Verify Official receipt and list on patient's registry.	None	1-3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
5.1 Submit specimen (urine, stool, etc.) 5.2 Undergo blood extraction 5.3 Will receive instructions regarding release of examination's official results.	5.1 Accept specimen and verify identification by asking patient's name. 5.2 Verify identification by asking patient's name prior to blood extraction. 5.3 Will receive instructions regarding release of examination's official results.	None	5-10 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
6. Steps to claim results, present hospital card, valid ID or Official receipt before	6. Verify Hospital card, valid ID or Official receipt and issue official	None	1-2 minutes	<i>Laboratory Clerk / RMT</i>



claiming the official examination result.	examination results.			Laboratory Department
TOTAL:			20 - 25minutes	

Ancillary Services Division
(Health Information Management Section)

1. BIRTH CERTIFICATE REGISTRATION PROCESS

Steps for clients requesting for Birth Certificate registration.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Live Birth Certificate Form Tool (1 original copy) Valid ID (1 original copy) Cedula (1 original copy) Affidavit of Using Surname of the Father (1 original copy) Authorization Letter (1 original copy) Registered Live Birth (1 original copy) Marriage Certificate (1 photocopy) <i>if needed</i>		First Floor – Health Information Management Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For married parents, undergo Interview and submit a copy of marriage certificate to the midwife.	1. For married parents, undergo interview and accomplish Live Birth Certificate form tool and attach a	None	3-5 minutes	Midwife Nursing Service



For married parents, skip steps 2 and 3.	copy of marriage certificate.			
For unmarried parents, undergo interview c/o midwife.	For unmarried parents, undergo interview and accomplish Live Birth Certificate form tool, leave father's details blank and attach affidavit of using Surname of Father (AUSF).			
2. for unmarried parents, father or relative will be given further instructions.	2. Give instructions to the father to proceed to the medical records section and present a valid government ID or cedula.	None	1-2 minutes	Midwife Nursing Service
3. For unmarried parents, Father of new born will proceed to the medical records section and present a valid ID or Cedula, answer Live Birth Certificate Tool Form regarding father's information.	3. Verify Valid ID o Cedula, instruct how to answer Live Birth Certificate Tool Form father's information and Acknowledgement.	100.00 (notarization of documents)	15-20 minutes	Medical Records Clerk / Medical Records Officer Health and Information Management
4. For married and unmarried parents, they will receive instructions on when to claim the registered live birth certificate.	4. Instruct to comeback after 1 month to claim the registered live birth certificate.	None	1-2 minutes	Medical Records Clerk / Medical Records Officer Health and Information Management
5.for married and unmarried parents, present hospital card and parent's valid ID. For parents who cannot come to claim the certificate, authorized representative must have the following documents: <ul style="list-style-type: none"> Hospital Card of Mother Authorization letter 	5. Verify hospital card, valid ID of parents, authorization letter and release the registered Live birth certificate.	None	1-2 minutes	Medical Records Clerk / Medical Records Officer Health and Information Management



<ul style="list-style-type: none"> • Copy of Mother's ID with signature • Copy of Representative ID with signature 				
TOTAL:		100.00	25-30 minutes	

2. RELEASE OF HOSPITAL DOCUMENTS PROCESS

Steps when requesting a certified true copy of anesthesia record / operating room technique / discharge summary / clinical abstract for discharged patients.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Certifies True Copy of Anesthesia Record (1 original copy) Operating Room Technique/ Discharge Summary (1 original copy) Clinical Abstract (1 original copy) Authorization Letter (1 original copy) <i>if needed</i> Valid ID (1 photocopy) Representative's Valid ID (1 photocopy) Order of Payment (1 original copy) Official Receipt (1 original copy) Request Form (1 original copy)		First Floor – Health and Information Management Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request form and present patient's hospital card. For patient representative the following are required: <ul style="list-style-type: none"> • Hospital Card • Authorization letter 	1. Accept Request Form, Valid ID and Authorization Letter.	None	1-2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management



<ul style="list-style-type: none"> • Copy of patient's Valid ID with signature • Copy of Representative's Valid ID with signature 				
2. Will receive instructions on when to claim the document.	2. Give instructions to comeback after 7 working days for the release of requested document.	None	5-10 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
3. Will receive an order of payment and proceed to the cashier section for payment.	3. Give an order of payment and instruct to proceed to the cashier section for payment.	None	3-5 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
4. Present Order of payment and pay indicated amount. Will receive an official receipt.	4. Accept order of payment and indicated amount. Issue an official receipt.	50.00 (per document)	5-10 minutes	<i>Cashier Clerk</i> Cash Section
5. To claim the document: Present the official receipt to the medical records section and claim the requested document.	5. Verify Official receipt and release the requested document.	None	1-2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		50.00	25-30 minutes	

3. RETRIEVAL OF PATIENT’S OLD CHART PROCESS

Steps to retrieve old patients / discharged patient’s chart.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy)			First Floor Medical Records – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit Hospital card at the medical records card box.	1. Accept and verify patient's hospital card.	None	1-3 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
2. Wait for your name to be called.	2. Give instructions to wait for the name to be called.	None	1-3 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		None	5-6 minutes	

4. RETRIEVAL OF PATIENT’S OLD CHART PROCESS (WITHOUT HOSPITAL CARD)

Steps to retrieve old patients / discharged patient’s chart. (without hospital card)

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Lost Data Sheet Form (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy) New Hospital Card (1 original copy)			Medical Records – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and present Lost card data sheet to the medical records section.	1. Accept Lost card data sheet form.	None	1-2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
2. Wait for the retrieval of old Hospital number.	2. Give Instructions to wait for the retrieval of old hospital number in the database.	None	25-30 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management



3. Will receive an order of payment and proceed to cashier section for the payment.	3. Give order of payment at instruct client to proceed to the cashier section for the payment.	None	1-2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
4. Present order of payment and pay the indicated amount. Will receive an official receipt.	4. Accept order of payment and indicated amount. Give official receipt.	90.00 (OPD) 150.00 (ER)	1-3 minutes	<i>Cashier Clerk</i> Cash Section
5. Present official receipt at medical records section. Will receive new hospital card with same hospital number with the lost card. Proceed back to OPD or Emergency room and wait for your name to be called.	5. Verify official receipt and issue new hospital card with same hospital number. Give instructions to go back to OPD or Emergency room and wait for their name to be called.	None	1-2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		90.00-150.00	36-40 minutes	

Ancillary Services Division (Pharmacy Section)

1. PURCHASING MEDICINES PROCESS

Steps on how to purchase medicines for out-patient clients.

Office or Division	Pharmacy Section		
Classification:	Simple		
Type of transaction:	G2C – for government services whose client is transacting public		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL	
Hospital Card (1 original copy) Prescription signed by the Doctor (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)		Pharmacy Section – Window 1, 2 & 3	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital card and prescription signed by the Doctor.	1.1 Accept prescription signed by the doctor. 1.2 Check stock availability. 1.2.1 If not available, ask the doctor for alternative medicine. 1.2. 2 If still not available, give instructions to buy outside.	None	1-3 minutes	<i>Pharmacist</i> Pharmacy Section
2. Will receive order of payment and proceed to cashier section for the payment. For patients who cannot pay the indicated amount, may ask for assistance at the Medical Social Service of the hospital.	2. Give order of payment and instruct client to proceed to the cashier section for payment.	Depends on the requested medicine.	1-3 minutes	<i>Pharmacist</i> Pharmacy Section
3. Present the order of payment and pay the indicated amount. Will receive an official receipt.	3. Accept order of payment and indicated amount. Give official receipt.		1-3 minutes	<i>Pharmacist</i> Pharmacy Section
4. Present the official receipt at the pharmacy section.	4. Verify the Official receipt.		1-3 minutes	<i>Pharmacist</i> Pharmacy Section
5. Claim the requested medicine and instructions on how to take the purchased medicines. Sign the logbook for release.	5. Release the requested medicines and give instructions on how to take it. Let the client sign the releasing logbook.		3-5 minutes	<i>Pharmacist</i> Pharmacy Section
TOTAL:			15-20 minutes	



Ancillary Services Division

(Radiology Section)

1. RADIOLOGY EXAMINATIONS PROCESS

Steps for patients requiring radiological procedures as requested by the doctor.

Office or Division	Radiology Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Radiology Request Form signed by the Doctor (1 original copy) Valid ID (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			First Floor, Radiology Section – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the hospital card and radiology request form signed by the Doctor. For patients with request from other hospital, present the radiology request form signed by the Doctor and a valid ID. Instruction will be given depending on the requested procedure / examination.	1. Accept the radiology request form and give instructions depending on the requested procedure / examination. For ultrasound patients. Schedule will depend on the number of patients.	None	1-3 minutes	Radiology Technologist Radiology Clerk Radiology Section



<p>2. Will receive order of payment and proceed to the cashier section for payment.</p> <p>For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.</p>	<p>2. Give order of payment and instruct patient to proceed to cashier section for payment.</p>	<p>X-RAY.</p> <p>Chest PA 300.00</p> <p>Chest PA/L 400.00</p> <p>Chest ALV/Coned down 250.00</p> <p>Chest lateral 250.00</p> <p>Chest lateral decubitus 250.00</p> <p>Chest (portable) 315.00</p> <p>Ribs / Thoracic Cage 400.00</p> <p>Skull (PA/L) 400.00</p> <p>Mandible 700.00</p> <p>Mastoid 500.00</p> <p>TMJ 600.00</p> <p>Water's view 300.00</p> <p>Paranasal Sinuses 450.00</p> <p>Submentovertex / towne's view 250.00</p> <p>Orbits 450.00</p>	<p>1-3 minutes</p>	<p><i>Radiology Technologist</i></p> <p><i>Radiology Clerk</i></p> <p>Radiology Section</p>
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		Nasal bones / soft tissue lateral 500.00		
		Cervical spine (A/L) 450.00		
		Cervical spine (AP/L)+O 550.00		
		Thoracic spine 450.00		
		Lumbosacral spine 450.00		
		Lumbosacral spine + Oblique view 550.00		
		Scoliotic study 900.00		
		Abdomen supine & upright 500.00		
		Abdomen (portable) 375.00		
		Pelvis (AP) 300.00		
		Pelvis + frog leg 600.00		
		Shoulder unilateral 300.00		
		Shoulder AP/O 450.00		
		Elbow (unilateral) 350.00		



		Ankle (unilateral) 350.00		
		Foot (unilateral) 350.00		
		Humerus (unilateral) 350.00		
		Femur (unilateral) 350.00		
		Lower leg (unilateral) 350.00		
		Hand (unilateral) 350.00		
		Wrist (unilateral) 350.00		
		Extremity (portable) 750.00		
		ULTRASOUND		
		1 Organ (including RLQ) 800.00		
		HBT 1000.00		
		Upper abdomen 1200.00		
		Lower abdomen (KUBP or KUB + pelvic) 1200.00		
		Whole abdomen 2400.00		



		Transrectal (prostate or pelvic) 1500.00 Transvaginal 1500.00 Pelvic Gyne 1000.00 Pelvis (OB/Biometry) 1200.00 BPS 1500.00 KUB 1000.00 Breast (bilateral) 1500.00 Thyroid 1200.00 Neck 1500.00 Cranial 950.00 Scrotal w/ doppler 1500.00 Inguinoscrotal w/ doppler 1500.00		
3. Present the order of payment and pay the indicated amount at the cashier. Client will be given an official receipt.	3. Accept the order of payment at indicated amount. Give official receipt after payment.	None	1-3 minutes	Cashier Cash Section
4. Present the official receipt at the radiology section and wait	4. Verify the official receipt and instruct patient wait.	None	1-3 minutes	Radiology Technologist Radiology Clerk



for your name to be called.				Radiology Section
5. Proceed to the radiology section for the procedure. After the procedure, patient will be instructed on when the official results will be released.	5. call the patient and proceed to the examination room for the procedure. Give instructions when the official results will be released. <ul style="list-style-type: none">• for X-ray: 2 working days• for Ultrasound: 10 to 20 minutes after the procedure.	None	10-15 minutes	<i>Radiology Technologist</i> <i>Radiology Clerk</i> Radiology Section
6. To claim results, present hospital card, valid ID or official receipt.	6. Verify Hospital card, valid ID or Official receipt at release official examination result.	None	1-3 minutes	<i>Radiology Technologist</i> <i>Radiology Clerk</i> Radiology Section
TOTAL:		Depending on the requested procedure	25-30 minutes	

Ancillary Services Division
(Rehabilitation Medicine Section)

1. CONSULTATION TO PHYSIATRIST AND PROVISION OF TREATMENT PROGRAM PROCESS

Steps for patient requesting for Physiatrist consultation and provision of their treatment program.

Office or Division	Rehabilitation Medicine Section
Classification:	Simple
Type of transaction:	G2C – for government services whose client is transacting public



Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Referral Form signed by the Doctor (1 original copy) Out-Patient Assessment Form (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			First Floor, Rehab Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Hospital card and referral form signed by the doctor. For patients with referral form from other hospital, present the referral form signed by the doctor and a valid ID.	1. Accept and verify the referral form signed by the doctor.	None	1-3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
2. Will receive instructions for physiatrist consultation schedule.	2. Give instructions on physiatrist consultation schedule.	None	1-3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
3.1 Day of scheduled consultation: 3.1.1 Present the hospital card and referral form signed by the doctor. 3.1.2 Will receive a queuing number. 3.2 For new patients: 3.2.1 Will receive new hospital card. 3.3 For old patients:	3.1 Accept the referral form signed by the doctor and verify the hospital card or valid ID. 3.2 Give patient queuing number and instruct to answer Out-patient Assessment Form.	None	5 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section



<p>3.3.1 Present the hospital card at the medical records for chart retrieval</p> <p>3.4 for old patient without hospital card:</p> <p>3.4.1 Follow the process of citizens charter for old patient without / with loss hospital cards.</p> <p>3.5 Answer out-patient assessment form.</p>				
4. Will receive and order of payment and proceed to cashier section for the payment.	4. Give an order of payment and instruct patient to proceed to the cashier section for the payment.	None	1-3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
<p>5.1 Present the order of payment and pay indicated amount.</p> <p>5.2 Will receive official receipt.</p>	<p>5.1 Accept the order of payment and indicated amount.</p> <p>5.2 Give Official receipt.</p>	<p>NON-Senior =100</p> <p>Senior=ND</p>	1-3 minutes	<i>Cashier / Cashier Clerk</i> Cash Section
6. Present the official receipt to the Rehabilitation Medicine Section at wait to be called.	6. Verify Official receipt and give instructions to wait until called.	None	1-3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
<p>7.1 Be ready for the examination.</p> <p>7.2 Will receive a treatment program.</p>	<p>7.1 Examine the patient.</p> <p>7.2 Provide the patient with a treatment program.</p>	None	10-15 minutes	<i>Physiatrist</i>



	7.3 List down the patient on the consultation logbook.			
8. Will receive an instruction and wait to be called for the treatment program to start.	8. Instruct patient to wait outside. Patient will be called for the treatment program to start.	None	1-3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
TOTAL:		100.00	35-40 minutes	

2. PHYSIATRIST TREATMENT PROCESS

Steps for patients requiring treatment program from the Physiatrist

Office or Division	Rehabilitation Medicine Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Treatment program Consent form Order of Payment (1 original copy) Official Receipt (1 original copy)			First Floor, Rehab Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital card and treatment program.	3. Accept the treatment program.	None	1 – 3 Minutes	Physical Therapist
2. Sign the consent form.	4. Ask the client to sign the consent form.	None	1 – 3 Minutes	Physical Therapist
3. Prepare for the treatment program.	5. Proceed to the treatment program.	None	1 – 1.5 hours	Physical Therapist



4. Will receive an order of payment and proceed to cashier section for the payment. For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.	6. Give Order of payment and instruct client to proceed to cashier section for the payment.	Non-Senior =300 Senior=ND	1 – 3 minutes	Physical Therapist
7. Present order of payment and pay indicated amount. Will receive official receipt after payment.	5. Accept order of payment and indicated amount. Issue official receipt.	None	1 – 3 Minutes	Cashier
8. Present official receipt to rehabilitation Medicine Section. Will receive instructions for the next treatment schedule.	6. Verify official receipt and register on out-patient logbook. Give instructions on next treatment schedule.	None	1 – 3 Minutes	Physical Therapist
TOTAL:		None	1 – 2 hours	

Ancillary Services Division (Medical Social Service Section)

1. MEDICAL SOCIAL SERVICE ASSISTANCE PROCESS

Steps for patient requesting for medical social service assistance for medicines, laboratory and diagnostic services done outside.

Office or Division	Medical Social Service	
Classification:	Simple	
Type of Transaction:	G2C – for government services whose client is transacting public	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL



Hospital Card, ECG Prescription, Ancillary Request form Hospital Bills, Certified True Copy of Medical Certificate Valid ID or Barangay Clearance Barangay Indigency Certificate Authorization Letter Guarantee letter from specified agency or organization	NDH Malasakit Center
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For medicines: present prescription signed by the Doctor and patient's hospital card. For laboratory and radiology procedures: Present request form signed by the doctor and patient's hospital card.	1. Asses the patient or patient's relative.	None	3 – 5 Minutes	Social welfare officer
2. Will receive further instructions	2. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy) and barangay hall for the certificate of indigency.	None	2-3 Minutes	Social welfare officer
3. Present all the completed documents and wait for further instructions.	3. Assess and verify submitted documents prior endorsing to chosen Agency.	None	3 – 5 minutes	Social welfare officer
TOTAL:		None	8 – 13 minutes	

2. BLOOD TRANSFUSION ASSISTANCE PROCESS

Steps for patients requesting for assistance during blood transfusion.



Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital card, Blood request Certified True Copy of Medical Certificate or Certified True Copy of Clinical abstract Social Case Study Report Referral Letter			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Blood Transfusion request and patient's hospital card.	1. Assess patient or patient's relatives	None	1 – 2 minutes	Social welfare officer
2. Will receive further instructions.	2. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy).	None	1 – 2 minutes	Social welfare officer
3. Present all the completed documents and wait for further instructions. Will receive Social Case Study and Referral Letter	4. Verify submitted documents (certified true copy) Assess patient or patient's relatives for Social Case Study and Referral Letter	None	20 – 30 minutes	Social welfare officer
3. Proceed to laboratory section with all the documents.	5. Instruct client to proceed to laboratory section for coordination.	None	1 – 2 minutes	Social welfare officer
TOTAL:		None	23 – 36 minutes	



1. ASSISTANCE ON DISCOUNT AT EMERGENCY ROOM AND OUT-PATIENT DEPARTMENT SERVICES PROCESS

Steps for patient requesting for discount on Emergency room and Out-patient department services.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card Prescription Request Order of Payment			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For X-ray, ultrasound, Laboratory, ECG, Physical Therapy and Dental: Present hospital card and order of payment or charge slip. For drugs and medicines: Present hospital card, prescription signed by the doctor and order of payment. For emergency room patients: Present Hospital card and charge slip.	1. Assess and interview patient or patient’s relative.	None	1 – 3 minutes	Social welfare officer
2.Will be Classified according to financial status.	2. Classify patient according to financial status.	None	1 – 2 minutes	Social welfare officer
3.Will receive discounted order of payment or charge slip signed by the social worker then proceed to cashier section for the payment.	3. Return the signed order of payment or charge slip and instruct client to proceed to cashier section for the payment. For No Donations: instruct client to	None	1 – 2 minutes	Social welfare officer



	proceed to respective unit / department.			
TOTAL		None	2-4 minutes	

1. SPONSORED PHILHEALTH PROCESS

Steps for patients under sponsored Philhealth classification during admission and Ob-Gyne or Surgery cases of OPD.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card Certified True Copy of Medical Certificate/ clinical history Philhealth Member Registration Form (PMRF) Valid ID or Barangay Clearance Barangay Indigency Certificate, Authorization Letter, Marriage Certificate (Copy), Birth Certificate (Copy)			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card.	1. Assess and interview patient or patient’s relative.	None	1 – 3 minutes	Social welfare officer
2. Will receive instructions.	2. For admitted patients: instruct client to get certified true copies of medical certificate or clinical history from respective unit / ward. 2.1 For OPD case: (OB-Gyne and Surgery cases) Instruct client to get certified true copies of medical certificate or clinical history from OPD	None	1 – 2 minutes	Social welfare officer
3.Submit to social Worker all the completed documents and wait for further instructions.	3. Verify Certified true copy documents and give additional requirements to complete the	None	3 – 5 minutes	Social welfare officer



	sponsored Philhealth processing.			
4. Once Sponsored Philhealth is acquired, present to Social Worker the CE1 (Sponsored Health Certificate) or MDR	3. Assess and instruct patient to submit all documents to billing and Philhealth section.	None	1 – 2 minutes	Social welfare officer
TOTAL:		None	6-12 minutes	

4. PROCESS FOR MALASAKIT OR DOH MAIP ASSISTANCE

Steps for hospital patients requesting for Malasakit / DOH MAIP assistance.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 copy original) Prescription (1 copy original) Request (1 copy original) Order of Payment (1 copy original) Statement of Account (1 copy original) Certified True Copy Medical Certificate Barangay Indigency (1 copy original) Malasakit Intake Sheet (1 copy original) Assessment Tool (1 copy original)		NDH Malasakit Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients requesting assistance for: For medicines, present prescription signed by the doctor or order of payment and hospital card.	1. Interview and assess patient or patient's relative.	None	2-3 minutes	Social Welfare Officer



For Laboratory, Radiology, 2d Echo and ultrasound procedure, present request form signed by the doctor or Order of Payment and Hospital Card.				
2. For admitted patient, present Statement of Account (SOA)	2. Interview and assess patient or patient's relative.	None	2-3 minutes	Social Welfare Officer
3. will receive instructions	3. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy) and barangay hall for the certificate of indigency.	None	3-5 minutes	Social Welfare Officer
4. Present all the completed documents and wait for further instructions.	4. assess and verify all submitted documents. Interview patient / patient's relative using Malasakit Intake Sheet or assessment tool. Validate Order of payment or SOA according to the service provided.	None	10 – 15 minutes	Social Welfare Officer
5. accept Order of Payment/SOA with stamp 5.1 OPD/ER return to ancillary offices. 5.2 SOA of admitted patient to admitting and cashier section.	5. Instruct client to return to respective ward or unit.	None	1 – 2 minutes	Social Welfare Officer
TOTAL:		None	21 – 28 minutes	

6. ASSISTANCE FROM POS (POINT OF SERVICE) PHILHEALTH PROCESS

Steps for patients requesting assistance from POS Philhealth process.

Office or Division	Medical Social Service
Classification:	Simple



Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 copy original) PMRF form (1 copy original) Assessment Tool (1 copy original) Birth Certificate / Marriage Certificate Valid ID (1 copy original)		NDH Malasakit Center/Medical Social Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to malasakit center	1. Interview and assess patient / patient’s relative	None	1-2 minutes	Social Welfare Officer
2. Answer patient information slip.	2. Accept documents and check status of membership at Philhealth portal.	None	2-3 minutes	Social Welfare Officer
3. Will receive instructions.	3. Give client copy of Assessment Tool and PMRF.	None	2-3 minutes	Social Welfare Officer
4. Present PMRF Form and Assessment Tool	4. Accept and verify submitted documents. Enroll patient at Philhealth POS.	None	5-10 minutes	Social Welfare Officer
5. Accept certification of enrollment to POS Philhealth.	5. Issue certification and instruct to proceed to Philhealth office or hospital staff.	None	1 – 2 minutes	Social Welfare Officer
TOTAL:		None	11-20 minutes	

Medical Services Division

1. KANGAROO-MOTHER CARE PROCESS

Describe the services pursuant to essential Intrapartum Newborn care

Office or Division	Pediatrics Department
Classification:	Simple



Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Newborn weighing less than 2500 grams			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Kangaroo-Mother Care Form (1 original copy) Patient Chart (1 original copy) Consultation Record (1 original copy) Mother-Baby Dyad Monitoring Sheet (1 original copy)			Second Floor – Ward Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives patient's chart from OR/DR Identify babies for KMC	None	10-15 minutes	<i>Consultant on Duty</i> Pediatrics Department
2. Give consent for KMC enrollment	2.1 Explain benefits of KMC 2.2 Secure consent for enrollment to KMC	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	3. Admits patient	None	30 minutes to 1 hour	<i>Consultant on Duty</i> Pediatrics Department
	4. Accompanies patient to the ward and endorsement of patient to ward nurse on duty	None	30 minutes	<i>Ward Nurse on Duty</i> Nursing Service Department
5. Follow doctor's advice and orders	5. Patient is received at the ward by the ward nurse on duty and pediatrician on duty	None	15 – 30 minutes	<i>Ward Nurse on Duty</i> Nursing Service Department <i>Consultant on Duty</i> Pediatrics Department
	6. Orientation to KMC	None	30 minutes to 1 hour	<i>Consultant on Duty</i> Pediatrics Department



	7. Daily rounds by Consultant and evaluation of patient's progress	None	15-30 minutes	<i>Consultant on Duty</i> Pediatrics Department
8. Follow doctor's discharge advice.	8. Discharge if improved or transfer to tertiary hospital for further management.	None	15-30 minutes	<i>Consultant on Duty</i> Pediatrics Department <i>Ward Nurse on Duty</i> Nursing Service Department
TOTAL:		None		

2. SCREENING TEST FOR NEWBORN

Indicate the steps for availing newborn screening services and diagnostics.

Office or Division	Pediatrics Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Inborn Deliveries – on their 24 hours of life and more Outborn Deliveries – on their 24 hours of life and more			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Nbs Filter Paper (1 original copy) Hearing Screening Card (1 original copy) Registry-Card Hearing Test (1 original copy) Schedule of Release Form (1 original copy)			Second Floor – Neonatal Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to respective screening areas	1. Receives babies for screening test	Covered by Philhealth	1-3 minutes	<i>NBS and HEARING PERSONNEL</i>
2. Screening Test	2. Do the screening procedure		10-15 minutes	<i>NBS and HEARING PERSONNEL</i>



3. Schedule for release of results	3.1 1 month for NBS 3.1.1 For NBHT: passed-immediate 3.1.2 Failed- schedule for re screening or referral to ENT		For NBS – 1-2 minutes For NBHT 1-2 minutes	<i>NBS and HEARING PERSONNEL</i>
TOTAL:			13-22 minutes	

Nursing Services Division

1. SATELLITE CONSULTATION PROCESS

Steps for patients seeking consultation in the satellite clinic.

Office or Division	NURSING SERVICE			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Prescription Pad (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Referral Form (1 original copy) ER Form ER Slip Admission Chart			Satellite Clinic – ground floor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Nurse/Doctor/Triage Officer for interview	1. Interview patient/relative	None	1-3 minutes	<i>Nurse on Duty</i> Nursing Service Department
2. Answer questions asked by nurse/doctor	2. Triage: Categorize patient	None	1-3 minutes	<i>Nurse on Duty</i>



	<p>accordingly:</p> <p>a. Satellite patient</p> <p>b. ER patient</p> <p>If patient was categorized as ER patient, give ER slip properly filled-up and instruct patient to go to main entrance then proceed to Admitting/Registration Section</p>			<p>Nursing Service Department</p> <p><i>Consultant on Duty</i></p> <p>ER Department</p>
3. Proceed to Admitting window for registration.	3. Instruct patient/relative to go to admitting section for registration (Follow steps in Admitting Section in registration)	100.00	8-19 minutes	<p><i>Nurse on Duty</i></p> <p>Nursing Service Department</p> <p><i>Admitting Clerk</i></p> <p>Admitting Section/Records Section</p>
4. Patient shall render self for vital sign taking	4. Take patient Vital sign	None	3-5 minutes	<p><i>Satellite Nurse/</i></p> <p><i>Nursing assistant</i></p>
5. Submit self for consultation	4. Examine patient	None	Variable	<p><i>Consultant on Duty</i></p> <p><i>Satellite Doctor</i></p>
5. Follow instructions given	<p>5.1 Patients for discharge/may go home:</p> <p>Instruct patient/relative of patient's home medications and date of when and where to follow up</p> <p>5.2 Patients for emergency medication/laboratory test/Radiology exam:</p> <p>Give request necessary forms and</p>	None	Variable	<p><i>Nurse on Duty</i></p> <p>Nursing Service Department</p> <p><i>Consultant on Duty</i></p> <p>ER Department</p>



	<p>instruct to submit to appropriate unit/section</p> <p>5.3 Patient for observation: Explain management plan and what and why to wait</p> <p>5.4 Patients for admission: Follow steps in Emergency room Admission Process</p> <p>5.5 Patients for Transfer to other hospital: Give instruction and referral form</p>			
TOTAL:		100.00	30-60 minutes	

2. EMERGENCY ROOM CONSULTATION PROCESS

Steps for patients seeking for emergency consultation.

Office or Division	NURSING SERVICE	
Classification:	Simple	
Type of transaction:	G2C – for government services whose client is transacting public	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL



Hospital Card (1 original copy) Valid ID (1 original copy) ER Chart Order of Payment (1 original copy) Lost Data Sheet Form (1 original copy) Prescription Pad (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Referral Form (1 original copy) Admission Chart		Emergency Room ground floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Hospital Main entrance and register patient to admitting section.	1. Get patient information then instruct to proceed to ER	None	1-3 minutes	<i>Admitting Clerk</i>
2. Go to Emergency Room	2. Receive patient	None	1-3 minutes	<i>Nurse on Duty</i> Nursing Service Department
3. Prepare self to answer questions regarding illness and physical exam.	3. Interview patient/relative: Classify into: Medicine Pedia Surgery OB-Gyne	None	1-3 minutes	<i>Nurse on Duty</i> Nursing Service Department <i>Consultant on Duty</i> ER Department
4. Submit self for consultation	4. Examine patient	None	Variable	<i>Consultant on Duty</i> ER Department
5. Follow instructions given by staff	5.1 Patients for discharge/may go home: Instruct patient/relative of patient's home	None	Variable	<i>Nurse on Duty</i> Nursing Service Department



	<p>medications and date of when and where to follow up</p> <p>5.2 Patients for emergency medication/laboratory test/Radiology exam:</p> <p>Give request necessary forms and instruct to submit to appropriate unit/section</p> <p>5.3 Patient for observation:</p> <p>Explain management plan and what and why to wait</p> <p>5.4 Patients for admission:</p> <p>Follow steps in Emergency room Admission Process</p> <p>5.5 Patients for Transfer to other hospital:</p> <p>Give instruction and referral form</p>			<p><i>Consultant on Duty</i></p> <p>ER Department</p>
TOTAL:		150.00	Variable	

3. ADMISSION PROCESS

Steps for patient who will be admitted in the hospital.



Office or Division	Nursing Service Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Admission Order (1 original copy) Consent Form (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Reminders to Patient, Watchers and Visitors (1 original copy) Admission and Discharge Chart			First Floor – Emergency Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the doctor of patient's admission	1. Explain the urgency and importance of admission	None	5-10 minutes	<i>Consultant on Duty</i> ER Department
2. Sign Consent for admission	2. Secure consent for admission from patient/relative	None	1-3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
3. Prepare self for examination relevant to admission process	3. Prepare patient for additional examinations for admission process	None	1-3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
4. Shall be advised to proceed to Admitting Section to bring Admitting and Discharge Record Form	4. Instruct relative to proceed to admitting section and hand over the Admitting and Discharge Record Form for processing	None	1-3 minutes	<i>Nurse on Duty</i> Nursing Service Department
5.1 Present Hospital Card of Patient and admitting and	5.1 Receive hospital card at Admission and Discharge Form	None	15 – 20 minutes	<i>Admitting Clerk</i> Admitting Section



discharge Form to admitting section				
5.2 Fill-up Patient Data Sheet	5.2. Instruct relative to fill up Patient Data Sheet and record patient information on registry			
5.3 Receive 2 copies of Reminders to patient, watchers, and visitor form, read and sign	5.3 Explain and secure signature of patient/relative on 2 copy ng Reminders to patient, watchers, and visitor form (give 1 copy to patient/relative)			
5.4 Receive back the Admission and discharge form with accomplished details of patient	5.4 Give back Admission and Discharge Form to patient/relative and instruct to return to Emergency room			
6. Bring back the Admission and Discharge Form to Emergency Room and present to nurse	6. Receive the Admission and Discharge Form the properly filled up by admitting section from relative/patient	None	1-3 minutes	<i>Nurse on Duty</i> Nursing Service Department
7. Wait until patient is transferred to ward	7. Instruct Institutional Worker (IW) to transfer patient to ward/unit	None	1-3 minutes	<i>Nurse on Duty</i> <i>Nursing Attendant</i> Nursing Service Department <i>Institutional Worker</i> Engineering and Facilities Management
TOTAL:		None	25-45 minutes	



PARKS DEVELOPMENT ADMINISTRATION DEPARTMENT

1. Repair and Maintenance of Parks and Playground

Provides repair and maintenance of existing parks and playgrounds within Quezon City

Office or Division:	Parks Development and Administration Department			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
Who may avail:	Barangay officials, Homeowners Associations, Schools and Constituents			
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter Request		To be provided by the requesting party		
Sketch of Site		To be provided by the requesting party		
Name of Contact person and contact number		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a letter requesting for the repair and maintenance of existing parks and playgrounds in QC.	1.1 Receiving clerk records details of the request.	None	10 minutes	Receiving Clerk
	1.2 Dept. Head/ Asst. Head routes/ assigns it to engineer in charge on said area.	None	1 day	Dept. Head/Asst. Dept. Head
	1.3 Engineer-in-charge inspects, coordinates, makes report an detailed cost estimate.	None	5 days	Engineer in charge
	1.4 For recommendation for inclusion in the Dept.'s priority for repair and maintenance.	None	Varies	Division Head
	1.5 If approved and funded, actual repair or improvement shall be scheduled for implementation.	None	*Note: with approved budget and available materials * duration of actual repair varies	Maintenance Operations Group



			depending on the scope of work	
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2. Development of Open Spaces intended for Parks and Playground/Rehabilitation of Existing Parks and Playground

To develop city-owned open spaces intended for parks and playgrounds and to rehabilitate existing parks and playgrounds

Office or Division:		Parks Development and Administration Department		
Classification:		Highly Technical		
Type of Transaction:		Government-to-Citizens (G2C) / Government-to-Government (G2G)		
Who may avail:		Barangay officials, Homeowners Associations, Schools and Constituents		
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter Request		Requesting Party		
Copy of TCT		Register of Deeds		
Deed of Donation		QC General Services Department		
Location map/Sketch of Site		Requesting Party		
Name of contact person and contact number		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting development/ rehabilitation of parks/open spaces.	1.1 For recording and tagging of control number.	None	10 minutes	Receiving Clerk
	1.2 Dept. Head/Asst. Head routes/assigns to Research and Verification Section.	None	2 days	Dept. Head/Asst. Dept. Head
	1.3 If the concerned open space/park is not donated, the letter will be returned to requesting party with information that the open space must be donated first to the city government for proper documentation and planning.	None	2 days	Research and Verification Section



	1.4 If concerned open space/park is donated, it will be forwarded to planning group assigned per district for inspection, preparation of plans and cost estimate.	None	Varies depending on the nature of request/scope of work	Architect/Engineer-in-charge
	1.5 After the preparation of plans and cost estimate, it will be forwarded to persons concerned for their signatures.	None	1 day	Division Chief/Asst. Dept. Head/ Dept. Head
	1.6 When all the documents are properly signed by all concerned with corresponding indorsement/reply letter, it will be forwarded to releasing/receiving section for documentation and release to requesting parties.	None	2 days	Releasing/Liaison Officer

3. Greening Services

Provision of greening services such as:

- a) Issuance of Certificate of No Objection for Tree Cutting
- b) Tree Planting
- c) Tree Cutting/trimming and balling of trees
- d) Grasscutting
- e) Landscaping

Office or Division:	Parks Development and Administration Department	
Classification:	Complex	
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)	
Who may avail:	QC constituents/Establishments/Institutions/Schools/Universities	
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE
Letter of Request		To be provided by the requesting party



<div>Supporting Documents (For cutting of trees)</div> <div><div><div>1. For Lot Owners</div><div>a. Photocopy of TCT</div><div>b. Consent of affected neighbors (if any)</div><div>c. Certificate of Residency of the owner issued by the Barangay/HOA</div><div>d. Pictures of affected trees to be cut</div></div><div><div>2. For Private and Government Contractor</div><div>a. Photocopy of the contract</div><div>(specifically including the scope of work and cost estimate)</div><div>b. Photocopy of the site development plan showing the affected trees.</div><div>c. Certificate of Residency of the owner issued by the Barangay/HOA</div><div>d. Pictures of affected trees to be cut</div></div></div> <div><div>a. To be provided by requesting party</div><div>b. To be provided by requesting party</div><div>c. Barangay Hall or HOA Office</div><div>d. To be provided by requesting party</div></div> <div><div>a. To be provided by requesting party</div><div>b. To be provided by requesting party</div><div>c. Barangay Hall or HOA Office</div><div>d. To be provided by requesting party</div></div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<div>1. Submit a letter request for:</div> <div><div>• Tree cutting / trimming / grass cutting / balling</div><div>• Tree planting</div><div>• Tree cutting / balling permit</div><div>• Landscaping</div></div>	<div>1.1 Receiving section will receive the letter for recording and control number purposes.</div>	None	10 minutes	Receiving clerk
	<div>1.2 The Dept. Head will route the letter to corresponding person in charge.</div>	None	1 day	Dept. Head/Asst. Dept. Head
	<div>a) Verification and inspection of the site for tree cutting/tree trimming/balling and grass cutting requests.</div>	None	3 days	Nursery Division



	a.1) After verification, request will be forwarded to the Operation's Group for scheduling of tree cutting/balling/trimming/ grass cutting.	None	*varies depending on the size of the tree and actual situation (min. of 3 days)	Nursery Operations Group
	b) Coordination with the HOA or the requesting party to verify if the site is feasible for tree planting.	None	3 days	Nursery Division
	b.1) After site verification, the requesting party will coordinate with the Operation's Group for scheduling of actual tree planting.	None	1 day	Nursery Operations Group
	c) Inspection and verification of the condition of the subject tree for cutting/trimming/balling.	None	1 day	Nursery Division
	c.1) Submission of Inspection Report to Dept. Head	None	1 day	Nursery Division Head
	c.2) Issuance of Certificate of No Objection	Compliance/Replacement for every tree to be trimmed/cut/balled	5 days	Dept. Head
	d) Inspection and preparation of landscaping plan & estimate	None	7 days	Landscape Architect



	d.1) For submission and approval of landscaping plan and cost estimate to the Dept. Head	None	1 day	Nursery Division Head
	d.2) If funded, for implementation of landscaping works	None	7 days	Nursery Operations Group



PEOPLE’S LAW ENFORCEMENT BOARD

1. People’s Law Enforcement Board (PLEB), Citizen’s Complaint

The PLEB has the power to hear and decide citizen’s complaints formally filed or referred against any uniformed member of the PNP pursuant to Section 2, Rule 11 of the Memorandum Circular No. 2016-002 re: *Revised Rules of Procedure Before the Administrative Disciplinary Authorities and the Internal Affairs Service of the Philippine National Police*.

Office or Division:		PEOPLE’S LAW ENFORCEMENT BOARD		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government and G2B – Government to Business Entity		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Sworn Statement/Notarized Complaint Affidavit accompanied by a Certificate of Non-Forum shopping, Affidavits of Witnesses and documentary evidence, if any. [Submit in seven (7) copies/sets]		Prepared by the Complainant himself or with the assistance of a public lawyer or private counsel. If the complaint is verbally made, an authorized officer of this office may assist the complainant in preparing his/her complaint-affidavit and other documents in support thereof.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	3 Minutes	Patricia T. Bautista, Records Clerk
2. Submit seven (7) sets of the required documents to receiving area *Make sure to wait the received copy of the submitted documents	2. Receive the required documents and check for completeness 2.1 Give the received copy of the documents to the complainant/s and inform him/her that we will notify him/her thru his/her contact information to file Formal Charge after Initial Evaluation of the Complaint.	None	10 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
	3. Case Raffling	None	10 Minutes	Patricia T. Bautista, Records Clerk



	4. Initial Evaluation of the Complaint	None	30 Minutes	Assigned Board of the Board/Officer of the Day/Executive Officer
3. Complainant may file a Motion for PREVENTIVE SUSPENSION (Not exceeding 90 days)	5. PLEB may request superior officer for PREVENTIVE SUSPENSION (The Board will conduct deliberation)	None	2 hours	Members of the Board where the case was raffled, Gliceria M. Millo, Stenographer and Janice S. Bakiki, Clerk
4. Filing of Formal Charge	6. Receive Formal Charge and inform the complainant that the PLEB will issue Summons to the Respondent/s within three (3) days from receipt of the Formal Charge or docketing of the complaint	None	5 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
	7. Docket the complaint and turn over to the assigned Encoder/Board Secretary	None	3 Minutes	Patricia T. Bautista, Records Clerk
	8. Issue Summons to the respondent/s	None	Within 3 days from receipt of the Formal Charge	Assigned Encoder/Board Secretary
5. Filing of Answer of the Police Officer/s (Respondent/s of the Case) *Make sure to wait the received copy of the submitted documents <i>[The Respondent/s may file their Answer seven (7) working days from receipt of the summons. Respondent/s must furnish the Complainant/s thru personal service, registered mail or</i>	9. Receive Answer and check for completeness.	None	5 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II



<i>private courier before filing.]</i>				
	10. Turn over to the assigned Encoder/Board Secretary for the issuance of Notice of Pre-Hearing Conference/Subpoena to both parties	None	15 Minutes	Assigned Encoder/Board Secretary
	11. Delivery of Notice of Pre-Hearing Conference/Subpoena	None	Assigned process server must serve the notices within twenty four (24) hours from receipt of the documents	Assigned Process Server Dist I. – Renevy B. De Luna Dist II – Randy F. Cavite Dist. III and IV – Ernesto G. De Leon District V – Randy F. Cavite District VI - Norberto R. Isidro
6. Attendance of both parties with their respective counsel, witnesses, if any, is required *PNP member must be in complete uniform	12. Pre-hearing conference <i>[Within fifteen (15) days from receipt of the Answer the Board Members shall conduct the pre-hearing conference for the purpose of: (a) defining and simplifying the issues of the case; (b) entering into admissions and/or stipulation of facts; (c) marking of exhibits after proper identification by the parties/signatories ; and (d) threshing out other matters relevant to the case]</i>	None	At least (2) hours	Members of the Board where the case was raffled, Gliceria M. Millo, Stenographer, Janice S. Bakiki, Clerk and Assigned Encoder Dist I. – Roxan B. Dela Cerna Dist II – Donjon M. Valino Dist. III and IV – Joanna Marie A. Salalila District V – Donjon M. Valino District VI – Josefina P. Gamba and Enrico P. Limlengco
7. Submission of Position Papers of both parties [Fifteen	13. Receive the Position Papers	None	10 Minutes	Edilberto M. Arcega, Legal Researcher



(15) days from termination of the pre-hearing conference]	and check for completeness [<i>The Board may conduct clarificatory hearing within five (5) days from receipt of the position paper of the parties after the expiration of the period to file the same</i>]			and/or Joanna Marie A. Salalila, Clerk II
	14. Submit the case for Resolution 14.1. Issuance of Decision	None	Sixty (60) days from the time the case is filed 1 hour	Board Members
	15. Delivery of Decision	None	Assigned process server must serve decision within twenty four (24) hours from receipt of the documents	Assigned Process Server Dist I. – Renevy B. De Luna Dist II – Randy F. Cavite Dist. III and IV – Ernesto G. De Leon District V – Randy F. Cavite District VI - Norberto R. Isidro
8. Filing of Motion for Reconsideration [The Party adversely affected by the decision may file a motion for reconsideration within ten (10) days from receipt of a copy of the decision]	16. Receive the required documents and check for completeness	None		Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
9. Filing of Notice of Appeal [NAPOLCOM RAB (Regional Appellate Board) Appeals from the decision of the PLEB shall be taken by the party adversely affected by filing a NOTICE OF APPEAL. Copy furnished the other party, within ten (10)	17. Receive the required documents and check for completeness	None		Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II



days from receipt of a copy of the decision]				
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2. People's Law Enforcement Board (PLEB) Clearance

The PLEB Clearance or Certification is issued to any Philippine National Police (PNP) member indicating the pendency or non-pendency of an administrative case against PNP Member.

Office or Division:	PEOPLE'S LAW ENFORCEMENT BOARD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C - Government to Citizen			
Who may avail:	PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be in complete PNP Uniform 2. One (1) photocopy of PNP I.D.		PNP Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	3 Minutes	Patricia T. Bautista, Records Clerk
2. Submit the required document and fill-out the Application Form and the Order of Payment *Make sure to ask for Certified True Copy when needed	2. Receive the required document and check for completeness 2.1 Issue the Order of Payment if the required document was given 2.2 Start processing the request		5 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon Josefina Gamba Donjon M. Valino
3. Pay the required fees at the City Treasury Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	PHP 50/Clerance or Certification and PHP 10/page of Certified True Copy	10 Minutes	City Treasurer's Office
Return to the PLEB Office for the processing and	4. Check the Official Receipt		15 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon



release of Clearance or Certification	4.1 Issue the Certificate or Clearance to the PNP member			Josefina Gamba Donjon M. Valino
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PERSONS WITH DISABILITY AFFAIRS OFFICE

FACILITATION OF PWD ID ISSUANCE

Process applications for Person With Disability (PWD) ID

Office or Division:	MIS and Registration Unit			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Persons with disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Disability 2. Proof of Residence, Barangay Clearance/Certificate 3. 2x2 ID Picture 4. Signature		Medical doctor Barangay where the client resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR APPARENT DISABILITY				
NEW APPLICANT		None		
1. Fill-up Philippine Registry Form for PWD (PRFPWD)				
2. Present documents to the front desk and secure number	2.1. FRONT DESK <ul style="list-style-type: none">- Provide PRFPWD- Scan submitted documents- Provide queuing number- Forward complete documents to evaluator 2.2. EVALUATOR <ul style="list-style-type: none">- Evaluate and verify	None	15 minutes	Leonor Vizoro/ Virginia Manlangit/Shirley Angeles/ Arlyn Carandang Jeffrey Alipio MIS and Registration Unit (Joven Guerrero)



	<div>submitted documents</div> <div><div>- If document is complete, submit for approval</div></div> <div>2.3. APPROVING OFFICER</div> <div><div>- Approve for printing</div><div>- Endorse document for registration to PRPWD</div></div>		<div>30 Minutes</div> <div>15 minutes</div>	
3. Wait for call		None		
4. Attend orientation		None		
TOTAL		None	1 hour	
RENEWAL				
1. Present PWD ID to Front Desk	<div>1.1. FRONT DESK</div> <div><div>- Provide form and scan submitted documents</div><div>- Endorse to evaluator</div></div> <div>1.2. EVALUATOR</div> <div><div>- Verify submitted documents</div><div>- Endorse to Approving Officer</div></div>	None	<div>5 Minutes</div> <div>15 Minutes</div>	<div>Leonor Vizoro/ Virginia Manlangit/Shirley Angeles/ Arlyn Carandang</div> <div>Jeffrey Alipio</div> <div>MIS and Registration Unit (Joven Guerrero)</div>

[illegible]



2. Secure Applicants Transaction Slip (For other query, contact PDAOQC via hotlines or e-mail)				
TOTAL		None	7 days 1 hour	



PROCUREMENT DEPARTMENT

1. Receipt of Purchase Request for Goods and Services

Submission of End-user's Request / Project to the Procurement Department for procurement process (*Goods and Services*)

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Purchase Request (PR) (Duly signed by the City General Services Department)		Procuring Entity		
Project Procurement Management Program		Procuring Entity		
Advice of Allotment		City Budget Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all the requirements	Receives, assigns and records PR number	N/A	One (1) day	Receiving Clerk
	Validates PR from the submitted PPMP	N/A	One (1) Hour	Database Management Division Staff
	Canvass of price (Sec. 7.3.4, RA 9184)	N/A	Three (3) days	Price Standardization and Monitoring Division Staff
	Evaluates PR and determines the mode of procurement to be forwarded to the City Budget Department or City Accounting Department		Five (5) days	
Attends meeting	Conducts pre-procurement conference for 2 Million and above projects (Sec. 20, RA 9184)	N/A	Three (3) Hours	Bids and Awards Committee (Created as per Sec 11, RA 9184 and Executive Order No. 6 S2016) , Secretariat, Technical Working Group, Evaluators
TOTAL			Nine (9) Days & Four (4) Hours	



2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/suppliers for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Requests List (DRL)		Philgeps website		
Accomplished Bid Documents		Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares Bid Documents and Checklist (<i>Sec. 10 and 17, RA 9184</i>)	N/A	Two (2) days	Technical Services Division Staff
	Advertises / Posts bid opportunities in the Philgeps website (<i>Sec 21 Ra 9184</i>), agency website, and in conspicuous places.	N/A	One (1) day	Technical Services Division Staff
Submission of Document Requests List	Sells Bid Documents		One (1) day	OIC-PSMD / OIC-DASD
	With ITB Cost			
	* More than 1 Million up to 5 Million	5,000.00		
	* More than 5 Million up to 10 Million	10,000.00		
	*More than 10 Million up to 50 Million	25,000.00		
	*More than 50 Million up to 500 Million	50,000.00		
Attends pre-bid conference	Conducts pre-bid conference (<i>Sec 22 RA 9184</i>)	N/A	One hour only	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators
Submission of Duly Accomplished Bid Documents	Received Bid Documents (<i>Sec 25 RA 9184</i>)	N/A	Four (4) Hours	Documentation and Administrative Services Division Staff
	Opening of Bids, evaluates the submitted bid	N/A	Four (4) Hours	Bids and Awards Committee, Secretariat, Technical



	documents and records / encodes the bid results (Sec. 29 and 30, RA 9184)			Working Group, Evaluators, Procurement Staff
TOTAL			Four (4) Days & Nine (9) Hours	

3. Alternative Mode Procurement

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:		Procurement Department		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Suppliers / Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Requests List (DRL)		Philgeps website		
Accomplished Request for Quotations (RFQ)		Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares Prior Resolution (Sec. 48 and 17, RA 9184)	N/A	Two (2) days	Technical Services Division Staff
	Prepares Request for Quotation (RFQ) (Annex H, RA 9184)	N/A	One (1) day	Technical Services Division Staff
	Posting of Request for Quotation (RFQ) in Philgeps Website and Agency Website	N/A	One (1) day	Technical Services Division Staff
	<i>Issuance of Request for Quotation (RFQ may be downloaded from Philgeps Website)</i>	N/A	One (1) day	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators
	<i>Submission of Request for Quotation</i>	N/A	Four (4) Hours	Documentation and Administrative Services Division Staff
	<i>Opening of Request for Quotation</i>	N/A	Four (4) Hours	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators, Procurement Staff
TOTAL			Five (5) Days & Eight (8) Hours	



4. Bid Evaluation and Post Evaluation

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Eligibility and Technical Documents				
Financial Document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Determines the lowest calculated bid and prepares the abstract of bids	N/A	Seven (7) days	Technical Services Division Staff
	Conducts post-qualification and prepares reports(Sec. 34, RA 9184)	N/A	Forty-five (45) days	Technical Services Division Staff
TOTAL			Fifty Two (52) Days	

5. Documentation and Issuance of Purchase Order / Contract

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procurement documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares the BAC Resolutions on the Award, Notices of Award and Purchase Orders/Contracts	N/A	Ten (10) days*	Technical Services Division Staff, Bids and Awards Committee, Head of the Procuring Entity



	<i>and Approves by the BAC and HOPE</i>			
	<i>Notifies the winning bidder and Issues of Notices of Award</i>	N/A	Three (3) day*	Documentation and Administrative Services Division Staff
	<i>Issues Purchase Order/ Contract, posts award notice in the Philgeps website and reproduces procurement documents</i> <i>Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i>		Fifteen (15) days*	Technical Services Division Staff
TOTAL			Twenty Five (25) Days	

* Within the allowable time as per IRR of RA 9184

Procurement Department

Procurement of Infrastructure and Consultancy Services

1. Receipt of Purchase Request for Infrastructure and Consultancy Services

Submission of End-user's Request / Project to the Procurement Department for procurement process (*Infrastructure and Consultancy Services*)

Office or Division:	Procurement Department	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Procuring Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Agency Estimate (Copy Stamped by the City Budget Department with allotment)		Procuring Entity
Project Procurement Management Program		Procuring Entity
Advice of Allotment		City Budget Department
Approved Plan		Engineering Department



B2 – Project Validation Report		City Planning Department		
Certificate of Compliance		Engineering Department		
Program of Work		Procuring Entity		
Schedule of Work (List of Key Personnel and List of Major Equipment)		Engineering Department / Procuring Entity		
Certificate of Non-litigation		Secretary to the Mayor / Infra Com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all the requirements	Receives and checks the documents being submitted	N/A	One (1) day	Receiving Clerk (Infra)
	Endorsed the documents to the BAC -Chairperson for instruction	N/A	One (1) day	BAC- INFRA SECRETARIAT
	In coordination with the Infra Committee, determines the completeness of the documents/ schedule the pre-procurement of the proposed projects	N/A	Three (3) days	
Attends meeting	Conducts pre-procurement meeting for 5 Million and above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement	N/A	Three (3) hours	
TOTAL			Five (5) Days & Three (3) Hours	

2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Goods and Services.

Office or Division:	Procurement Department		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Suppliers / Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Document Requests List (DRL)		Philgeps website	



Accomplished Bid Documents		Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Public Bidding Prepares Bid Documents and Checklist (Sec. 17.3, RA 9184)	N/A	Three (3) days	BAC - INFRA Secretariat
	Advertises/Posts bid opportunities in the Philgeps website (Sec. 21, 2.1) RA 9184) For ABC of above 15 million – with newspaper publication	N/A	Seven (7) day	BAC - INFRA Secretariat
Submission of Document Requests List	Sells Bid Documents			
	Above P500Tbut not more than P1M	5,000.00		
	P1Million but not more than P5 Million	10,000.00 25,000.00	Twenty (20) days	BAC - INFRA Sec.
	P5Million but not more than P10Million	50,000.00		
Attends pre-bid conference	Conducts pre-bid conference (Sec. 22, RA 9184)	N/A	One (1) hour only	BAC Infra TWG BAC -INFRA Sec.
Submission of Duly Accomplished Bid Documents	Receives bid documents (Sec. 25, RA 9184)	N/A	Two (2) hours	DASD Staff
	Opening of bids, evaluates the submitted bid documents and records/encodes the bid results (Sec. 29 and 30, RA 9184)	N/A	Five (5) hours	BAC INFRA, TWG and Procurement staff
TOTAL			Thirty (30) Days & Eight (8) Hours	

3. Bid Evaluation and Post Evaluation



The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Eligibility and Technical Documents				
Financial Document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Determines the lowest calculated bid and prepares the abstract of bids</i>	N/A	<i>Seven (7) days</i>	Technical Working Group – BAC INFRA & Consultancy
	<i>Conducts post-qualification and prepares reports(Sec. 34, RA 9184)</i>	N/A	<i>Forty-five (45) days</i>	Technical Working Group – BAC INFRA & Consultancy
TOTAL			Fifty Two (52) Days	

4. Documentation and Issuance of Purchase Order / Contract

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procurement documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares the BAC Resolutions on the Award, Notices of Award and Purchase Orders/Contracts and Approves by the BAC and HOPE	N/A	Fifteen (15) days*	BAC- INFRA, Secretariat, HOPE



Posts Performance Bond	Contract Preparation and signing Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004		Ten (10) CD*	BAC- INFRA Secretariat
	Approval of Contract by the HOPE		Thirty 30 CD*	HOPE
	Issues Notice To Proceed (NTP)		7 CD*	
TOTAL			Sixty Two (62) Days	

* Within the allowable time as per IRR of RA 9184



PUBLIC EMPLOYMENT SERVICES OFFICE

1. Employment Facilitation

Office or Division:	Public Employment Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume / Biodata		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Job Registration <ul style="list-style-type: none">Applicant/s will register online using a Google Form through a link provided in the Quezon City Public Employment Service Office Facebook page.	1. Processing of applicant's data 2. Job matching 3. Refer to company/ employer list of applicants matched from job vacancy/ies	N/A	10 minutes 10 minutes 10 minutes	Client Assistance Officer
2. Walk-in Applicants	1. Register online using the computer provided by QCPESO 2. Processing of applicant's data 3. Job matching 4. Refer to company/ employer list of applicants matched from job vacancy/ies	N/A	10 minutes 10 minutes 10 minutes	Client Assistance Officer
Total:			1 hour	

2. Employer's Accreditation

Office or Division:	Public Employment Services Office
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Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Direct Companies and Manpower Agencies Local and Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit 2. BIR Certificate 3. SEC/DTI Registration 4. Company Profile 5. Job Vacancies with qualification (for local employment) 6. Job Order (for Overseas Employment) 7. DOLE License (for local manpower agencies) 8. POEA Licenses (for overseas recruitment agencies) 9. List of Clients (for local manpower agencies) 10. PhilJobnet Registration 11. Letter of Intent addressed to PESO Head		Business Licensing Office BIR SEC/DTI DOLE POEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employer's Online Accreditation <ul style="list-style-type: none"> Employer will register online, together with the list of requirements, using a Google Form through a link provided in the Quezon City Public Employment Service Office Facebook page. 	1. Assessment /Checking of requirements 2. Validation/ Verification of requirements 3. Approval of accreditation 4. Upon request, issuance of Certificate of Accreditation	N/A	1 day 5 days 3 days 1 days	Client Assistance Officer Labor and Employment Officer PESO Head Client Assistance Officer
TOTAL			10 days	

3. Extended Services

(WHIP, Kasambahay, Jobstart Philippines, SPES, GIP, Migrant/Overseas Filipino Program, Call Center Training, TUPAD, DILP, TIPC)

Office or Division:	Public Employment Services Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Proof of Residency		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Job Registration <ul style="list-style-type: none"> ▪ Applicant/s will register online using a Google Form through a link provided in the Quezon City Public Employment Service Office Facebook page. 	1. Validation and endorsement to the respective division/unit 2. Contact the applicants	N/A	10 minutes 3 days	Client Assistance Officer Project Officer
TOTAL			10 days	



QUEZON CITY GENERAL HOSPITAL

Accounting Division

SERVICE NAME: PREPARATION OF FINANCIAL STATEMENTS

Office or Division:	Accounting Division / Bookkeeping Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Journal Entry Voucher Special Journals General Ledgers Trial Balance Schedules Different Statements		Bookkeeping Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursements with complete supporting documents to be received. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Received Daily Report of Collections, Report of Disbursements with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Prepares Journal Entry Vouchers of the Daily Report of Collections.	None	2 hours	Office Clerk
	Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Debit Credit Memo Disbursement Journal and Cash Disbursement Journal) and Journal Entry Vouchers of Adjustments.	None	10 days 1 day 2 days	Senior Bookkeeper Accounting Clerk II Office Clerk



	Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers.	None	2 days	Senior Bookkeeper
	Prepares Monthly Trial Balance.	None	4 hours	Senior Bookkeeper
	Prepares Schedules.	None	5 days	Accounting Clerk II
	Prepares Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation	None	2 days	Accountant III
	Submits Financial Reports to Commission on Audit and City Accounting Office.	None	3 hours	Office Clerk
TOTAL:		None	22 days, 9 hours 3 minutes	

SERVICE NAME: PREPARATION OF PAYROLL

Office or Division:		Accounting Division / Payroll Section		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Hospital personnel, concerned Department Heads, Division and Section Chiefs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR Obligation Request Disbursement Voucher		PDER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives Daily Time Records of all Employees with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for	None	20 minutes	Office Clerk



	sanitation and disinfection)			
	Prepares Payroll of Permanent Employees including Payroll of RATA	None	4 days	Office Clerk
	Prepares Payroll of Contractual Employees on a 15 th and 30 th basis	None	3 days	Office Clerk
	Prepares Financial Data Entry System (FinDES) with USB Flash Drive	None	4 hours	Office Clerk
	Prepares Allotment for Obligation Request and Disbursement Voucher.	None	1 hours	Office Clerk
TOTAL:		None	11 days, 1 hour 20 minutes	

SERVICE NAME: PROCESSING OF PURCHASE REQUEST, PURCHASEORDER AND DISBURSEMENT VOUCHER

Office or Division:	Accounting Division / Processing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook Purchase Request Purchase Order PPMP Control Ledger Journal Entry Voucher BIR 2306 and 2307				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Disbursing Officers presents Purchase Request with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives and logs Purchase Request then assign Control Number. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Checks Purchase Request against Project Procurement Management Plan (PPMP) and initials.	None	30 minutes	Accountant I



	Records Purchase Request in Control Ledger and initials.	None	10 minutes	Accountant III
	Reviews Purchase Request, Checks and verifies availability of allotment and initials	None	20 minutes	Accountant IV
	Reviews and signs.	None	10 minutes	Accountant V
	Files and release Purchase Request with complete supporting documents.	None	10 minutes	Office Clerk
Disbursing Officers presents Purchase Order with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives and logs Purchase Order then assign Control Number. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Checks Purchase Order against Purchase Request and initials.	None	30 minutes	Accountant II
	Post Purchase Order and Obligation Request to Control Ledger and initials	None	20 minutes	Accountant III
	Review Purchase Order with supporting documents and initials. Records Obligation Request to Report of Allotment and Obligations.	None	20 minutes	Accountant IV
	Certifies and signs Purchase Order.	None	10minutes	Accountant V
	Files and release Purchase Order with supporting documents.	None	15 minutes	Office Clerk
From Different Departments Office Staff present Disbursement Voucher with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of	Receives Disbursement Vouchers with complete supporting documents, logs and assign control number. (Mandatory wearing of face mask and face shield. Maintain	None	3 minutes	Office Clerk



alcohol for sanitation and disinfection)	social distancing. Use of alcohol for sanitation and disinfection)			
	Prepares Journal Entry Voucher and other required documents.	None	20 minutes	Office Clerk
	Checks supporting documents and initials.	None	30 minutes	Accountant II
	Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	None	30 minutes	Accountant III
	Reviews all documents and initials	None	30 minutes	Accountant IV
	Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and other documents	None	20 minutes	Accountant V
	Files and release Disbursement Vouchers with complete supporting documents.	None	20 minutes	Office Clerk
TOTAL:		None	5 hours & 57 minutes	

Billing & Philhealth Section

SERVICE NAME: Preparation of Hospital Bills

Office or Division:	Accounting Division / Billing Section		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Patients for Discharge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Children – Birth Certificate, Member Data Record (MDR/PBEF) Spouse – Marriage Contract, Member Data Record (MDR/PBEF) Senior Citizen -ID Senior Citizen/PMRF/Certification Government Employees –ID, MDR/PBEF Indigent – Philhealth Certification (Sponsored) Individual Paying Member – O.R of Monthly/Quarterly Contribution MDR/PBEF		PSA Philhealth PSA Philhealth	



Private Employee/ OFW – Certificate of Contribution from Employer MDR/PBEF 4 P's –ID, Philhealth Certification (Sponsored)		<i>Philhealth</i>		
		<i>Philhealth</i>		
<i>CLIENT STEPS</i>	<i>AGENCY ACTION</i>	<i>FEES TO BE PAID</i>	<i>PROCESSING TIME</i>	<i>PERSON RESPONSIBLE</i>
	<i>Receives the Notice of Discharge/ Chart from NOD.</i> (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	<i>None</i>	<i>1 minute</i>	<i>Billing Clerk on Duty</i>
For Philhealth Patients: Submits Necessary Philhealth Documents	<i>Screens the Completeness of Philhealth Documents (for COVID related documents. Wearing of PPE.)</i>	<i>None</i>	<i>8 minutes</i>	<i>Billing Clerk on Duty</i>
<i>Review Billing Statement</i>	<i>Prepares and Issues Statement of Service Rendered</i>	<i>None</i>	<i>5 minutes</i>	<i>Billing Clerk on Duty</i>
TOTAL:		<i>None</i>	<i>14 minutes</i>	

SERVICE NAME: Transmittal of Philhealth Claims (CF2)

Office or Division:	<i>Accounting Division / Philhealth Section</i>
Classification:	<i>Simple</i>
Type of Transaction:	<i>G2C</i>
Who may avail:	Patients for Discharge who are Eligible Philhealth Members
<i>CHECKLIST OF REQUIREMENTS</i>	<i>WHERE TO SECURE</i>
Children - Birth Certificate, Member Data Record (MDR/PBEF) Spouse – Marriage Contract, Member Data Record(MDR/PBEF) Senior Citizen - ID Senior Citizen/PMRF/Certification Government Employees – ID, MDR/PBEF Indigent – Philhealth Certification (Sponsored) Individual Paying Member- O.R. of Monthly/Quarterly Contribution MDR/PBEF Private Employee/ OFW- Certificate of Contribution from Employer MDR/PBEF 4 P's – ID, Philhealth Certification (Sponsored)	<i>PSA</i> <i>Philhealth</i> <i>PSA</i> <i>Philhealth</i> <i>Philhealth</i>



		<i>Philhealth</i>		
<i>CLIENT STEPS</i>	<i>AGENCY ACTION</i>	<i>FEES TO BE PAID</i>	<i>PROCESSING TIME</i>	<i>PERSON RESPONSIBLE</i>
<i>Submits PHIC Documents.</i> (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	<i>Receives PHIC Documents.</i> (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	<i>None</i>	<i>5 minutes</i>	<i>Billing Clerk</i>
	<i>Reviews submitted PHIC Documents</i>	<i>None</i>	<i>10 minutes</i>	<i>Billing Clerk</i>
<i>If Documents are complete: Signs the CF2 Consent portion of the member</i>	<i>Attaches the CF2 to the Patient’s Chart</i>	<i>None</i>	<i>10 minutes</i>	<i>Nurse on Duty</i>
	<i>Signs the CF2 and put the corresponding ICD 10 or RVS Code</i>	<i>None</i>	<i>1 day</i>	<i>Attending Physician</i>
	<i>Process and records CF2</i>	<i>None</i>	<i>1 day</i>	<i>Philhealth Clerk</i>
	<i>Accomplishes and Signs CF2</i>	<i>None</i>	<i>30 minutes</i>	<i>Credit Officer</i>
	<i>Transmits to Philhealth</i>	<i>None</i>	<i>Within 60 days</i>	<i>Philhealth Clerk</i>
<i>TOTAL:</i>		<i>None</i>	<i>62 days 55 minutes</i>	

SERVICE NAME: PREPARATION OF REMITTANCE REPORT

<i>Office or Division:</i>	<i>Accounting Division / Remittance Section</i>			
<i>Classification:</i>	<i>Simple</i>			
<i>Type of Transaction:</i>	<i>G2C</i>			
<i>Who may avail:</i>	Hospital personnel, concerned Department Heads, Division and Section Chiefs, BIR, GSIS, Philhealth, Pag-ibig			
<i>CHECKLIST OF REQUIREMENTS</i>		<i>WHERE TO SECURE</i>		
<i>CLIENT STEPS</i>	<i>AGENCY ACTION</i>	<i>FEES TO BE PAID</i>	<i>PROCESSING TIME</i>	<i>PERSON RESPONSIBLE</i>
Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	None	4 hours	Accounting Clerk II



	Prepares the Monthly Notice of Deduction from the Electronic Billing Files	None	2 hours	Accounting Clerk II
Payroll Section – Office Aide presents file copies of payrolls. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives payrolls. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
Bookkeeping Section – Office Aide presents RCD and DV. Cashier III presents Cash Book and DV. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives DV and Cash Book. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	6 minutes	Office Clerk
	Post all deductions to Liabilities Control Ledger	None	4 hours	Accounting Clerk II
	Prepares Monthly Remittance Reports and Disbursement Vouchers	None	10 days	Accounting Clerk II
	Release Monthly Remittance Reports to Processing Section	None	2 hrs	Accounting Clerk II
	Filing of duplicate copies	None	2 days	Accounting Clerk II
	Posting to Employees' Index Card if applicable	None	5 days	Accounting Clerk II
TOTAL:		None	17 days 10 hours 9 minutes	

Directors Office

SERVICE NAME: Handling Internal and External Communication



Office or Division:	Directors Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, patients, relatives, companion and outside agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the letter/communication Fee posted	Receives and stamps the letter/communication and records in the logbook	None	5 minutes	Executive Secretary
	Classifies type of communication Urgent communications need Immediate attention of the Hospital Director (Medical Assistance and others)	None	15-30 minutes	Executive Secretary and Hospital Director
	Gives non-urgent communications to the Hospital Director for notation and proper disposition	None	1 Day	Executive Secretary and Hospital Director
	Releases all communications for appropriate action	None	Maximum of 3 days	Executive Secretary and Hospital Director
Total		None		



		Maximum of 3 days	
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SERVICE NAME: Handling Financial documents

Office or Division:	Directors Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Hospital management, employees, Phihealth members and Utility companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the financial documents/papers	Receives and records in the logbook	None	5 minutes	Executive Secretary
	Classifies type of financial Urgent financial documents/papers need immediate attention and immediate release	None	15 minutes	Executive Secretary Planning Officer IV Hospital Director
	Non-urgent financial documents/papers for review	None	1-3 day	Hospital Director
	For signing	None	3 rd – 4 th day	Hospital Director
	Releases all financial documents/papers to the different offices	None	4 th day	Executive Secretary



	Total	None	4 days	
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Engineering Department

SERVICE NAME: Implementation of Corrective Maintenance of Hospital Facilities and Equipment during COVID – 19 Pandemic

Office or Division:		Engineering Department		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		All Departments/ Sections of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Central Supply Room (CSR)		
Request and Issue Slip Form		Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for corrective maintenance of hospital facilities and equipment. 2. Wait for the result of evaluation of the job requested	1. Disinfection of hospital facilities/ equipment using of UV Light	None	45 minutes	Medical Technician/ Designated maintenance staff
	2. Evaluation of facilities/ equipment for repair		30 minutes	Designated maintenance staff
	3. If materials are not needed corrective works will be performed		Depends upon the nature of corrective works needed	Designated maintenance staff
	4. Disinfect again using UV Light the unit head will		45 minutes	Medical Technician/ Designated maintenance staff
	5. If materials are needed the unit head will prepare a request for supplies (refer to flowchart)			Designated maintenance staff/ Unit Head



TOTAL:		2 hours	
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SERVICE NAME: Implementation of Preventive Maintenance of Hospital Facilities and Equipment during COVID – 19 Pandemic

Office or Division:		Engineering Department		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Central Supply Room (CSR)		
Request and Issue Slip Form		Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for corrective maintenance of hospital facilities and equipment. 2. Wait for the result of evaluation of the job requested	1. Disinfection of hospital facilities/ equipment using of UV Light	None	45 minutes	Medical Technician/ Designated maintenance staff
	2. Evaluation of facilities/ equipment for repair		30 minutes	Designated maintenance staff
	3. If materials are not needed corrective works will be performed		Depends upon the nature of corrective works needed	Designated maintenance staff
	4. Disinfect again using UV Light the unit head will		45 minutes	Medical Technician/ Designated maintenance staff
	5. If materials are needed the unit head will prepare a request for supplies (refer to flowchart)			Designated maintenance staff/ Unit Head
TOTAL:			2 hours	



SERVICE NAME: Management of Motor Pool Services during COVID – 19 Pandemic for Service Vehicle

Office or Division:		Engineering Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trip Ticket Form		Central Supply Room (CSR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for use of service vehicle	1. Make a routine check of the service vehicle	None	15 minutes	Assigned Driver
2. Wait for return/ duration of trip	2. Drive the vehicle to the designated location		Depends on the location of trip	Assigned Driver
	3. Disinfection using liquid disinfection solution		10 minutes	Assigned Driver
TOTAL:			25 minutes	

SERVICE NAME: Management of Motor Pool Services during COVID – 19 Pandemic for Ambulance

Office or Division:		Engineering Department		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trip Ticket Form		Central Supply Room (CSR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for use of service vehicle	1. Make a routine check of the service vehicle	None	15 minutes	Assigned Driver
	2. Wear complete		5 minutes	Assigned Driver



2. Wait for return/ duration of trip	Personal Protective Equipment (PPE)		Depends on the location of trip	Assigned Driver
	3. Drive the vehicle to the designated location 4. Disinfection using liquid disinfection solution			Assigned Driver
TOTAL:			30 minutes	

Personnel Division



SERVICE NAME: ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Office or Division:	PERSONNEL DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL HOSPITAL EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the completely filled up request form	Review and receive accomplished request form	None	5 minutes	Office Aide
	Verify, process and print request	None	2 days	Office Aide
	Secure approval of authorized signatory	None	1 days	Chief Administrative Officer (HRMO V)
	Release request and signed the logbook upon receipt of the documents	None	5 minutes	Office Aide
TOTAL:			3 days and 10 minutes	



SERVICE NAME: ISSUANCE OF SERVICE RECORD

Office or Division:	PERSONNEL DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL HOSPITAL EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the completely filled up request form	Review and receive accomplished request form	None	5 minutes	Office Aide
	Verify, process and print draft of Service Record reflecting LWOP	None	1 day	HR Clerk
	Verify and update draft SR (prepare necessary personnel action if needed such as NOSA or other adjustment.	None	1 day	Clerk IV
	Review draft SR for final printing	None	4 hours	Clerk IV
	Secure approval of Authorized Signatory	None	4 hours	Chief Administrative Officer (HRMO V)
	Release request and signed the logbook upon receipt the documents	None	5 minutes	Office Aide
TOTAL:				



		3 days and 10 minutes	
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SERVICE NAME: APPLICATION FOR RETIREMENT



Office or Division:		PERSONNEL DIVISION		
Classification:		COMPLEX		
Type of Transaction:		G2C / G2G		
Who may avail:		Plantilla Personnel of the Quezon City General Hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement 2. Office Clearance 3. General Services Clearance 4. Affidavit of No Pending Administrative Case (Legal Department) 5. Latest Service Record, Certificate of Leave Without Pay 6. Waiver for Unaccounted Responsibilities and Liabilities 7. Exit Interview		Personnel Division Office/GSIS Personnel Division Office Personnel Division Office/GSIS Quezon City Hall Quezon City Hall Legal Department Personnel Division Office/QC HRMD Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get requirements	Give checklist of requirements and retirement forms and inform the retiree to secure all requirements	None	5-10 minutes	Clerk IV
2. Comply all the requirements	Secure all the needed requirements	None	1 month	Clerk IV
3. Submit requirements	Check and evaluate attachments	None	15-20 minutes	Clerk IV
4.	Prepares service record, certification of LWOP and no pending administrative case and indorsement letter and secure signatories Submit to City Personnel Office for processing	None	1-2 days	Clerk IV



5.	Submit to Government Service Insurance System (GSIS)	None	2-3 hours	Clerk IV
6.		None	2-3 hours	Liaison Officer
TOTAL:			1 month and 2 days, 6 hours and 30 minutes	

SERVICE NAME: RECRUITMENT AND HIRING OF NON-MEDICAL CONTRACTUAL APPLICANTS AT QCGH

Office or Division:	PERSONNEL DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL QUALIFIED APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (PDS) w/ picture 2. PRC License (if w/ board) / Certificate of Eligibility 3. Board Rating 4. Diploma 5. Transcript of Records 6. Trainings and Seminars		Personnel Division Office/Download at CSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get Personal Data Sheet	Give PDS to the applicant and checklist of requirements	None	5 minutes	HR Clerk
2. Fill up the PDS	Require the applicant to fill up the PDS	None	1 hour	HR Clerk
3. Give the PDS to Personnel Clerk	Receive the completed PDS and check if it is properly filled up with complete supporting documents and application letter	None	10 minutes	HR Clerk
4. Submit PDS to Director's Office	Inform the applicant to submit it to the Director's Office together w/ the application letter	None	5 minutes	HR Clerk
5. Wait for schedule of Department Exam		None	3 working days	HR Clerk
6. Wait for schedule of IQ and Personality Test	Inform the applicant that he or she will be notified once scheduled	None	Scheduled	HR Clerk
7. Wait for the schedule of Credentials Committee Panel Interview	Inform the applicant that he or she will be notified once scheduled	None	Scheduled	HR Clerk
	a) Inform the applicant that he or she will be notified			



	once scheduled b) Tabulate results c) Recommend selected applicant/s d) Inform selected applicant/s to report to HR Office			
TOTAL:			3 days, 1 hr and 20 mins	

SERVICE NAME: RECRUITMENT OF PLANTILLA PERSONNEL

Office or Division:	PERSONNEL DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL QUALIFIED APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter or Recommendation Letter from the Department 2. Duly filled-up Personal Data Sheet (PDS) with picture 3. Diploma & Transcript of Records – for first & Second Level positions 4. Form 138 or Certification from school for position requiring completion of elementary & high school course. 5. Eligibility – for positions requiring license or eligibility 6. Training Certificates – for positions requiring training 7. Certificate of employment – for position requiring work experience 8. Two (2) consecutive Very Satisfactory (VS) Performance Rating for Promotional applicants		Personnel Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Request for the City Mayor's authority to fill up vacancies		None		HRMO
2.	If granted, request publication & posting of vacancies	None	10 working days	HRMO
3. Submits Document & complete requirements	Receives, checks documents & complete requirements	None	2 hours	HR Clerk
4. Wait for the schedule of exam & panel interview		None	Scheduled	HR Clerk
5.	Schedule exam & panel interview	None	5-6 hrs (depends on the number of applicants)	HRMO
6.	Evaluates paper qualification	None	5-6 hrs (depends on the number of applicants)	HRMO
7. Give requirements for PSB	Recommend the selected applicants	None		Clerk IV
	Receives & Submits documents to City Personnel Office for PSB			
TOTAL:			10 days and 14 hrs	

SERVICE NAME: RECRUITMENT & HIRING OF MEDICAL OFFICER III

Office or Division:	
Classification:	



Type of Transaction:				
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation Letter from the Department head concern 2. Duly filled-up Personal Data Sheet (PDS) with picture 3. Diploma & Transcript of Records 4. PRC 5. Certificate of Board Rating		Personnel Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Publication of vacancies	None	10 working days	HRMO
2.	Posting of vacancies in 3 conspicuous places of the hospital	None	Scheduled	HRMO
3. Submit recommendation letter signed by the credentials committee	Schedule of Evaluation & Deliberation for hospital PSB Committee meeting	None	5 minutes	HR Clerk
4.	Give PDS & list of requirements	None	1 hour	HR Clerk
5. Submit duly filled-up PDS with complete requirements	Receives, checks and evaluate PDS as to the completeness of requirements	None	3-4 hours (depends on the number of applicants)	HRMO
6.	Evaluate paper qualification & prepare Comparative Assessment Form	None	2-3 hours (depends on the number of	Clerk IV



7.	Prepares Appointments and attached the Comparative Assessment Form signed by the Hospital PSB committee & submit it to City Personnel Office for City Mayor's signature	None	applicants)	
8.	Give requirement papers for supporting documents for the appointment	None	5 minutes	
9. Submit duly filled-up PDS with complete requirements	Receives & checks duly filled-up PDS with complete requirements	None	15 minutes	
10.	Once appointment is signed, prepare certificate of funding for hospital accountant's signature	None	10 minutes (depends on the number of applicants)	
11.	Transmits Appointment & supporting documents to City Personnel Office for CSC Approval	None		
TOTAL:			11 days and 35 mins	

Planning, Development, Education and Research



SERVICE NAME: Preparation / consolidation of Annual Budget

Office or Division:		Budget section		
Classification:		Simple/Complex		
Type of Transaction:		G2C		
Who may avail:		All departments /sections		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives the memorandum	Issuance of memorandum for the preparation of annual proposed / final PPMP	None	5 minutes	Hospital Director PDER chief
Prepares the proposed and final (from approved budget) PPMP	Answers queries over the phone	None	4 weeks	Department / section in-charge
Submits copies of proposed and final annual PPMP	Receives soft through email (to designated staff)	None	2-7 Days	Department / section in-charge PDER staff
	Consolidates submitted copies of PPMP	None	7 days	PDER C
Total		None	42 days	

SERVICE NAME: Issuance of Training Certificates

Office or Division:	Training section
Classification:	Simple



Type of Transaction:	G2C			
Who may avail:	Hospital employees, training residents and affiliate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from department head Hospital clearance		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the required documents (hard or soft copy)	Receives and records in the logbook	None	5 minutes	E. Banaag / C. Hernandez
	PDER chief approves the request C. Hernandez prepares / E. Banaag checks the certificates	None	5 minutes	Dr. SP Quiaoit E. Banaag C. Hernandez
	Drs Sabando / SP Quiaoit sign the certificates	None	1 day	Dr. JB SAbando Dr. SP Quiaoit
	Issues the certificates (hard or soft copy, as the case deemed it necessary)	None	10 minutes	C. Hernandez
	Total	None	1 day and 20 minutes	

Property and Supply Section

SERVICE NAME: Receiving of Delivered Supplies

Office or Division	Property and Supply Section
Classification	Complex
Type of Transaction	G2G
Who may avail	All QCGH Suppliers and Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (P.O.) Delivery Receipt (DR),/Sales Invoice (SI).		Provided by the Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>The Supplier will notify the Property and Section three days before delivery thru letter or telephone call.</p> <p>Product Evaluation/Testing</p> <p>Examination/inspection of supplies to determine whether the supplies conform to contract requirement</p>	1. The Property and Supply will schedule the date of delivery	NONE	5 minutes	M. Celso
	2. The Property and Supply Section will call the end-user for product evaluation	NONE	15 minutes	M. Celso
	3.1 Inspects/examines supplies in conformance with the specifications, terms and conditions as stated in the Purchase Order (P.O.).	NONE	15 minutes hours	End-user, Internal Control Unit Personnel, Storekeeper
	If complete, the End-user accepts deliveries and Supply Officer signs “Received” “portion of Sales Invoice (SI) and/or Delivery Receipt (DR) indicating the date of receipt and requests inspection of delivery.	NONE	3-5 minutes	End-user, Internal Control Unit Personnel/ Inspector, Supply Officer
	3.2. Records deliveries on the logbook	NONE	15 minutes 1 hours	Clerk
	3.3. Encoding of the items into MMS (Materials Management System)	NONE	10 minutes	R. Savilla
	3.4. Wearing of face mask when inspecting supplies.			End-user, Internal Control Unit Personnel, Storekeeper, Supplier
	3.5. Observe social distancing.			End-user, Internal Control Unit Personnel, Storekeeper, Supplier
TOTAL:		NONE	3 hours and 5 minutes	



Property and Supply Section

SERVICE NAME: Receiving of Delivered Supplies

Office or Division		Property and Supply Section		
Classification		Complex		
Type of Transaction		G2G		
Who may avail		All QCGH Suppliers and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Provided by the Supplier and Property and Supply Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The end-user will request the items thru MMS (Materials Management System)	1. The Property and Supply will check the RIS and post the items into the MMS.	NONE	5 minutes	R. Savilla
Getting the Requested Item from the Stock Room	2.1. Issues supplies and records issuance in the Bin Card. Fills up and signs "Issuance" portion of the RIS 2.2. Wearing of face mask when issuing supplies 2.3. Observe social distancing 2.2. Prepares Report of Supplies and Materials Issued (RSMI)	NONE NONE	30 minutes - 1 hour 1 hour – 2 hours	M. Celso N. Aquino S. Meriales R. Savilla R. Salvio End-user, Internal Control Unit Personnel, Storekeeper, Supplier M. Celso
TOTAL:		NONE	3 hrs/35 mins 35 minutes	

PUBLIC ASSISTANCE OFFICE

SERVICE NAME: Providing Information and Public Assistance

Office or Division:	Public Assistance Desk		
Classification:	Simple		
Type of Transaction:	G2C – Government to Public		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



A. Request for Assistance Form		Public Assistance Desk (PAD)		
B. Electronic mail / message		QCGH official website: www.qcgh.org QCGH email addressqcghmisystem@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Fill out the request form and submit.	Receives the form, analyze and give instructions to the client/patient	None	10 minutes	<i>Public Assistance Desk Officer</i>
B. Submit an electronic mail containing the specific details of the needed information / request.	Accept, acknowledge and answer the requested information.	None	10 minutes (upon receipt of the email)	<i>Public Assistance Desk Officer</i>
TOTAL:			20 minutes	

SERVICE NAME: Receiving and Processing of Client/Patient



Office or Division:		Public Assistance Desk		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Complaint 2. Government issued ID of complainant		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written complaint or through e-mail	- Receives complaint, logs and forward to the Hospital Director	None	1 hour	<i>Public Assistance Desk Officer</i>
	- Calls the attention of the concerned Division Head.	None	1 day	<i>Hospital Director</i>
	- Initiate investigation and refers it to the concerned office for written explanation <i>Note: complaints needing legal actions, takes more than 72 hours</i>	None	3 days	<i>Division Head</i>
	- Receives, evaluates responses and submit a report to the Hospital Director.	None	1 day	<i>Division Head</i>
	- Sends official reply to the complainant.	None	1 hour	<i>Public Assistance Desk Officer</i>



	Total:	5 days 2 hours	
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Quality Management Unit

Service Name: Control of Documents (Policy/Guidelines Creation/Revision)

Office or Division:	Quality Management Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Departments Head/ Section Chief/ Document Controller			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Policy documents		Department/Sections Office		
Revised Manual of Policies & Procedures		Department/Sections Office		
New and Revised Forms		Medical Records Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the revise/modify/ new policy/procedure/forms complying the formatting.	1. Receives the revise/modify policy/procedures/forms adapting the covid-19 pandemic	None	15 minutes	<ul style="list-style-type: none"> QA- Staff
	2. Schedule one on one policy review with the department/section concerned in accordance with the policy formatting and substance content.		2 days	<ul style="list-style-type: none"> Quality Management Representative Quality Management Consultant Concerned Department Head
	3. Transmits the revision/created policy/procedure/guidelines for review of other affecting department/sections.		2 days	<ul style="list-style-type: none"> Quality Coordinator



	<p>4. Inform the department about the comment/inputs to the submitted policy for finalization.</p> <p>5. Approved policy/procedure/form or guidelines should register with coding number for controlled.</p>		<p>1 day</p> <p>1day</p>	<ul style="list-style-type: none">Quality CoordinatorDCC HeadQA- staff
2. Receives the controlled and approved documents	2. Distributes & Safekeeping of controlled documents to concern department/section.	None	1day	<ul style="list-style-type: none">QA- Staff
TOTAL:		None	7 days & 15 minutes	

Service Name: Conduct of Quality Trainings: Policy & Procedure Development

Office or Division:	Quality Management Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Document Controller per Department/Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of attendees		Department/Section office		
Modules		QA-Office		
Certificate of Completion		PDER office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of names or representative	1. Receives the list of names/representative of	None	1 day	<ul style="list-style-type: none">Department/ Section Head



attending trainings.	document controller per department/section.			<ul style="list-style-type: none"> QA- Staff
	2. Submit the schedule of trainings to hospital director for approval 3. Conduct training/workshop on Policy & Procedure Development.	None	1 day 2 days	<ul style="list-style-type: none"> QA- Coordinator Quality Management Consultant
2. Submit the evaluation to QA secretariat.	2. Issues a certificate of completion/attendance.	None	1 day	<ul style="list-style-type: none"> QA- Staff
TOTAL:		None	5 days	

Service Name: Control of Documents (Policy/Guidelines Creation/Revision)

Office or Division:	Quality Management Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Departments Head/ Section Chief/ Document Controller			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Policy documents		Department/Sections Office		
Revised Manual of Policies & Procedures		Department/Sections Office		
New and Revised Forms		Medical Records Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the revise/modify/ new policy/procedure/forms	1. Receives the revise/modify policy/procedures/forms adapting the covid-19 pandemic	None	15 minutes	<ul style="list-style-type: none"> QA- Staff



complying the formatting.				
	<p>2. Schedule one on one policy review with the department/section concerned in accordance with the policy formatting and substance content.</p> <p>3. Transmits the revision/created policy/procedure/guidelines for review of other affecting department/sections.</p> <p>4. Inform the department about the comment/inputs to the submitted policy for finalization.</p> <p>5. Approved policy/procedure/form or guidelines should register with coding number for controlled.</p>		<p>2 days</p> <p>2 days</p> <p>1 day</p> <p>1day</p>	<ul style="list-style-type: none">• Quality Management Representative• Quality Management Consultant• Concerned Department Head• Quality Coordinator• Quality Coordinator• DCC Head• QA- staff
2. Receives the controlled and approved documents	2. Distributes & Safekeeping of controlled documents to concern department/section.	None	1day	<ul style="list-style-type: none">• QA- Staff
TOTAL:		None	7 days & 15 minutes	

DENTAL DEPARTMENT

SERVICE NAME: DENTAL CHECK-UP/CONSULTATION



Office or Division:		Dental Department		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who May Avail:		Patients at the Out-Patient Department		
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Receives the patient's medical record, writes his/her name on the log book, calls the patient and hands the record to the Dentist on duty.	None	5 min.	Dental Aide
2. Wear the disposable headcap, shoe cover and patient's gown given by the Dental Aide.	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 min.	Dental Aide
3. Fill up the patient's ME chart and signs the patient's consent form	Receives the patient	None	5 min.	Dentist
4. Tell the Dentist on duty your dental problem, answer the	Takes a Medical and Dental history of the patient,	None	20 min.	Dentist



questions asked by the Dentist.	ask for the patient's concerns, examines the patient and formulate a treatment plan. Refers patient to other Medical department clearance prior to any Dental procedures, if needed.			
5. Coordinate with the Dental Aide for your appointment.	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 min.	Dentist
6. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide
7. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier
TOTAL:		None	45 min.	

SERVICE NAME: ORAL PROPHYLAXIS



Office or Division:	Dental			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who May Avail:	Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 minutes	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
	Lead the patient to the Operatory	None	5 minutes	Dental Aide



4. Follow the Dental Aide to the Dental Operatory	and hand over the Patient's file to the Dentist			
5. Cooperate while the Dentist is performing Oral Prophylaxis.	Perform Oral Prophylaxis on the patient.	None	45 minutes	Dentist
6. Listen to the Dentist for post-operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and	None		Cashier



	gives the receipt to the patient			
TOTAL:		None	1hr. 20 min.	

SERVICE NAME: TOOTH EXTRACTION

Office or Division:		Dental		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who May Avail:		All Patients at the Out-Patient Department		
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Charge Slip		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the	Checks the receipt, writes the patient's	None	5 minutes	Dental Aide



receipt of the fees paid.	name and details on the log book.			
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 minutes	Dental Aide
5. Cooperate while the Dentist is performing Tooth Extraction.	Perform Tooth Extraction on the patient.	None	45 minutes*	Dentist
6. Listen to the Dentist for post operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide



over to the Dental Aide.				
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier
TOTAL:		See Schedule of Fees	1hr. 20 minutes	

SERVICE NAME: TOOTH RESTORATION

Office or Division:	Dental
Classification:	Simple
Type of Transaction:	G2C, G2G
Who May Avail:	Patients at the Out-Patient Department
CHECKLIST OF REQUIREMENTS	WHERE TO REQUEST
Health declaration form	Triage
Medical Record	Medical Record Section
Mouth Examination (ME) Chart	Dental Department
Charge Slip	Dental Department
Patient’s Consent Form	Dental Department
Appointment Slip	Dental Department



Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's temperature, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 minutes	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 minutes	Dental Aide
4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 minutes	Dental Aide
5. Cooperate while the Dentist is performing Tooth Restoration.	Perform Tooth Restoration on the patient.	None	40 minutes	Dentist



6. Listen to the Dentist for post-operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 minutes	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Removes the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 minutes	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 minutes	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	None		Cashier
TOTAL:		None	1hr. 15 min.	



DIETARY DEPARTMENT

SERVICE NAME: REQUEST FOR PROVISION OF MEALS TO IN-PATIENT

Office or Division:	DIETARY DEPARTMENT			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Diet List• Diet Tags• Diet Census• Diet Census Logbook• Daily Soiled Tray Collection Monitoring Sheet		<ul style="list-style-type: none">• Hospital Information System (HIS) from Nursing Service in various wards• Dietitian-on-duty• Dietitian-on-duty• Dietitian-on-duty• Food Service Worker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Nursing Service to call diet of patients in isolation wards (Itatawag ng nars ang diyeta ng pasyente sa mga nakahiwalay na lugar)	Receives and acknowledge Diet (Pagtanggap at pagkilala ng diyeta galing sa ward)	None (Wala)	20 minutes (20 minuto)	Dietitian-On-Duty (Diyetisyan)
	Checks Completeness and Correctness (Tingnan kung kumpleto at tama ang naitala)	None (Wala)	5 minutes (5 minuto)	Dietitian-On-Duty (Diyetisyan)
	Prepares Diet Census and Diet Tags (Ihanda ang Kabuuang Talaan ng Diyeta at Tarheta)	None (Wala)	1 hour (1 oras)	Dietitian-On-Duty (Diyetisyan)
		P50.00 per tray to be charged in	1 hour (1 oras)	Cook (Tagaluto)



Patient receives food during delivery (Pagtanggap ng hinatid na rasyon)	Prepares and cooks dishes (Paghahanda at pagluluto ng pagkain)	hospital bill (P50.00 kada tray na kasama sa babayaran sa ospital)	30 minutes (30 minuto)	Dietitian-On-Duty Cook (Diyetisyan, Tagaluto)
	Dish Out of meals to individual disposable containers (Paglalagay ng pagkain sa “disposable” na lalagyan)	None (Wala)	30 minutes (30 minuto)	Dietitian-On-Duty Food Service Worker Nurse (Diyetisyan, Kawani na tagahatid ng Pagkain, Nars)
	Distributes meal trays to different wards. For isolation cases, a drop- off point is provided. Nurses collects food from drop-off and distributes trays to patients (Paghahatid ng disposable na lalagyan ng pagkain sa drop-off. Kukuhaing nurse and mga pagkain at ipapamahagi)	None (Wala)		



TOTAL:	P 50.00 kada rasyon	2 hours 25 min	
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SERVICE NAME: REQUEST FOR DIETARY/NUTRITION COUNSELING

Office or Division:	DIETARY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PATIENT/WATCHER OPD PATIENT AND IN PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Dietary Referral Slip (Slip ng referral)• Leaflet-Dietary Food Guide (Talaan ng Gabay sa Wastong Pagkain)• Nutrition Counseling Logbook		<ul style="list-style-type: none">• Nurse/Doctor on duty• Dietitian on Duty (Dietisyan)• Dietitian on Duty (Dietisyan)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Dietary Department Referral Slip following Infectious disease transmission prevention (Ipakita ang slip ng referral alinsunod sa nakatakdang batas sa pag iwas ng hawaan)	Patient/Watcher entering the premise for diet counseling should: -wear face mask -follow social distancing -have temperature below 37.5 C. A thermal scanner is should be available at the entrance (Ang mga pasyente o bantay na papasok sa departamento ay kailangang: -magsuot ng face mask	None (Wala)	5 minutes (5 minuto)	Dietitian on Duty (Diyetisyan)



<p>Participate in discussion during dietary counseling using specialized covered booth</p> <p>(Sumali sa diskusyon habang pinapayuhan ayon sa diyeta na gamit ang nakabalot na pwesto)</p>	<p>-Sumunod sa tamang layo sa isa't-isa</p> <p>-may temperaturang 37.5 pababa. Ang thermal scanner ay kailangan</p>			
	<p>nakalagak sa pasukan)</p>	None	3 minutes	Dietitian on Duty
	<p>Receives and checks completeness of Referral Slip</p> <p>(Tanggapin at suriin ang slip ng referral)</p>	(Wala)	(3 minuto)	(Diyetisyan)
	<p>Issuance of computed dietary plan and discussion</p> <p>(Pagbigay ng kalkuladong plano ng diyeta)</p>	None (Wala)	3 minutes (3 minuto)	Dietitian on Duty (Diyetisyan)
	<p>Instruct food intake/ preparation.</p> <p>(Ituro ang tamang gabay/dami ng wastong pagkain)</p>			
	<p>Provide contact number for</p>	None (Wala)	20 minutes (20 minuto)	Dietitian on Duty (Diyetisyan)



	eventual clarification. (Ibigay ang numero ng maaring tawagan kung may katanunga)	None (Wala)	3 minutes (3 minuto)	Dietitian on Duty (Diyetisyan)
TOTAL:			34 minutes	

SERVICE NAME: REQUEST FOR PROCUREMENT OF FOOD SUPPLIES

Office or Division:		DIETARY DEPARTMENT		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Food Service Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Cycle Menu,• Market Order Form (Talaan ng bibilhin),• Market Order Numbering Logbook (Libro ng pagnunumero ng Talaan ng bibilhin)• Production Logbook (Libro ng produksyon)• Census Logbook (Libro ng Kabuuang Talaan ng diyeta)• Cash Advance Request (Kahilingan na makakuha ng perang pambayad)• Grocery List (Talaan ng bibilhin Listahan ng ipamimili sa grocery)• Request and Issue Slip (Talaan ng kahilingan at ibinigay na kagamitan)• Inventory Ledger (Libro ng imbentaryo)		<ul style="list-style-type: none">• Administrative Dietitian• Administrative Dietitian• Administrative Dietitian• Food service Worker• Dietician-on-duty• Department Head• Administrative Dietitian• Food service Worker• Food service Worker• Food service Worker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>All Dietary Department personnel on-duty should:</p> <ul style="list-style-type: none"> -wear face mask -follow social distancing -have temperature below 37.5 C. A thermal scanner is should be available at the entrance <p>(Ang mga tauhan na papasok sa departamento ay kailangang:</p> <ul style="list-style-type: none"> -magsuot ng face mask -Sumunod sa tamang layo sa isa't-isa -may temperaturang 37.5 pababa. Ang thermal scanner ay kailangan nakalagak sa pasukan) 	<p>Monitoring of temperature, social distancing and wearing of face mask.</p> <p>(Pagsubaybay ng temperature, tamang distansiya at pagsuot ng face mask)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Dietitian-On-Duty</p> <p>(Diyetisyan)</p>
<p>Food Service Worker to submit list of actual stocks and requests of needed supplies.</p> <p>(Pagpasa ng Food Service Worker ng listahan ng imbak at listahan ng pangangailangan.)</p>	<p>Receives list of actual stocks and request of needed supplies</p> <p>(Tanggapin ang listahan ng imbak at listahan ng pangangailangan.)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Dietitian-On-Duty</p> <p>(Diyetisyan)</p>
	<p>Checks Completeness and Correctness</p> <p>(Tingnan kung kumpleto at</p>	<p>None</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Dietitian-On-Duty</p>



	tama ang laman)	(Wala)		(Diyetisyan)
	Prepares Market Order (Paggawa ng Talaan ng bibilhin)	None (Wala)	45 minutes (45 minuto)	
	Approval of Market Order by the Assistant Director for Professional Services (Pagpapahintulot ng Pangalawang Direktor para Serbisyong Propesyunal sa Talaan ng bibilhin)	None (Wala)	Varies (Magkakaiba)	Administrative Dietitian (Diyetisyan pang administratibo)
	Budget Request and approval (Kahilingan at pagpapahintulot ng budyet)		Varies (Magkakaiba)	Dietitian-On-Duty (Diyetisyan)
	Purchasing of Supplies (Pamimili ng pangangailangan)	None (Wala)		Dietitian-On-Duty (Diyetisyan)
	Checking and receiving of supplies	Varies (Magkakaiiba)	Varies (Magkakaiba)	
			45 minutes (45 minuto)	Administrative Dietitian (Diyetisyan pang administratibo)
Food Service Worker receives food supplies (Tatanggapin ng Tagapaghanda ng	(Pagsusuri ng pinamili)	None		Dietitian-On-Duty



pagkain ang kagamitan sa pagluluto)	Dietitian/ Storeroom Clerk issues supplies	(Wala)	45 minutes (45 minuto)	(Diyetisyan) Internal Control Unit
		None (Wala)		Dietitian-On-Duty (Diyetisyan) Storeroom Clerk (Tagapamahala ng bodega)
TOTAL:			2 hours & 30 mins	

CITIZEN'S CHARTER FOR LABORATORY TESTING:

Laboratory testing involves receiving or collecting specimens for testing (Pre-analytical phase), performing the appropriate tests (Analytical phase), and generating results (Post-analytical phase).

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	OPD/ER/In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital laboratory request form and client must wear mask and practice physical distancing		Requesting Physician; client/patient		
Charge slip/OR		Cashier		
		Department of Pathology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request at the information window	Receives and checks laboratory request forms. If with specimen, checks specimen's condition.	Cost as approved by Ordinance number SP-2349 Series of 2014	10 MINUTES	Laboratory Staff



	Prepares charge slip.			
2. Waits for specimen to be collected	Collects and/or extracts sample. For tests that require fasting, instructions are given.	None	20-30 MINUTES	Laboratory Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. In-Patient: No need to present official receipt ER/OPD: Returns to the Laboratory Reception and presents official receipt	ER/OPD: Copies the official receipt number	Charged by billing section Paid to cashier based on cost per test	2-3 MINUTES	Laboratory Staff
4. Releasing of Results In-Patient/ER/OPD: Waits for releasing of results. Clinical Chemistry, Clinical Microscopy, Hematology: ER: Within 2-3hours OPD: Within 3-5 hours In-Patient: Releasing Time: 6 AM, 10 AM, 2 PM, 6 PM & 10 PM. Bacteriology: Culture and Sensitivity: 7-10 working days	Requests for claimant ID for identification purposes. Once validated, the result is given to the patient/relative. The patient/relative signs the receiving logbook for documentation purposes.	None	5-10 MINUTES	Laboratory Staff



Sputum AFB (TB-DOTS): 7 working days Other Bacteriology tests: AFB, GS, KOH, TMG: ER: 5-7 hours IN/OPD: 3 days Anatomic Pathology: Surgical Pathology: 10-12 working days Cytology: 7-10 working days Immunohistochemistry: 12-15 working days				
TOTAL:		Variable based on the number/cost per test	37-43 minutes	

CITIZEN’S CHARTER FOR BLOOD DONATION:

Providing an adequate supply of safe blood thru voluntary blood donation by recruiting, screening, and collecting blood from blood donors.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Voluntary blood donors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital blood donor form; must wear mask and practice physical distancing		Department of Pathology (Blood Bank)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fills-up the donor form and presents valid ID. Schedule: Every Tuesday and Friday 9 AM to 12 NN, except last Friday (moved to the last Thursday of the month, 9 AM to 12 NN).	Validates donor form	None	20 MINUTES	Blood Bank Staff
2. Undergoes screening	Obtains history and performs physical examination. Performs Hematocrit determination	None	60 minutes	Blood Bank Staff
3. Undergoes blood extraction	Performs phlebotomy	None	10-15 MINUTES	Blood Bank Staff



4. Undergoes post-donation care and counselling	Performs post-donation care and counselling	None	10 MINUTES	Blood Bank Staff
	TOTAL:	None	1 HOUR AND 40 MINUTES to 1 HOUR AND 55 MINUTES	

CITIZEN’S CHARTER FOR PROVISION OF BLOOD AND BLOOD PRODUCTS:

Blood banking and Serology is a section of the clinical laboratory that collects, tests, and stores blood and blood products for transfusion.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital blood bank request form; must wear mask and practice physical distancing		Requesting Physician		
Cross-matching result form		Department of Pathology (Blood Bank)		
Transfusion slip		Department of Pathology (Blood Bank)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the blood request form at the blood bank reception window. *Emergency requests must be signed by the chief resident of the requesting department	Receives and validates the request	None	20 MINUTES	Blood Bank Staff



during weekdays from 8 AM to 5 PM, then by the senior house officer (SHO) from 5 AM to 8 AM during weekdays, weekends and holidays				
2. Undergoes blood extraction	Collects blood sample from the patient for cross-matching	None	30 MINUTES	Blood Bank Staff
3. Patient waits for compatible and safe blood to be transfused	Performs cross-matching on previously serologically tested blood. Prepares charge slip for cross-matching fee and serologic testing fee.	Cross matching/ Serologic fees as posted	2-6 MINUTES	Blood Bank Staff
4. Patient receives transfusion as needed	A. Informs NOD of the availability of compatible blood. B. Stores and releases the unit/s as needed.	None	10 MINUTES	Blood Bank Staff



			48 HOURS MAXIMUM STORAGE	
TOTAL:		Cross matching/ Serologic fees as posted	1 hour and 2 minutes-1 hour and 6 minutes	

RADIOLOGY DEPARTMENT

Office or Division:	RADIOLOGY DEPARTMENT: X-RAY				
Classification:	Highly Technical				
Type of Transaction:	G2C				
Who may avail:	OPD Patients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Appointment schedule Health declaration card Consent form Transaction slip Official receipt			Facebook page of QCGH radiology department or Reception Area Triage or Reception area Xray section Xray section Cash clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation. Patient must fill up a Health Declaration card form	Review the appointment schedule and health declaration card. Residents/staff make an appointment		10-15 mins.	Residents/ staff	



	schedule and gives instructions for preparation prior to procedure		10-20 mins.	Residents/ staff
2. Proceed to X-ray section	<p>Give consent form</p> <p>Do clinical history and check for other modalities done</p> <p>Prepares transactions slip</p>	Fees depend on body part; range 250 – 900php	<p>2 mins.</p> <p>10 mins.</p> <p>2 mins.</p>	<p>Staff</p> <p>Residents</p> <p>Clerk</p>
3. Pays to cashier	Receives payment/ and issue official receipt			Cashier
4. Present official receipt	Check and record official receipt		2-3 mins	Clerk
5. Proceed to Exposure room	<p>Performs the x-ray routine procedure</p> <p>Checks the x-ray image</p> <p>Inform patient of the date of official result release</p>		<p>15-30 mins.</p> <p>3-5 mins.</p> <p>1 min.</p>	<p>Resident/ staff</p> <p>Residents</p> <p>Staff</p>
TOTAL:			55-88 mins.	



Office or Division:		RADIOLOGY DEPARTMENT: ULTRASOUND		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		OPD Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment schedule Health declaration card Rapid COVID test result for patient having respiratory symptoms Consent form Transaction slip Official receipt		Facebook page of QCGH radiology department or Reception Area Triage or Reception Area Attending physician Ultrasound section Ultrasound section Cash clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation. Patient must fill up a Health Declaration card form	Review the appointment schedule and health declaration card.		10-15 mins.	Residents/ staff
	Residents/staff make an appointment schedule and gives instructions for preparation prior to procedure.		10-20 mins.	Residents/ staff
Proceed to Ultrasound section	Give consent form	Fees depend on body part;	2 mins.	Staff
	Do clinical history and		10 mins.	Residents



	<p>check for other modalities done</p> <p>Prepares transactions slip</p>	<p>range 800 – 5,000php</p>	<p>2 mins.</p>	<p>Clerk</p>
Pays to cashier	Receives payment/ and issue official receipt			Cashier
Present official receipt	Check and record official receipt		2-3 mins	Clerk
Proceed to the Ultrasound room	<p>Performs the ultrasound procedure</p> <p>Checks the ultrasound image</p> <p>Inform patient of the date of official result release</p>		<p>15-30 mins.</p> <p>3-5 mins.</p> <p>1 min.</p>	<p>Resident/ staff</p> <p>Residents</p> <p>Staff</p>
TOTAL:			55-88 mins.	

Office or Division:	RADIOLOGY DEPARTMENT: CT-SCAN		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	OPD Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>Appointment schedule</p> <p>Health declaration card</p> <p>Rapid COVID test result for patient having respiratory symptoms</p> <p>Consent form</p>		<p>Facebook page of QCGH radiology department or Reception area.</p> <p>Triage or Reception area</p> <p>Attending physician</p> <p>CT scan section</p>	



Transaction slip Official receipt		CT scan section Cash clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT. For walk-in patients, present Request Form for evaluation. Patient must fill up a Health Declaration card form	Review the appointment schedule and health declaration card.		10-15 mins.	Residents/ staff
	Resident / staff makes an appointment schedule and gives instructions for preparation prior to procedure and check laboratory results		10-20 mins.	Residents/ staff
Proceed to CT scan section	Give consent form and Pre-procedural check list	Fees per body part; range from 4, 000-10,000php	2 mins.	Staff
	Checks the laboratory results, does clinical history and checks for other modalities done		10 mins.	Residents
	Prepares transactions slip		2 mins.	Clerk
Pays to cashier	Receives payment/ and			Cashier



	issue official receipt			
Present official receipt	Check and record official receipt		2-3 mins	Clerk
Proceed to the CT scan area	Performs the CT scan procedure		15-120 mins.	Staff
	Checks the CT scan image		3-5 mins.	Residents
Proceed to the waiting area	Checks/observe s the patient for any adverse reaction		30 mins.	Residents
	Informs patient of the date of the release of the official result		1 min.	Staff
TOTAL:			85-208 mins.	

Office or Division:		RADIOLOGY DEPARTMENT: MRI		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		OPD Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment schedule		Facebook page of QCGH radiology department or Reception area		
Health declaration card		Triage or Reception area		
Rapid COVID test result for patient having respiratory symptoms		Attending physician		
Consent form		MRI section		
Transaction slip		MRI section		
Official receipt		Cash clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation.</p> <p>Patient must fill up a Health Declaration card form</p>	<p>Review the appointment schedule and health declaration card.</p>		10-15 mins.	Residents/ staff
	<p>Resident / staff makes an appointment schedule and gives instructions for preparation prior to procedure and check laboratory results</p>		10-20 mins.	Residents/ staff
<p>Proceed to MRI section</p>	<p>Give consent form</p>		2 mins.	Staff
	<p>Do clinical history and check for other modalities done</p>	<p>Fees depends on body part; range 8,750 – 17,500php</p>	10 mins.	Residents
	<p>Prepares transactions slip</p>		2 mins.	Clerk
<p>Pays to cashier</p>	<p>Receives payment/ and issue official receipt</p>			Cashier
<p>Present official receipt</p>	<p>Check and record official receipt</p>		2-3 mins	Clerk
<p>Proceed to the MRI area</p>	<p>Performs the MRI scan procedure</p>		15-45 mins.	Staff
			3-5 mins.	Residents



	Checks the MRI image			
Proceed to the waiting area	Checks/observe s the patient for any adverse reaction Informs patient of the date of the release of the official result		60 mins. 2 mins.	Residents Staff
TOTAL:			116-164 mins.	

Office or Division:		RADIOLOGY DEPARTMENT: MAMMOGRAPHY		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		OPD Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment schedule Health declaration card Consent form Transaction slip Official receipt		Facebook page of QCGH radiology department or Reception Area Triage or Reception area Mammogram section Mammogram section Cash clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will make an appointment schedule through the Facebook page of QCGH RADIOLOGY DEPARTMENT For walk-in patients, present Request Form for evaluation.	Review the appointment schedule and health declaration card.		10-15 mins.	Residents/ staff



Patient must fill up a Health Declaration card form	Residents/staff make an appointment schedule and gives instructions for preparation prior to procedure		10-20 mins.	Residents/ staff
Proceed to Mammogram section	<p>Give consent form</p> <p>Do clinical history and check for other modalities done</p> <p>Prepares transactions slip</p>	<p>Fees depend on procedure requested; range 1,680 – 12,00php</p>	<p>2 mins.</p> <p>10 mins.</p> <p>2 mins.</p>	<p>Staff</p> <p>Residents</p> <p>Clerk</p>
Pays to cashier	Receives payment/ and issue official receipt			Cashier
Present official receipt	Check and record official receipt		2-3 mins	Clerk
Proceed to Mammogram room	<p>Performs the Mammography procedure</p> <p>Checks the mammogram image</p> <p>Inform patient of the date of official result release</p>		<p>15-30 mins.</p> <p>3-5 mins.</p> <p>1 min.</p>	<p>Resident/ staff</p> <p>Residents</p> <p>Staff</p>



TOTAL:		55-88 mins.	
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HUMAN MILK BANK

Office or Division:	Human Milk Bank			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Recipients who are in need of pasteurized human milk with complete requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clinical Abstract of the recipient, signed by the attending physician. 2. Prescription from the attending doctor. 3. Cooler or Icebox 4. Payment of Php 220 for the processing fee and Php 150 for the bottle deposit 1. Clinical Abstract of the recipient, signed by the attending physician. 2. Prescription from the attending doctor. 3. Cooler or Icebox 4. Payment of Php 220 for the processing fee and Php 150 for the bottle deposit		Hospital where admitted.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the requirements for availing pasteurized human milk	1. Checks the requirement if complete		3 minutes	HMB staff
2. Receives the charge slip	2. Issues charge slip for the processing fee of pasteurized human milk		2 minutes	HMB staff
3. Pays the processing fee at the cashier	3. Receives the processing fee and issues the official receipt	Processing fee: 220php/ 100ml Milk bottle deposit: 150php/ 100ml	5 minutes	Cashier
4. Presents the official receipt from the cashier to the milk bank staff	4. Writes the official receipt number in the duplicate copy of the charge slip		1 minute	HMB staff
5. Reads and signs the Recipient's consent and waiver forms	5. Records data in Recipient's logbook		3 minutes	HMB staff



	6. Double checks the pasteurization result of milk in the processing logbook		1 minutes	HMB staff
	7. Dispenses the pasteurized human milk		3 minutes	HMB staff
TOTAL:			18 minutes	

MEDICAL RECORDS DEPARTMENT

SERVICE NAME: RETRIEVAL OF HEALTH RECORDS OF OLD PATIENTS FOR RE-VISIT / FOLLOW-UP CHECK-UP

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient)		✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage)</i>	2. Classification of Hospital Cards (Priority, Non-Priority)	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk



<p><i>at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i></p>	<p><i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i></p>			
<p>3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel</p> <p><i>(Pumunta sa Window 4 kung priority o sa Window 5 kung hindi naman priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</i></p>	<p>3. Retrieve and record outgoing patient's health record for follow-up check-up</p> <p><i>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin)</i></p>	<p>4. Forwards patient's health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<i>ang pag distansya sa ibang pasyente habang naghihintay matawag)</i>				
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: REGISTRATION OF NEW OUTPATIENTS AND PROCESSING OF NEW HEALTH RECORD

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Patient's Hospital Card✓ Patient's Health Record (OPD)✓ Charge Slip / Official Receipt✓ Valid ID (For validation and interview purposes only)		<ul style="list-style-type: none">✓ Medical Records Department (Registration Section)✓ Medical Records Department (Registration Section)✓ Cashier✓ Patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard



<p>2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i></p>	<p>2. Interview and provide instructions while issuing Patient's Hospital Card <i>(Pagbibigay ng alituntunin at pagbigay ng patient's hospital card)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Resident Physician (Dept. of Family Medicine) / Interns / Clerk</p>
<p>3. Go to Window 1, give Patient's Hospital Card to Medical Records Personnel and wait for the charge slip <i>(Pumunta sa Window 1, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at maghintay na maibigay ang charge slip)</i></p>	<p>3. Encode patient's information for new Patient's Health Record and issue charge slip <i>(Pagtatype ng impormasyon ng pasyente para sa bagong record at bigyan ng charge slip para sa kaukulang bayad)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>4. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 40.00</p>		<p>Cashier</p>



<p>5. Go back to Window 1, present Official Receipt</p> <p><i>(Bumalik sa Window 1 at ipakita ang opisyal na resibo)</i></p>	<p>5. Received and verify Official Receipt</p> <p><i>(Tanggapin at suriin ang opisyal na resibo)</i></p>	<p>None</p> <p><i>(Wala)</i></p>		<p>Medical Records Personnel</p>
<p>6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>	<p>6. Forwards patient's new health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista/klinika)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>TOTAL</p>		<p>₱ 40.00</p>	<p>15 minutes</p>	

SERVICE NAME: REGISTRATION OF OLD OUT-PATIENTS (LOST CARD)



OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient) ✓ Charge Slip / Official Receipt ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Retrieval Section) ✓ Cashier ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage for assessment and classification then fill up Patient's Hospital Card <i>(Pumunta sa Triage para sa kaukulang katanungan at sulatan ang Patient's Hospital Card)</i>	2. Interview and provide instructions while issuing Patient's Hospital Card <i>(Pagbibigay ng alituntunin at pagbigay ng patient's hospital card)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 1, give Patient's Hospital Card to Medical Records Personnel and wait for the charge slip	3. Search previous / old patient's information and issue charge slip. Then, retrieve and record previous /	None <i>(Wala)</i>	10 minutes	Medical Records Personnel



<p><i>(Pumunta sa Window 1, Ibigay ang</i></p> <p><i>Patient's Hospital Card sa Medical</i></p> <p><i>Records Personnel at maghintay na</i></p> <p><i>maibigay ang charge slip)</i></p>	<p>old patient' health record for follow-up check-up</p> <p><i>(Paghahanap ng luma o dating impormasyon ng pasyente at ibigay ang charge slip.</i></p> <p><i>Paghanap at pagtala ng luma o dating record ng pasyente para sa follow-up check-up)</i></p>			
<p>4. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa</i></p> <p><i>kaukulang bayad)</i></p>	<p>4. Accepts payment with charge slip and issue Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at</i></p> <p><i>pagbigay ng opisyal na resibo)</i></p>	₱ 40.00		Cashier
<p>5. Go back to Window 1, present Official Receipt</p> <p><i>(Bumalik sa Registration Section at ipakita ang opisyal na resibo)</i></p>	<p>5. Received and verify Official Receipt</p> <p><i>(Tanggapin at suriin ang opisyal na resibo)</i></p>	None <i>(Wala)</i>		Medical Records Personnel



<p>6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>	<p>6. Forwards patient's previous / old health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
	<p>TOTAL</p>	<p>₱ 40.00</p>	<p>20 minutes</p>	

SERVICE NAME: ISSUANCE OF CERTIFIED TRUE COPY
OF MEDICAL ABSTRACT / DISCHARGE SUMMARY
AND OTHER HEALTH RECORDS

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (Inpatient) 	<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section)



<ul style="list-style-type: none"> ✓ Certified True Copy of Medical Abstract / Discharge Summary ✓ Original and Photocopy of Medical Abstract / Discharge Summary ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Patient ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel	3. Retrieve and record outgoing patient's health record for follow-up check-up <i>(Paghahanap at pagtatala ng record ng</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel



<p><i>(Pumunta sa Window 4 kung priority</i></p> <p><i>o sa Window 5 kung hindi priority at</i></p> <p><i>ibigay ang Patient's Hospital Card</i></p> <p><i>sa Medical Records Personnel)</i></p>	<p><i>pasyente na ilalabas para sa follow-up check-up)</i></p>			
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p> <p>Note:</p> <p>Secure a copy of Medical Abstract / Discharge</p>	<p>4. Forwards patient's health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p>Summary and other health records from the attending physician / physician on duty then proceed to Medical Records Department (Window 3) for authentication.</p> <p><i>(Manghingi ng kopya ng Medical Abstract / Discharge Summary at iba pang health records sa doktor na nakatalaga sa klinika at magpunta ng Medical Records Department (Window 3) para sa pagpapatunay ng dokumento.</i></p>				
<p>5. Go to Window 3, present Original and Photocopy of Medical Abstract / Discharge Summary. Then received charge slip from Medical Records Personnel</p> <p><i>(Pumunta sa Window 3, Ipakita at ibigay ang orihinal na kopya at xerox ng mga Medical Abstract /</i></p>	<p>5. Provide instructions and verification of presented documents then issue charge slip</p> <p><i>(Pagbibigay ng alituntunin at pagsuri ng mga dokumentong ibinigay kung tama at wasto at bigyan ng kaukulang bayarin)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p><i>Discharge Summary.</i> <i>Tanggapin</i></p> <p><i>ang charge slip na ibibigay ng</i></p> <p><i>Medical Records Personnel)</i></p>				
<p>6. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>6. Accepts payment with charge slip and issue</p> <p>Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 50.00 per copy</p>		Cashier
<p>7. Go back to Window 3, present Official Receipt and received complete Certified True Copy of documents</p> <p><i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang kompletong Certified True Copy ng mga dokumento)</i></p>	<p>7. Received and verify Official Receipt then released complete Certified True Copy of documents</p> <p><i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang kompletong Certified True Copy ng mga dokumento)</i></p>	<p>None <i>(Wala)</i></p>	2 minutes	Medical Records Personnel
TOTAL		₱ 50.00	22 minutes	



SERVICE NAME: SECURING A COPY OF MEDICAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Patient's Hospital Card✓ Patient's Health Record (OPD / ER / Inpatient)✓ Medical Certificate with Hospital Seal✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Patient✓ Medical Records Department (Retrieval Section)✓ Medical Records Department (Release of Information Section)✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk



<p>3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel</p> <p><i>(Pumunta sa Window 4 kung priority</i></p> <p><i>o sa Window 5 kung hindi priority at</i></p> <p><i>ibigay ang Patient's Hospital Card</i></p> <p><i>sa Medical Records Personnel)</i></p>	<p>3. Retrieve and record outgoing patient's health record for follow-up check-up</p> <p><i>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon</i></p> <p><i>at maghintay ng tawag at panatilihin</i></p>	<p>4. Forwards patient's health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p><i>ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p> <p>Note:</p> <p>Processing of Medical Certificate, GSIS, SSS, Philhealth, HMO, and other Private Insurances must be requested from the attending physician / physician on duty then proceed to Medical Records Department (Window 3)</p> <p><i>(Ang pagproseso ng Medical Certificate, GSIS, SSS, Philhealth, HMO, at iba pang pribadong insurances ay hinihingi lamang sa doktor na nakaduty sa klinika at magpunta sa Medical Records Department – Window 3)</i></p>				
5. Go to Window 3, present Medical Certificate. Then	5. Verification of Medical Certificate			



<p>received charge slip from Medical Records Personnel</p> <p><i>(Pumunta sa Window 3, Ipakita at ibigay ang Medical Certificate.</i></p> <p><i>Tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i></p>	<p>then issue charge slip</p> <p><i>(Pagsuri ng Medical Certificate na ibinigay ng pasyente kung tama at wasto pagkatapos, bigyan ng kaukulang bayarin)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>6. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>6. Accepts payment with charge slip and issue Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 30.00</p>		<p>Cashier</p>
<p>7. Go back to Window 3, present Official Receipt and received Medical Certificate with Hospital Seal</p> <p><i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang Medical Certificate na may selyo ng ospital)</i></p>	<p>7. Received and verify Official Receipt then released Medical Certificate with Hospital Seal</p> <p><i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang Medical Certificate na may selyo ng ospital)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
		<p>₱ 30.00</p>		



TOTAL		22 minutes	
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SERVICE RECORD: REQUEST FOR OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Medico Legal Health Record ✓ Appointment Slip 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to	3. Issues appointment slip if			



Medical Records Personnel and request for Official Medico Legal Certificate (Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at magrequest ng opisyal na Medico Legal certificate)	requested health records/ official medico legal certificate is not available. Issues requested medico legal certificate if it is already available. (Bigyan ng appointment slip kung sakali ang hininging health record ay hindi kompleto. Ibigay ang dokumento kung sakaling may kopya na)	None (Wala)	5 minutes	Medical Records Personnel
4. Read the requirements written in the Appointment Slip and come back after five (5) days (Basahin ang mga nakasulat na requirements sa appointment slip at bumalik pagkalipas ng limang araw)	4. Provide instructions (Pagbigay ng alituntunin)	None (Wala)	2 minutes	Medical Records Personnel
TOTAL		None (Wala)	12 minutes	

SERVICE RECORD: ISSUANCE OF OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department



		and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Official Medico Legal Certificate✓ Appointment Slip✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Window 2, Present Appointment Slip and pertinent requirements then received charge slip from Medical Records Personnel <i>(Pumunta sa Window 2, Ipakita ang appointment slip kasama ng mga dokumentong hinihingi para sa pagkuha ng opisyal na medico legal at tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i>	2. Verification of presented pertinent requirements and issue charge slip <i>(Pagsuri ng mga ibinigay na dokumento kung tama at wasto pagkatapos, ibigay ang charge slip)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel



3. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	3. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 30.00		Cashier
4. Go back to Window 2, present Official Receipt then received and checked Official Medico Legal Certificate <i>(Bumalik sa Window 2, ipakita ang opisyal na resibo at tanggapin ang opisyal na Medico Legal Certificate)</i>	4. Received and verify Official Receipt then issue Official Medico Legal Certificate <i>(Tanggapin at suriin ang opisyal na resibo at Ibigay ang opisyal na Medico Legal Certificate)</i>	None <i>(Wala)</i>	3 minutes	Medical Records Personnel
TOTAL		₱ 30.00	7 minutes	

SERVICE NAME: FOLLOW-UP / RE-VISIT OF MEDICO-LEGAL PATIENT

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
✓ Patient's Hospital Card ✓ Patient's Health Record (ER – Medico Legal)		✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard	1. Provide instructions, thermal scanning,	None <i>(Wala)</i>	2 minutes	Security Guard



<i>(Pumunta sa Guwardiya)</i>	hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>			
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal ang kaso o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to Medical Records Personnel for follow-up check-up <i>(Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical Records Personnel para sa follow-up check-up)</i>	3. Retrieve and record outgoing Medico Legal health record for follow-up check-up <i>(Paghahanap at pagtatala ng record ng Medico Legal na pasyente na ilalabas para sa follow-up check-up)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
4. Proceed to designated specialty clinics (Surgery,	4. Forwards patient's health record to designated specialty clinics		5 minutes	



ENT, Ophthalmology) then wait for your turn and maintain social distancing while waiting for the call (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)	(Paghatid ng health record ng pasyente sa nararapat na espesyalista)	None (Wala)		Medical Records Personnel
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: PREPARATION AND REGISTRATION OF CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Certificate of Live Birth✓ Waiver for Notarization✓ Appointment Slip✓ Community Tax Certificate (Cedula)✓ Affidavit to Use the Surname of Father (AUSF)✓ Valid ID (For validation and interview purposes only)		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)✓ Father of the newborn✓ Mother of the newborn✓ Parents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard	1. Provide instructions, thermal scanning,	None (Wala)		



<i>(Pumunta sa Guwardiya)</i>	hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>		2 minutes	Security Guard
2. Go to Medical Records Department, present photocopy of Community Tax Certificate (Cedula) and provide complete newborn's information <i>(Pumunta sa Medical Records Department, Ibigay ang xerox ng Cedula at ibigay ang kompletong impormasyon ng sanggol)</i>	2. Received and verify presented Community Tax Certificate (Cedula) and encoding/printing of newborn's information <i>(Tanggapin at suriin ang ibinigay na Community Tax Certificate (Cedula) pagkatapos, i-type/iprenta ang impormasyon ng sanggol)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
3. Accomplished admission of paternity; Affix signature of father <i>(Pagpirma ng tatay sa Admission of Paternity)</i>	3. Affixing father's signature <i>(Pagpirma ng tatay)</i>	None <i>(Wala)</i>	2 minutes	Father of the newborn
4. Accomplished Affidavit to Use the Surname of Father (AUSF); Affix signature of the mother	4. Affixing mother's signature <i>(Pagpirma ng nanay)</i>	None <i>(Wala)</i>	2 minutes	Mother of the newborn



<p><i>(Pagpirma ng nanay sa Affidavit to</i></p> <p><i>Use the Surname of Father)</i></p>				
<p>5. Signs waiver for notarization</p> <p><i>(Pagpirma sa waiver para sa notaryo)</i></p>	<p>5. Affixing father's signature</p> <p><i>(Pagpirma ng tatay)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Father of the newborn</p>
<p>6. Go to Notary Public for notarization of Certificate of Live Birth and AUSF. Then, return to Medical Records Department</p> <p><i>(Pumunta sa Notaryo Publiko para ipanotaryo ang Certificate of Live Birth at AUSF pagkatapos ay bumalik sa Medical Records Department)</i></p>	<p>6. Provide instructions</p> <p><i>(Pagbigay ng alituntunin)</i></p>	<p>N / A</p>		<p>Notary Public</p>
<p>7. Received Appointment Slip for claiming of registered Certificate of Live Birth and come back after five (5) weeks</p> <p><i>(Pagtanggap ng appointment slip para sa pagkuha ng Certificate of</i></p>	<p>7. Issue Appointment Slip to the parent/s of newborn. And forwards Certificate of Live Birth for signature of doctor / nurse / midwife and prepare transmittal form for registration to Local Civil Registry</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>



<i>Live Birth at bumalik pagkalipas ng limang linggo)</i>	<i>(Ibigay ang appointment slip sa magulang ng bata. At ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife at pagkatapos ay ihanda ang transmittal form para sa pagrehistro nito sa Local Civil Registry)</i>			
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Registered Certificate of Live Birth✓ Appointment Slip✓ Valid ID (For validation and interview purposes only)✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)✓ Parents✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Present valid ID and received	2. Verification of presented valid ID			



charge slip from Medical Records Personnel (<i>Ipakita ang valid ID at tanggapin ang charge slip na ibibigay ng Medical Records Personnel</i>)	and issue charge slip(<i>Pagsuri ng valid ID na ibinigay kung tama at wasto pagkatapos, ibigay ang charge slip</i>)	None (<i>Wala</i>)	2 minutes	Medical Records Personnel
3. Proceed to Cashier for payment (<i>Pumunta sa Cashier para sa kaukulang bayad</i>)	3. Accepts payment with charge slip and issue Official Receipt (<i>Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo</i>)	₱ 50.00		Cashier
4. Go back to Medical Records Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth (<i>Bumalik sa Medical Records Department, ipakita ang opisyal na resibo at hintayin na ibigay ang rehistradong Certificate of Live Birth</i>)	4. Received and verify Official Receipt then issue Registered Certificate of Live Birth(<i>Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth</i>)	None (<i>Wala</i>)	3 minutes	Medical Records Personnel
TOTAL		₱ 50.00	7 minutes	



SERVICE NAME: PREPARATION AND REGISTRATION OF
CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Certificate of Live Birth✓ Marriage Certificate✓ Valid ID (For validation and interview purposes only)		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Parents✓ Parents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Medical Records Department, provide complete newborn's information and present Marriage Certificate <i>(Pumunta sa Medical Records Department, ibigay ang kompletong impormasyon ng sanggol at ipakita ang Marriage Certificate)</i>	2. Check and verify the authenticity of Marriage Certificate and prepare Certificate of Live Birth for signature of doctor / nurse / midwife <i>(Tignan at suriin ang ipinakita na Marriage Certificate kung totoo at wasto pagkatapos ay ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
3. Check and verify Certificate of	3. Provide instructions and prepare transmittal form for		3 minutes	



Live Birth and come back after five (5) weeks. <i>(Tignan at suriin ang Certificate of Live Birth kung tama lahat ng impormasyon at bumalik pagkalipas ng limang linggo)</i>	registration of Certificate of Live Birth to Local Civil Registry <i>(Pagbigay ng alituntunin at ihanda ang transmittal form para sa pagrehistro ng Certificate of Live Birth sa Local Civil Registry)</i>	None <i>(Wala)</i>		Medical Records Personnel
TOTAL		None (Wala)	10 minutes	

SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH
(LEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Valid ID Valid ID (For validation and interview purposes only) ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Present valid ID and received charge slip from Medical Records Personnel <i>(Ipakita ang valid ID at tanggapin ang</i>	2. Verification of presented valid ID and issue charge slip <i>(Pagsuri ng valid ID na ibinigay kung tama at wasto pagkatapos, ibigay ang charge slip)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel



<i>charge slip na ibibigay ng Medical Records Personnel)</i>				
3. Proceed to Cashier for payment (<i>Pumunta sa Cashier para sa kaukulang bayad</i>)	3. Accepts payment with charge slip and issue Official Receipt (<i>Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo</i>)	₱ 50.00		Cashier
4. Go back to Medical Records Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth (<i>Bumalik sa Medical Records Department ipakita ang opisyal na resibo at hintayin na ibigay ang Rehistradong Certificate of Live Birth</i>)	4. Received and verify Official Receipt then issue Registered Certificate of Live Birth (<i>Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth</i>)	None (<i>Wala</i>)	3 minutes	Medical Records Personnel
TOTAL		₱ 50.00	7 minutes	

MEDICAL RECORDS DEPARTMENT

SERVICE NAME: RETRIEVAL OF HEALTH RECORDS OF OLD PATIENTS FOR RE-VISIT / FOLLOW-UP CHECK-UP

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G



WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient) 		<ul style="list-style-type: none"> ✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel <i>(Pumunta sa Window 4 kung priority o sa Window 5 kung hindi naman)</i>	3. Retrieve and record outgoing patient's health record for follow-up check-up <i>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel



<p><i>priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</i></p>				
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>	<p>4. Forwards patient's health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: REGISTRATION OF NEW OUTPATIENTS AND PROCESSING OF NEW HEALTH RECORD

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G



WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD) ✓ Charge Slip / Official Receipt ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Registration Section) ✓ Cashier ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Interview and provide instructions while issuing Patient's Hospital Card <i>(Pagbibigay ng alituntunin at pagbigay ng patient's hospital card)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 1, give Patient's Hospital Card to Medical Records Personnel and wait for the charge slip <i>(Pumunta sa Window 1, Ibigay ang</i>	3. Encode patient's information for new Patient's Health Record and issue charge slip <i>(Pagtatype ng impormasyon ng pasyente para sa bagong record at bigyan ng charge slip para sa kaukulang bayad)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel



<p><i>Patient's Hospital Card sa Medical Records</i></p> <p><i>Personnel at maghintay na maibigay ang charge slip)</i></p>				
<p>4. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>4. Accepts payment with charge slip and issue</p> <p>Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 40.00</p>		<p>Cashier</p>
<p>5. Go back to Window 1, present Official Receipt</p> <p><i>(Bumalik sa Window 1 at ipakita ang opisyal na resibo)</i></p>	<p>5. Received and verify Official Receipt</p> <p><i>(Tanggapin at suriin ang opisyal na resibo)</i></p>	<p>None</p> <p><i>(Wala)</i></p>		<p>Medical Records Personnel</p>
<p>6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na</i></p>	<p>6. Forwards patient's new health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista/klinika)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p><i>espesyalista para sa konsultasyon</i></p> <p><i>at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>				
TOTAL		₱ 40.00	15 minutes	

SERVICE NAME: REGISTRATION OF OLD OUT-PATIENTS (LOST CARD)

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C, G2B, G2G			
WHO MAY AVAIL:	Those patients’ seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient’s Hospital Card ✓ Patient’s Health Record (OPD / ER / Inpatient) ✓ Charge Slip / Official Receipt ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Retrieval Section) ✓ Cashier ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage for assessment and classification then fill up Patient’s Hospital Card	2. Interview and provide instructions while issuing	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk



<p><i>(Pumunta sa Triage para sa</i></p> <p><i>kaukulang katanungan at sulatan</i></p> <p><i>ang Patient's Hospital Card)</i></p>	<p>Patient's Hospital Card</p> <p><i>(Pagbibigay ng alituntunin at pagbigay ng patient's hospital card)</i></p>			
<p>3. Go to Window 1, give Patient's Hospital Card to Medical Records Personnel and wait for the charge slip</p> <p><i>(Pumunta sa Window 1, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at maghintay na maibigay ang charge slip)</i></p>	<p>3. Search previous / old patient's information and issue charge slip. Then, retrieve and record previous / old patient's health record for follow-up check-up</p> <p><i>(Paghahanap ng luma o dating impormasyon ng pasyente at ibigay ang charge slip. Paghanap at pagtala ng luma o dating record ng pasyente para sa follow-up check-up)</i></p>	<p>None (Wala)</p>	<p>10 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>4. Accepts payment with charge slip and issue Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 40.00</p>		<p>Cashier</p>
<p>5. Go back to Window 1, present Official Receipt</p> <p><i>(Bumalik sa Registration Section at ipakita ang opisyal na resibo)</i></p>	<p>5. Received and verify Official Receipt</p> <p><i>(Tanggapin at suriin ang opisyal na resibo)</i></p>	<p>None (Wala)</p>		<p>Medical Records Personnel</p>



<p>6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p>	<p>6. Forwards patient's previous / old health record</p> <p>to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
	<p>TOTAL</p>	<p>₱ 40.00</p>	<p>20 minutes</p>	

SERVICE NAME: ISSUANCE OF CERTIFIED TRUE COPY OF MEDICAL ABSTRACT / DISCHARGE SUMMARY AND OTHER HEALTH RECORDS

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (Inpatient) ✓ Certified True Copy of Medical Abstract / Discharge Summary ✓ Original and Photocopy of Medical Abstract / Discharge Summary ✓ Charge Slip / Official Receipt 	<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Release of Information Section) ✓ Patient ✓ Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Go to the Security Guard</p> <p><i>(Pumunta sa Guwardiya)</i></p>	<p>1. Provide instructions, thermal scanning, hand and feet disinfection</p> <p><i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Security Guard</p>
<p>2. Go to Triage and present Patient's Hospital Card for assessment and classification</p> <p><i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i></p>	<p>2. Classification of Hospital Cards</p> <p><i>(Priority, Non-Priority)</i></p> <p><i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p>	<p>Resident Physician</p> <p><i>(Dept. of Family Medicine) / Interns / Clerk</i></p>
<p>3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel</p> <p><i>(Pumunta sa Window 4 kung priority o sa Window 5 kung hindi priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</i></p>	<p>3. Retrieve and record outgoing patient's health record for follow-up check-up</p> <p><i>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p> <p>Note:</p> <p>Secure a copy of Medical Abstract / Discharge Summary and other health records from the attending physician / physician on duty then proceed to Medical Records Department (Window 3) for authentication.</p> <p><i>(Manghingi ng kopya ng Medical Abstract / Discharge Summary at iba pang health records sa doktor na nakatalaga sa klinika at magpunta ng Medical Records Department (Window 3) para sa</i></p>	<p>4. Forwards patient's health record to</p> <p>designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
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<i>pagpapatunay ng dokumento.</i>				
<p>5. Go to Window 3, present Original and Photocopy of Medical Abstract / Discharge Summary. Then received charge slip from Medical Records Personnel</p> <p><i>(Pumunta sa Window 3, Ipakita at ibigay ang orihinal na kopya at xerox ng mga Medical Abstract / Discharge Summary. Tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i></p>	<p>5. Provide instructions and verification of presented documents then issue charge slip</p> <p><i>(Pagbibigay ng alituntunin at pagsuri ng mga dokumentong ibinigay kung tama at wasto at bigyan ng kaukulang bayarin)</i></p>	None (Wala)	5 minutes	Medical Records Personnel
<p>6. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>6. Accepts payment with charge slip and issue Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	₱ 50.00 per copy		Cashier
<p>7. Go back to Window 3, present Official Receipt and received complete Certified True Copy of documents</p> <p><i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang</i></p>	<p>7. Received and verify Official Receipt then released complete Certified True Copy of documents</p> <p><i>(Tanggapin at suriin ang opisyal na resibo at</i></p>	None (Wala)	2 minutes	Medical Records Personnel



<i>kompletong Certified True Copy ng mga dokumento)</i>	<i>ibigay ang kompletong Certified True Copy ng mga dokumento)</i>			
TOTAL		₱ 50.00	22 minutes	

SERVICE NAME: SECURING A COPY OF MEDICAL CERTIFICATE

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C, G2B, G2G			
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Patient's Hospital Card✓ Patient's Health Record (OPD / ER / Inpatient)✓ Medical Certificate with Hospital Seal✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Patient✓ Medical Records Department (Retrieval Section)✓ Medical Records Department (Release of Information Section)✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification	2. Classification of Hospital Cards (Priority, Non-Priority)	None <i>(Wala)</i>	3 minutes	Resident Physician



<p><i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i></p>	<p><i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i></p>			<p>(Dept. of Family Medicine) / Interns / Clerk</p>
<p>3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records Personnel</p> <p><i>(Pumunta sa Window 4 kung priority o sa Window 5 kung hindi priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</i></p>	<p>3. Retrieve and record outgoing patient's health record for follow-up check-up</p> <p><i>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call</p> <p><i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin)</i></p>	<p>4. Forwards patient's health record to designated specialty clinics</p> <p><i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<p><i>ang pag distansya sa ibang pasyente habang naghihintay matawag)</i></p> <p>Note:</p> <p>Processing of Medical Certificate, GSIS, SSS, Philhealth, HMO, and other Private Insurances must be requested from the attending physician / physician on duty then proceed to Medical Records Department (Window 3)</p> <p><i>(Ang pagproseso ng Medical Certificate, GSIS, SSS, Philhealth, HMO, at iba pang pribadong insurances ay hinihingi lamang sa doktor na nakaduty sa klinika at magpunta sa Medical Records Department – Window 3)</i></p>				
<p>5. Go to Window 3, present Medical Certificate. Then received charge slip from Medical Records Personnel</p> <p><i>(Pumunta sa Window 3, Ipakita at ibigay ang Medical Certificate.</i></p> <p><i>Tanggapin ang charge slip na</i></p>	<p>5. Verification of Medical Certificate then issue charge slip</p> <p><i>(Pagsuri ng Medical Certificate na ibinigay ng pasyente kung tama at wasto pagkatapos, bigyan ng kaukulang bayarin)</i></p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>



<i>ibibigay ng Medical Records Personnel)</i>				
6. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	6. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 30.00		Cashier
7. Go back to Window 3, present Official Receipt and received Medical Certificate with Hospital Seal <i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang Medical Certificate na may selyo ng ospital)</i>	7. Received and verify Official Receipt then released Medical Certificate with Hospital Seal <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang Medical Certificate na may selyo ng ospital)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel
TOTAL		₱ 30.00	22 minutes	

SERVICE RECORD: REQUEST FOR OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division	
CLASSIFICATION:	Complex	
TYPE OF TRANSACTION:	G2C, G2B, G2G	
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
<ul style="list-style-type: none">✓ Patient's Hospital Card✓ Medico Legal Health Record✓ Appointment Slip		<ul style="list-style-type: none">✓ Patient✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to Medical Records Personnel and request for Official Medico Legal Certificate <i>(Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at magrequest ng opisyal na Medico Legal certificate)</i>	3. Issues appointment slip if requested health records/ official medico legal certificate is not available. Issues requested medico legal certificate if it is already available. <i>(Bigyan ng appointment slip kung sakali ang hininging health record ay hindi kompleto. Ibigay ang dokumento kung sakaling may kopya na)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel



4. Read the requirements written in the Appointment Slip and come back after five (5) days (Basahin ang mga nakasulat na requirements sa appointment slip at bumalik pagkalipas ng limang araw)	4. Provide instructions (Pagbigay ng alituntunin)	None (Wala)	2 minutes	Medical Records Personnel
TOTAL		None (Wala)	12 minutes	

SERVICE RECORD: ISSUANCE OF OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C, G2B, G2G			
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Official Medico Legal Certificate ✓ Appointment Slip ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (Pumunta sa Guwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Go to Window 2, Present Appointment Slip	2. Verification of presented pertinent			



<p>and pertinent requirements then received charge slip from Medical Records Personnel</p> <p><i>(Pumunta sa Window 2, Ipakita ang appointment slip kasama ng mga dokumentong hinihingi para sa pagkuha ng opisyal na medico legal at tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i></p>	<p>requirements and issue charge slip</p> <p><i>(Pagsuri ng mga ibinigay na dokumento kung tama at wasto pagkatapos, ibigay ang charge slip)</i></p>	<p>None (Wala)</p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
<p>3. Proceed to Cashier for payment</p> <p><i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>3. Accepts payment with charge slip and issue Official Receipt</p> <p><i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 30.00</p>		<p>Cashier</p>
<p>4. Go back to Window 2, present Official Receipt then received and checked Official Medico Legal Certificate</p> <p><i>(Bumalik sa Window 2, ipakita ang opisyal na resibo at tanggapin ang opisyal na Medico Legal Certificate)</i></p>	<p>4. Received and verify Official Receipt then issue Official Medico Legal Certificate</p> <p><i>(Tanggapin at suriin ang opisyal na resibo at Ibigay ang opisyal na Medico Legal Certificate)</i></p>	<p>None (Wala)</p>	<p>3 minutes</p>	<p>Medical Records Personnel</p>
<p>TOTAL</p>		<p>₱ 30.00</p>	<p>7 minutes</p>	



SERVICE NAME: FOLLOW-UP / RE-VISIT OF MEDICO-LEGAL PATIENT

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
✓ Patient's Hospital Card ✓ Patient's Health Record (ER – Medico Legal)		✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal ang kaso o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to Medical Records Personnel for follow-up check-up	3. Retrieve and record outgoing Medico Legal health record for follow-up check-up	None <i>(Wala)</i>	5 minutes	Medical Records Personnel



<i>(Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical Records Personnel para sa follow-up check-up)</i>	<i>(Paghahanap at pagtatala ng record ng Medico Legal na pasyente na ilalabas para sa follow-up check-up)</i>			
4. Proceed to designated specialty clinics (Surgery, ENT, Ophthalmology) then wait for your turn and maintain social distancing while waiting for the call <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i>	4. Forwards patient's health record to designated specialty clinics <i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i>	None (Wala)	5 minutes	Medical Records Personnel
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: PREPARATION AND REGISTRATION OF CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Parents / Relatives of Newborn
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
✓ Certificate of Live Birth ✓ Waiver for Notarization ✓ Appointment Slip ✓ Community Tax Certificate (Cedula)	✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section)



<ul style="list-style-type: none"> ✓ Affidavit to Use the Surname of Father (AUSF) ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Father of the newborn ✓ Mother of the newborn ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Medical Records Department, present photocopy of Community Tax Certificate (Cedula) and provide complete newborn's information <i>(Pumunta sa Medical Records Department, Ibigay ang xerox ng Cedula at ibigay ang kompletong impormasyon ng sanggol)</i>	2. Received and verify presented Community Tax Certificate (Cedula) and encoding/printing of newborn's information <i>(Tanggapin at suriin ang ibinigay na Community Tax Certificate (Cedula) pagkatapos, i-type/iprenta ang impormasyon ng sanggol)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
3. Accomplished admission of paternity; Affix signature of father <i>(Pagpirma ng tatay sa Admission of Paternity)</i>	3. Affixing father's signature <i>(Pagpirma ng tatay)</i>	None <i>(Wala)</i>	2 minutes	Father of the newborn
4. Accomplished Affidavit to Use the Surname of		None	2 minutes	



<p>Father (AUSF); Affix signature of the mother</p> <p><i>(Pagpirma ng nanay sa Affidavit to Use the Surname of Father)</i></p>	<p>4. Affixing mother's signature</p> <p><i>(Pagpirma ng nanay)</i></p>	<p><i>(Wala)</i></p>		<p>Mother of the newborn</p>
<p>5. Signs waiver for notarization</p> <p><i>(Pagpirma sa waiver para sa notaryo)</i></p>	<p>5. Affixing father's signature</p> <p><i>(Pagpirma ng tatay)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Father of the newborn</p>
<p>6. Go to Notary Public for notarization of Certificate of Live Birth and AUSF. Then, return to Medical Records Department</p> <p><i>(Pumunta sa Notaryo Publiko para ipanotaryo ang Certificate of Live Birth at AUSF pagkatapos ay bumalik sa Medical Records Department)</i></p>	<p>6. Provide instructions</p> <p><i>(Pagbigay ng alituntunin)</i></p>	<p>N / A</p>		<p>Notary Public</p>
<p>7. Received Appointment Slip for claiming of registered Certificate of Live Birth and come back after five (5) weeks</p> <p><i>(Pagtanggap ng appointment slip)</i></p>	<p>7. Issue Appointment Slip to the parent/s of newborn. And forwards Certificate of Live Birth for signature of doctor / nurse / midwife and prepare transmittal form for registration to Local Civil Registry</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>



<i>para sa pagkuha ng Certificate of Live Birth at bumalik pagkalipas ng limang linggo)</i>	<i>(Ibigay ang appointment slip sa magulang ng bata. At ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife at pagkatapos ay ihanda ang transmittal form para sa pagrehistro nito sa Local Civil Registry)</i>			
TOTAL		None (Wala)	15 minutes	

SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Registered Certificate of Live Birth✓ Appointment Slip✓ Valid ID (For validation and interview purposes only)✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Medical Records Department (Release of Information Section)✓ Parents✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Present valid ID and received charge slip from	2. Verification of presented valid ID	None <i>(Wala)</i>	2 minutes	



Medical Records Personnel <i>(Ipakita ang valid ID at tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i>	and issue charge slip <i>(Pagsuri ng valid ID na ibinigay kung tama at wasto pagkatapos, ibigay ang charge slip)</i>			Medical Records Personnel
3. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	3. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 50.00		Cashier
4. Go back to Medical Records Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth <i>(Bumalik sa Medical Records Department, ipakita ang opisyal na resibo at hintayin na ibigay ang rehistradong Certificate of Live Birth)</i>	4. Received and verify Official Receipt then issue Registered Certificate of Live Birth <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth)</i>	None <i>(Wala)</i>	3 minutes	Medical Records Personnel
TOTAL		₱ 50.00	7 minutes	

SERVICE NAME: PREPARATION AND REGISTRATION OF
CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G



WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Marriage Certificate ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Medical Records Department, provide complete newborn's information and present Marriage Certificate <i>(Pumunta sa Medical Records Department, ibigay ang kompletong impormasyon ng sanggol at ipakita ang Marriage Certificate)</i>	2. Check and verify the authenticity of Marriage Certificate and prepare Certificate of Live Birth for signature of doctor / nurse / midwife <i>(Tignan at suriin ang ipinakita na Marriage Certificate kung totoo at wasto pagkatapos ay ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
3. Check and verify Certificate of Live Birth and come back after five (5) weeks. <i>(Tignan at suriin ang Certificate of Live Birth kung tama lahat ng</i>	3. Provide instructions and prepare transmittal form for registration of Certificate of Live Birth to Local Civil Registry	None <i>(Wala)</i>	3 minutes	Medical Records Personnel



<i>impormasyon at bumalik pagkalipas ng limang linggo)</i>	<i>(Pagbigay ng alituntunin at ihanda ang transmittal form para sa pagrehistro ng Certificate of Live Birth sa Local Civil Registry)</i>			
TOTAL		None (Wala)	10 minutes	

SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C, G2B, G2G			
WHO MAY AVAIL:	Parents			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none">✓ Certificate of Live Birth✓ Valid ID Valid ID (For validation and interview purposes only)✓ Charge Slip / Official Receipt		<ul style="list-style-type: none">✓ Medical Records Department (Release of Information Section)✓ Parents✓ Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Present valid ID and received charge slip from Medical Records Personnel <i>(Ipakita ang valid ID at tanggapin ang charge slip na ibibigay ng</i>	2. Verification of presented valid ID and issue charge slip <i>(Pagsuri ng valid ID na ibinigay kung tama at</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel



<i>Medical Records Personnel)</i>	<i>wasto pagkatapos, ibigay ang charge slip)</i>			
3. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	3. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 50.00		Cashier
4. Go back to Medical Records Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth <i>(Bumalik sa Medical Records Department, ipakita ang opisyal na resibo at hintayin na ibigay ang rehistradong Certificate of Live Birth)</i>	4. Received and verify Official Receipt then issue Registered Certificate of Live Birth <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth)</i>	None (Wala)	3 minutes	Medical Records Personnel
TOTAL		₱ 50.00	7 minutes	

PHARMACY SERVICE

SERVICE NAME: PROCEDURE FOR DISPENSING DRUGS/MEDICINES/MEDICAL SUPPLIES

Office or Division:	Pharmacy Service
Classification:	Complex



Type of Transaction:		G2C		
Who may avail:		All COVID-19 patients admitted		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription (Reseta) Requisition and Issue Slip		Different COVID-19 wards		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NOD calls pharmacy for availability of drugs/medicines and medical supplies. <i>(Tumawag sa parmasya para sa pagkakaroon ng mga gamut o gamit pang-medikal)</i>	Check the availability of drugs/medicines and medical supplies. <i>(Suriin ang pagkakaroon ng mga gamot o gamit pang-medikal)</i>	None <i>(Wala)</i>	30 sec. <i>(30 segundo)</i>	Nursing Personnel <i>(Nars)</i> Medical Personnel <i>(Tauhang Medikal)</i> Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i>
2. NOD calls Emergency Room for a prescription <i>(Tumawag sa kuwartong pang-emerdyensya para sa reseta)</i>	Evaluates the prescription for completeness and correctness. <i>(Susuriin ang reseta.)</i>	None <i>(Wala)</i>	30 sec. <i>(30 segundo)</i>	Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i>
--	Prepares the order. <i>(Inihahanda ang mga gamot o gamit pang-medikal)</i> 3.1 If drugs/medicines and medical supplies are not available at pharmacy. <i>(3.1 Kapag ang gamot o gamit pang-medikal ay wala sa parmasya)</i>	Depends on the prescribed drug/medicine/medical supply. <i>(Depende sa naka-resetang gamot/gamit pang-medikal.)</i>	3 min. <i>(3 minuto)</i>	Pharmacist-on-duty <i>(Parmasyutiko-sa-tungkulin)</i>



	<p>3.2 POD will scout for the lowest possible amount of</p> <p>available drugs/medicines and medical supplies outside.</p> <p><i>(3.2 Siyasatin ang mga gamot o gamit pang-medikal sa labas na pamilya na may pinakamababang presyo)</i></p>	<p>Depends on the prescribed drug/medicine /</p> <p>medical supply.</p> <p><i>(Depende sa naka-resetang gamot/gamit pang-medikal.)</i></p>	<p>3 min.</p> <p><i>(3 minuto)</i></p>	<p>Pharmacist-on-duty</p> <p><i>(Pamilyutiko-sa-tungkulin)</i></p>
	<p>3.3 Storekeeper or Office Aide will pick up the drugs/medicines and medical supplies purchased outside.</p> <p><i>(3.3 Kukunin ang mga gamot o gamit pang-medikal na binili sa labas)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 min.</p> <p><i>(2 minuto)</i></p>	<p>Storekeeper or Office Aide</p>
<p>4. POD will charge the drugs/medicines and medical supplies dispensed to the patient through HIS.</p> <p><i>(Mag-charge ng karampatang halaga na naaayon sa babayaran ng pasyente gamit ang HIS)</i></p>	--	<p>Depends on the prescribed drug/medicine/ medical supply.</p> <p><i>(Depende sa naka-resetang gamot/gamit pang-medikal.)</i></p>	<p>10 min.</p> <p><i>(10 minuto)</i></p>	<p>Pharmacist-on-duty</p> <p><i>(Pamilyutiko-sa-tungkulin)</i></p> <p>Storekeeper or Office Aide</p>
<p>5. POD call Emergency Room to pick up medicines.</p> <p><i>(Tumawag sa kuwartong pang-emerdyensya para</i></p>	--	<p>None</p> <p><i>(Wala)</i></p>	<p>1 min.</p> <p><i>(1 minuto)</i></p>	<p>Pharmacist-on-duty</p> <p><i>(Pamilyutiko-sa-tungkulin)</i></p>



<i>kunin ang mga gamot o gamit pang-medikal)</i>				Nursing Personnel (Nars) Medical Personnel (Tauhang Medikal)
6. NOD receives the drug/ medicine/medical supply. (Kukuhanin ang mga gamot o gamit pang-medikal.)	Dispenses the drug/medicine/me dical supply. (Pagbibigay ng mga gamot o gamit pang-medikal.)	None (Wala)	5 min. (5 minuto)	Pharmacist-on-duty (Parmasyutiko-sa-tungkulin) Nursing Personnel (Nars) Medical Personnel (Tauhang Medikal)
TOTAL		NONE	25 minutes	

DEPARTMENT OF ANESTHESIOLOGY

PARES (Pre-Anesthetic Risk Stratification and Evaluation)

Outpatient pre-operative assessment prior to elective procedures.

Office or Division:		Department of Anesthesiology		
Classification:		Simple		
Type of Transaction:		G2G		
Who may Avail:		All Hospital Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital card (ospital kard)			Triage	
Patient's chart (chart ng pasyente)			Triage	
Patient and Physician landline phone or cellphone			Physician and patient	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consultation with primary service (Pagkonsulta sa pangunahing nagseserbisyo)	NA	None (Wala)	Two hours (dalawang oras)	Patient (pasyente) Nurse (nars) Residents (residente)



2. Referral to Anesthesiology Department for scheduling of Teleconsultation Preoperative Evaluation <i>(Pagrefer sa departamento ng anesthesia para sa Teleconsultation ng pre-operative pagsusuri)</i>	Scheduling of teleconsultation at a timeslot on Fridays at 1 to 4PM <i>(Pagbibigay ng oras ng appointment para pagsusuri sa Biyernes 1 to 4PM)</i>	None (Wala)	45 minutes <i>(45 minuto)</i>	Patient <i>(pasyente)</i> Nurse <i>(nars)</i> Residents <i>(residente)</i>
3. Pre-operative teleconsultation with anesthesiologist <i>(Pre-operative na telekonsulta ng anestetista)</i>	Giving PARES clearance for elective procedure or additional orders for optimization <i>(Pagbibigay clearance sa PARES para sa elective na operasyon o hihingi ng iba pang laboratoryo o clearance)</i>	None (Wala)	15 minutes <i>(15 minuto)</i>	Patient <i>(pasyente)</i> Anesthesiologist <i>(anestetista)</i>
4. Transfer back to main service <i>(Ibabalik sa pangunahing nagseserbisyo)</i>	Providing chart back to main service <i>(Pagbabalik ang chart sa pangunahing nagseserbisyo)</i>	None (Wala)	1 hour <i>(isang oras)</i>	Nurse <i>(nars)</i> Primary service <i>(pangunahing nagseserbisyo)</i> resident <i>(residente)</i> Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i>
	TOTAL:	None (Wala)	4 hours	

SERVICE NAME: Anesthesia for Elective procedures

Including pre-operative assessment prior to elective procedure.

Office or Division:	Department of Anesthesiology		
Classification:	Simple		
Type of Transaction:	G2G		
Who may Avail:	All Hospital Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Hospital card (<i>ospital kard</i>) Patient's chart (<i>chart ng pasyente</i>) Pre-operative evaluation form (<i>pre-operative form</i>) Patient's consent for procedure and anesthesia (<i>pahintulot ng pasyent para sa operasyon at anesthesia</i>) Medications and Materials			Patient Admitting Section Patient's chart Anesthesiologist Pharmacy and Central Supply	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proposal of Procedure (pag propose ng operasyon)	To accept elective proposal (pagtatanggap ng elective proposal)	None (Wala)	Two hours (<i>dalawang oras</i>)	Primary service (<i>pangunahing nagseserbisyo</i>) Nurse (<i>nars</i>) Anesthesiologist (anestetista)



2. Pre-Operative Visit of Anesthesiologist at the ward (Pre-operative visit ng anestetista sa ward)	<ul style="list-style-type: none">- Wearing of Personal Protective Equipment- Review history, chart and labs- Interview with patient- Explanation of Anesthetic plan- Giving of prescription- Preparation of material and blood products necessary- Reminders- Optimization of patient if necessary (Pagsuot ng PPE, pagreview ng history, chart at laboratoryo ng pasyente, paginterview sa pasyente, pagpapaliwanan g ng isasagawang anesthesia sa pasyente,	Depends on which medication s and equipment are unavailable at the pharmacy and central supplies room (Depende kung anong walang gamot at gamit sa farmasya at CSR)	45 minutes (45 minuto)	Patient (pasyente) Anesthesiologi st (anestetista)
	<p>pagbibigay ng mga kailangang reseta, paghanda ng dugo at ibang kailangan na gamit, mga paalala at pag- optimize ng pasyente kung kinakailangan)</p>			



3. Taking of patient to Operating Room Lobby <i>(Pagpasok ng pasyente sa operating room lobby)</i>	Receiving Patient at OR lobby <i>(Pagtatanggap ng patiente sa OR lobby)</i>	None (wala)	1 hour (1 oras)	Patient <i>(pasyente)</i> Nurse (<i>nars</i>) Operating room staff <i>(staff ng operating room)</i> Anesthesiologi st <i>(anestetista)</i>
	TOTAL:	Depends on Pharmacy and CSR availability	3 hours and 45 minutes	

Anesthesia for Emergency procedures

Including pre-operative assessment prior to emergency procedure.

Office or Division:	Department of Anesthesiology
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	All Hospital Patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital card <i>(ospital kard)</i> Patient's chart <i>(chart ng pasyente)</i> Emergency Proposal <i>(emergency proposal)</i> Pre-operative evaluation form <i>(pre-operative form)</i> Patient's consent for procedure and anesthesia <i>(pahintulot ng pasyent para sa operasyon at anesthesia)</i>	Patient Admitting Section Main service Anesthesiologist Anesthesiologist
Medications and Materials	Pharmacy and Central Supply



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consultation with primary service - Admission (Konsultasyon sa panagunahing nagseserbisyo – pag-admit)	NA	None (Wala)	Two hours (dalawang oras)	Patient (pasyente) Nurse (nars) Residents (residente)
2. Referral to Anesthesia department (Pagrefer sa departamento ng anesthesia)	Receive emergency proposal (Pagtanggap sa emergency proposal)	None (Wala)	30 minutes (30 minuto)	Patient (pasyente) Nurse (nars) Residents (residente) Operating room staff (staff ng operating room)
3. Pre-Operative Visit of Anesthesiologist at the ward (Pre-operative visit ng anestetista sa ward)	<ul style="list-style-type: none">- Wearing of Personal Protective Equipment- Review history, chart and labs- Interview with patient- Explanation of Anesthetic plan- Giving of prescription- Preparation of material and blood products necessary- Reminders- Optimization of patient if necessary	Depends on which medications and equipment are unavailable at the pharmacy and central supplies room (Depend kung walang gamot at gamit sa pamilya at CSR)	45 minutes (45 minuto)	Patient (pasyente) Anesthesiologist (anestetista)



	<i>(Pagsuot ng PPE, pagreview ng history, chart at labortatoryo ng pasyente, paginterview sa pasyente, pagpapaliwanan g ng isasagawang anesthesia sa pasyente, pagbibigay ng mga kailangang reseta, paghanda ng dugo at ibang kailangan na gamit, mga paalala at pag-optimize ng pasyente kung kinakailangan)</i>			
4. Taking of patient to Operating Room Lobby <i>(Pagpasok ng pasyente sa operating room lobby)</i>	Receiving Patient at OR lobby (Pagtatanggap ng patiente sa OR lobby)	None (wala)	1 hour (1 oras)	Patient <i>(pasyente)</i> Nurse (nars) Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i>
	TOTAL:	Depends on Pharmacy and CSR availability	5 hours and 15 minutes	

SERVICE NAME: Anesthesiology Residency Training

For applicants who are interested in completing the 3 year training program at Quezon City General Hospital

Office or Division:	Department of Anesthesiology
Classification:	Simple
Type of Transaction:	G2G
Who may Avail:	Graduates in Doctor of Medicine
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Personal requirements Entrance exam, Evaluation sheets Letter from training office to department Letter from department to training office Oral exams, practical exams, in-service exams, cases Interesting case Approved research proposal Research paper Certificate of completion			Applicant Training Officer PDER Chairman Training Officer and/or Consultants, PBA First Year Resident Second Year Resident Third Year Resident Training Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of personal requirements	Schedule personal interview with applicant	None	30 minutes	Applicant, training office, department
2. Taking of written and oral exams	Provide Training Office with Pre-residency exams	None	1 hour	Applicant, training office, department
3. Endorsement of qualified applicant to department	Receive endorsement from Training Office	None	30 minutes	Training office, department
4. Pre-residency	Assess performance of applicant	None	2 months	Applicant, department
5. Acceptance into residency training program	Provide recommendation letter for applicant's acceptance	None	1 day	Training office, department
6. Completion of competency level for first year	Train and assess performance of first year resident	None	1 year	Resident, department
7. Completion of competency level for second year	Train and assess performance of second year resident	None	1 year	Resident, department
8. Completion of competency level for third year	Train and assess performance of third year resident	None	1 year	Resident, department



9. Graduation from residency training	Acknowledge and provide chairman's signature in the certificate	None	1 hour	Resident, department, training office
	TOTAL:	None	3 years and 2 months	

FAMILY AND COMMUNITY DEPARTMENT

SERVICE NAME: OUT-PATIENT CONSULTATION

Office or Division:	DEPARTMENT OF FAMILY AND COMMUNITY MEDICINE			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	All ambulatory individuals aged 19 and above, giving priority to Quezon City residents but not limited to, who are seeking medical consultation			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital ID card Health Declaration Form Appointment Slip			Hospital Medical Records OPD Main Entrance OPD Main Entrance	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Appointment via Phone	Appointment Schedule Patient 19 years of age and above, will message the Department's phone number with the following details: Name: Age: Address:	NONE	Monday-Friday 8:00 AM-12:00 NN	FM Resident



	<p>Contact number:</p> <p>Patient will be requested to call/text to answer succeeding questions of Resident Physician assigned</p> <p>Succeeding information needed through Question and Answer based on the Health Declaration Form.</p>			
<p>2</p> <p>QCGH</p> <p>OPD</p> <p>Entrance</p>	<p>Consent/ Waiver</p> <p>>Patient will sign the answered Health Declaration Form and Waiver.</p> <p>>Vital Signs</p>	NONE	<p>2-5 Minutes</p> <p>2-5 Minutes</p>	<p>OPD Nurse</p> <p>OPD Nurse</p>
<p>3</p> <p>QCGH</p> <p>Consultation</p> <p>Area</p>	<p>Consultation</p> <p>3.1 History taking and complete</p>	NONE	<p>5-10 minutes</p> <p>5-10 minutes</p>	<p>FM Resident</p> <p>FM Resident</p>



	physical examination			
	3.2 Assessment and Management of the medical condition of the patient.			
TOTAL:		NONE	14-20 minutes	

SERVICE NAME: Admission of COVID-19 (Suspect, Probable, or Confirmed) Patients with Primarily Medical Problems

Office or Division:	Internal Medicine Tent 2			
Classification:	Complex			
Type of Transaction	G2C			
Who May Avail:	All patients, 19 years of age and above, non-surgical, non-parturient, non-gynecologic presenting medical problems who fulfill the criteria to be classified as COVID SUSPECT, PROBABLE, or CONFIRMED			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Official PCR or Rapid Test Result (if applicable) Patient Information Sheet (PIS) Admitting Chart Front Sheet Admitting & Discharge Record Laboratory and Radiologic Request Forms CIF form 		Barangay of DOH-approved COVID testing facility Tent 2 Tent 2 Admitting Section/PABX Tent 2 Tent 2		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Arrive at Tent 2	Initial brief patient interview.	None	10 minutes	Tent 2 doctor-on-duty
2. Provide information needed for (PIS)	Fill out PIS and have it checked by the patient.	None	10 minutes	Tent 2 doctor-on-duty
3. Provide sufficient and truthful interview data.	Patient interview.	None	15-30 minutes	Tent 2 doctor-on-duty



4. Allow physical examination and diagnostic procedures	Physical examination. Facilitate requests for laboratory and radiographic procedures	P3,000- P10, 000	3-4 hours	Tent 2 doctor-on-duty Med Tech on duty Rad Tech on duty
5. Nasopharyngeal/ Oropharyngeal Swab for COVID testing.	Facilitate swabbing and send-out of specimen.	None	1-2 hours	ENT doctor-on-duty IDS Nurse Tent 2 doctor-on-duty
6. Transfer to room. (If with no available rooms, patient will be admitted at the Tent 3 or Tent 4 temporarily)	Admits patient to designated area according to COVID-19 classification.	None	3-4 hours	Tent 2 doctor-on-duty Tent 2 nurse-on-duty Institutional Worker
TOTAL:		P10, 000	5-6 hours	

SERVICE NAME: Discharge of confirmed Non-COVID-19 Patients with Primarily Medical Problems from the PUI ward.

Office or Division:		Internal Medicine Patient Under Investigation (PUI) Ward		
Classification:		Complex		
Type of Transaction		G2C		
Who May Avail:		All patients admitted at the PUI ward.		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Official PCR result Patient's Chart Clearance Form Discharge Slip 		Pathology Office Nurse's Station (PUI wards) Nurse's Station (PUI wards) Nurse's Station (PUI wards)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Admission at PUI areas (ward/ICU)	Provide proper medical care	None	5-6 hours	Ward doctor-on-duty Ward Nurse-on-duty
2. Await swab results	Follow-up and secure swab result if done at Tent 2	None	3-5 days	Ward doctor-on-duty
2.1 For Scheduled Swabbing at the ward if: a. the patient was not swabbed upon admission due to limited slots per day b. repeat swab due to: inconclusive results or progression of pneumonia	Coordinate with the swabbing team and secure schedule Prepare patient information for CIF	None	1-2 days	Ward doctor-on-duty ENT doctor-on-duty IDS Nurse
3. Await discharge	Assess if patient fulfills discharge criteria Prepare discharge orders and take-home prescription. Prepare clearance form Inform ICS team of discharge	None	5-14 days	Ward doctor-on-duty Ward Nurse-on-duty ICS Team
4. May go home	Facilitate discharge	None	14 days	Ward doctor-on-duty Ward Nurse-on-duty Ward IW-on-duty



TOTAL:	0.00	14 days	
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SERVICE NAME: Transfer of Confirmed Non-COVID-19 Patients with Primarily Medical Problems to the IM Non-covid Ward

Office or Division:	Internal Medicine Non-covid Ward			
Classification:	Complex			
Type of Transaction	G2C			
Who May Avail:	All patients presenting medical problems who fulfill the criteria to be classified as COVID SUSPECT, PROBABLE, or CONFIRMED			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none">Official PCR resultPatient's Chart		Pathology Office Nurse's Station (PUI wards)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Admission at PUI areas (ward or ICU)	Provide proper medical care	None	5-6 hours	Ward doctor-on-duty Ward Nurse-on-duty
2. Await swab results	Follow-up and secure swab result if done at Tent 2	None	2-3 days	Ward doctor-on-duty
2.1 For Scheduled Swabbing at the ward if: a. the patient was not swabbed upon admission due to limited slots per day b. repeat swab due to: inconclusive results or progression of pneumonia	Coordinate with the swabbing team and secure schedule Prepare patient information for CIF	None	1-2 days	Ward doctor-on-duty ENT doctor-on-duty IDS Nurse



3. Await transfer to IM Ward (If with negative PCR results but patient's medical problems is still not resolved)	Assess patient Coordinate with IM-ROD of transfer Prepare transfer notes Inform ICS team	None	5-14 days	Ward doctor-on-duty Ward Nurse-on-duty ICS Team
4. Transfer to regular IM ward	Facilitate transfer.	None	5-14 days	Ward (PUI/IM) doctor-on-duty Ward (PUI/IM) Nurse-on-duty Ward IW-on-duty
TOTAL:		0.00	14 days	

SERVICE NAME: REQUEST FOR ELECTROCARDIOGRAM (ECG)

Office or Division:	Internal Medicine			
Classification:	Complex			
Type of Transaction	G2C; G2G			
Who May Avail:	Individuals male and female who need to undergo electrocardiogram (ECG) testing			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none">ECG RequestHealth Declaration FormClearance FormDischarge SlipOfficial Receipt		Attending Physician ECG Room Billing Section ECG Room Cashier		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Patient arrives at ECG Room	Takes basic information, checks	None	5 minutes	ECG personnel



	completeness of ECG request			
2. Patient will fill-up Health Declaration Form truthfully	Provide Health Declaration Form to patient and checks its completeness	None	10 minutes	ECG personnel
3. Patient will proceed with the requested procedure	Performance of ECG	None	10 minutes	ECG personnel
4. Patient proceeds to billing and cashier for processing of payment	Issues billing statement, clearance form	Php 236.00	Variable	ECG personnel
5. Patient will return after 3 working days for the ECG reading	ECG tracing will be forward to IM-Cardiology rotator for reading	None	Variable	ECG Personnel IM-Cardiology Rotator IM-Cardiology Consultant
6. Patient returns to ECG section for claiming of ECG Reading with Official receipt	Checks correctness of information, logging of result to the releasing logbook	None	5 minutes	ECG personnel
TOTAL:		Php 236.00	30 minutes	

NAME: Request for Endoscopy Service

Office or Division:	Internal Medicine
Classification:	Complex
Type of Transaction	G2C; G2G
Who May Avail:	Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields.
Checklist of Requirements	Where to Secure



<ul style="list-style-type: none"> • Endoscopy Request (if applicable) • Health Declaration Form • Patient Information Sheet • Admitting and Discharge Record • Patient's Chart • Clearance Form • Discharge Slip 		Attending Physician ER Triage ER Officer Admitting Section Endoscopy Room Billing Section Endoscopy Section		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Patient arrives at ER	Initial brief patient interview.	None	5 minutes	ER Officer-on-duty
2. Patient will fill-up Health Declaration Form truthfully	Provide Health Declaration Form	None	10 minutes	ER Officer-on-duty
3. Patient will fill-up Patient Information Sheet	Provide Patient Information Sheet	None	15-30 minutes	ER Officer-on-duty
4. Patient will forward Patient Information Sheet to Admitting Section	Issue Admission and Discharge Record	None	5 minutes	Admitting Clerk-on-duty
5. Patient will proceed to Endoscopy Unit for consultation or performance of procedure	Perform comprehensive medical history taking, physical examination, and requested procedure, issues endoscopy result	None	60 minutes	Endoscopy Nurse-on-duty IM Resident Gastro Rotator Gastroenterology Consultant
6. Patient proceeds to billing and cashier for processing of payment	Issues billing statement, clearance form	P10,000-P15,000 if w/o Philhealth None if with Philhealth	15-30 minutes	Endoscopy Nurse-in-duty



7. Patient returns to Endoscopy Unit for issuance of discharge slip	Issues discharge slip upon settlement of fees and clearances	None	10 minutes	Endoscopy Nurse-on-duty
TOTAL:		P15, 000	2-3 hours	

SERVICE NAME: Admission and Discharge of Non-COVID-19 with Medical Problems

Office or Division:		Internal Medicine Emergency Room and IM Ward		
Classification:		Complex		
Type of Transaction		G2C, G2G		
Who May Avail:		Sick individuals needing emergent care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients who are identified with Low index of suspicion for Covid-19		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Official PCR or Rapid Test Result (if applicable) Patient Information Sheet (PIS) Admitting Chart Front Sheet Admitting & Discharge Record Laboratory and Radiologic Request Forms Clearance Form Discharge Slip 		Barangay of DOH-approved COVID testing facility Emergency Room Emergency Room Admitting Section/PABX Emergency Room Ward Nurse’s Station Ward Nurse’s Station Ward Nurse’s Station		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Arrive at Emergency Room	Initial brief patient interview	None	10 minutes	Emergency Room Officer (ERO) ER doctor-on-duty
2. Provide information needed for (PIS)	Fill out PIS and have it checked by the patient Receives patient chart	None	10-15 minutes	ER doctor-on-duty Admitting clerk



	from Admitting Section			
3. Provide sufficient and truthful interview data.	Patient interview	None	15-30 minutes	ER doctor-on-duty
4. Allow physical examination, diagnostic procedures, and initial intervention	Physical examination Facilitate requests for laboratory and radiographic procedures	P3,000-P10,000	3-4 hours	ER doctor-on-duty Med Tech on duty Rad Tech on duty
5. Give consent for admission and management 5.1 If patient is not admissible, patient will be discharged with home medications and will be asked to follow up at OPD	Prepares patient for admission Awaits laboratory and other diagnostic results if necessary Interpretation of results, prescription of medications, and home advice Prepares clearance and discharge slip for non-admissible patients	None	2-3 hours	ER doctor-on-duty ER Nurse on duty
6. Transfer to room	Admits patient to designated area according to case and	None	1 hour	ER doctor-on-duty ER nurse-on-duty



	severity of patient			Institutional Worker
7. Admission and management at IM Ward 7.1 If patient developed Hospital Acquired Pneumonia and is tagged Covid-19 Suspect, Probable or Confirmed, patient will be transferred to designated Covid Ward 7.2 Facilitate swabbing (if applicable)	Provide proper medical care Coordinate with the swabbing team and secure schedule Prepare patient information for CIF	P3,000-P20,000	5-20 days	Ward resident-on-duty *ENT doctor-on-duty *IDS Nurse

SERVICE NAME: INTENSIVE CARE UNIT ADMISSION

Office or Division:	Internal Medicine			
Classification:	Highly Technical			
Type of Transaction	G2C; G2G			
Who May Avail:	Sick individuals needing critical care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Patient Information Sheet • Admission and Discharge Record • Patient’s Chart • Discharge Slip • Case Investigation Form (If applicable) 		ER Officer-on-duty Admitting section Medical ICU/Medical Records Cashier Medical ICU		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Patient arrives at ER	<p>1.0. Screening for possible COVID related symptoms.</p> <p>1.1. Temperature taking</p> <p>1.2 Brief medical history taking focused on COVID-19 symptoms</p> <p>1.3 If Positive for COVID-19 related symptoms, transfer to TENT 2</p> <p>1.4 If Negative for COVID-19 related symptoms, admit to ER</p>	None	5 minutes	<p>ER Officer-on-duty</p> <p>Industrial Worker</p>
2. Patient stays in the ER for evaluation and stabilization	Assess vital signs, perform resuscitation, diagnostics and administration of medications	P5,000-P15,000	2-3 hours	<p>Internal Medicine Resident-on-duty</p> <p>ER Nurse-on-duty</p>
3. Patient transfers to Medical ICU	<p>1. ER IMROD will inform ICU Consultant and endorse patient to ICU ROD</p> <p>2. ER Nurse-on-duty will endorse patient to ICU Nurse-on-duty</p>	None	30 minutes	<p>Internal Medicine Resident-on-duty</p> <p>ICU Consultant</p> <p>ER Nurse-on-duty</p> <p>Industrial Worker</p>
4. Patient arrives at the Medical ICU	Patient transferred to MICU Bed and hooked to necessary apparatus	None	15 minutes	<p>ICU Nurse-on-duty</p> <p>Industrial Worker</p>
5. Patient remains the ICU for treatment	Daily assessment of patient's progress, request for further diagnostics, adjustment or change of treatment plan	P10,000 – P30,000	5-10 days	<p>Medical ICU Resident-on-duty</p> <p>Medical ICU Consultant</p>



6. Patient's condition improved and stabilized	Reassess the patient's condition if able to trans out to regular ward and inform the ICU Consultant of the assessment	P10,000 – P30,000	5-10 days	ICU Resident-on-Duty Medical ICU Consultant
7. Patient is prepared for transfer to regular ward 7.1 Patient is assisted and transferred to medical ward	1.0 Endorsement of patient from Medical ICU to Medical ward 1.1 ICU ROD endorses patient to Medical ward ROD 1.2 ICU NOD endorses patient to Ward NOD	None	45 minutes	ICU Resident-on-duty Medical Ward Resident-on-duty ICU Nurse-on-duty Medical ward Nurse-on-duty Industrial Worker
8. Patient will be isolated if new-onset pneumonia and symptoms of COVID-19 develops	Isolation of patient and evaluation for possible COVID-19 by X-ray and symptoms. Infectious Disease Consultant will be notified.	None	1 hour	ICU Resident-on-duty IDS Consultant on Duty ICU Nurse on Duty
9. Patient will remain in isolation	Facilitation of COVID-19 testing (NPS/OPS) after accomplishing Case Investigation Form and Laboratory Request	None	1 hour	ICU Resident-on-Duty ENT Resident-on-Duty ICU Nurse-on-Duty IDS Nurse-on-Duty



10. Patient assisted for transfer to PUI Ward	1. Endorse the patient to the PUI Ward Team Leader-on-duty 2. ICU NOD will endorse the patient to the PUI ward Nurse on Duty 3. Transfer patient to PUI Ward	None	1-2 hours	ICU Resident-on-Duty ICU Nurse-on-Duty PUI Ward Resident on Duty PUI Ward Nurse on Duty Institution Worker
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Outpatient Department Actual Consultation

Office or Division:	Internal Medicine Outpatient Department			
Classification:	Complex			
Type of Transaction	G2C			
Who May Avail:	All patients needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients who are identified with Low index of suspicion for Covid-19			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Official PCR or Rapid Test Result (if applicable) Health Declaration Form Outpatient Department Pass Patient Record/Chart Laboratory and Radiologic Request Forms 		Barangay of DOH-approved COVID testing facility Triage Triage Medical Records Outpatient Department		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Book an appointment for consult	Calls IM office via landline to book an appointment	None	5 minutes	IM resident-on-duty
2. Arrive at OPD	Confirm OPD consult reservation	None	10 minutes	Triage Officer-on-duty



2. Fill out Health Declaration forms	Check completeness of form Secure OPD Pass	None	10 minutes	Triage Officer-on-duty
3. Provide sufficient and truthful interview data.	Patient interview	None	15-30 minutes	OPD resident-on-duty
4. Allow physical examination and diagnostic procedures	Physical examination Facilitate requests for laboratory and radiographic procedures Awaits laboratory and other diagnostic results.	P50-P2,000	1 hour	OPD resident-on-duty Med Tech on duty Rad Tech on duty OPD nurse-on-duty
5. Patient management and discharge	Interpretation of results, prescription of medications, and home advice	None	15-30 minutes	OPD resident-on-duty
TOTAL:		P2, 000	1-2 hours	

SERVICE NAME: Outpatient Department Online Consultation

Office or Division:	Internal Medicine Outpatient Department Online Consultation	
Classification:	Complex	
Type of Transaction	G2C	
Who May Avail:	All patients needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients	
Checklist of Requirements		Where to Secure
<ul style="list-style-type: none"> Medcheck Website account Online Patient Record Laptop/Ipad/Smartphone with stable internet connection 		Attending Physician Medcheck website account Property & IT Section



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Book an appointment for consult	Calls IM office via landline to book an appointment	None	5 minutes	IM resident-on-duty
2. Log in to Medcheck link sent or provided via text message or electronic mail	Confirms OPD online consult reservation Creates online patient record via Medcheck website	None	5 minutes	IM resident-on-duty
3. Give consent for online consultation and provide sufficient and truthful interview data via telemedicine	Patient history taking	None	15-30 minutes	IM resident-on-duty
4. Intervention and management	Give assessment prescription of medications, and home advice Schedule follow up as necessary	None	45 minutes	IM resident-on-duty Med Tech on duty Rad Tech on duty OPD nurse-on-duty
TOTAL:		None	At least 1 hour	

DEPARTMENT OF OBSTETRICS AND GYNECOLOGY

SERVICE NAME: Management of Pregnant and Gynecologic patients at the Emergency Room

Office or Division:	Medical Department
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Pregnant and Gynecologic patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Admitting Chart, OB history Sheet, Gloves		Central Supply office		
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen		Properties and Supplies		
Purple, Blue and Red Top		Laboratory department		
Xray and Ultrasound		Radiology department		
IV bottles, Abbocath, Heplock, IV medications		Pharmacy department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient proceeds to the Emergency room officer on duty	ER officer on duty will assess the patient as COVID suspect or non-COVID patient 1. If COVID 19 Suspect, patient will be directed to go to Tent 2 (designated area for COVID patient) 2. If Non-COVID patient, patient will be directed to the OB-GYN department	None	5 minutes	ER Triage Officer
Proceed to Obstetrics and Gynecology Emergency room desk	Receives Emergency room chart from Admitting section	None	5 minutes	ER OB resident
Evaluation	History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked again to the patient Vital Signs are taken and recorded 19 Suspect, patient directed to go to Tent 2	None	5-10 minutes	ER OB resident



	ated area for COVID patient) COVID patient, patient essed by the ER OB resident			
Assessment: Proceed to interview and physical examination	<p>Patient's history is taken. Patient is examined.</p> <p>i. To assess if the patient needs urgent care, surgical or non- surgical. Laboratories and imaging studies are requested; including chest xray</p> <p>ii. If in labor: Patient is transferred to labor room/ Delivery room.</p> <p>iii. If for medical management patient is transferred to OB Ward</p> <p>iv. If patient is for emergency exploration or for emergency cesarean section, patient is transferred to the Operating room</p> <p>v. If patient is asymptomatic but with abnormal lung findings on</p>	None	30 minutes-2 hours	ER OB resident



	<p>auscultation (crackles, decreased breath sounds, rhonchi or wheezes), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be referred to the Consultant on duty and OB IDS Consultant</p> <p>vi. If patient is asymptomatic, but with abnormal chest xray findings (pulmonary infiltrates or pneumonia), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be referred to the Consultant on duty and OB IDS Consultant</p>			
Documentation	<p>All patients' charts are logged and recorded.</p> <p>i. Patients who are for discharge are given clearance slip</p>	Variable	10-20 minutes	<p>ER OB resident Cashier</p> <p>Laboratory Department Radiology Department Pharmacy ER Nurse on Duty</p>



	<p>from pharmacy, laboratory and radiology prior to discharge</p> <p>ii. Charts of discharged patients will be submitted to the medical records.</p>			
Admission	<p>Patient who is admitted will be received by the Ward/OR/LR-DR nurse on duty to their respective area</p> <p>I. Patients admitted at the PUI areas (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU) will be referred to ENT ROD for NPS/OPS swab.</p>	None	30 mins - 1 hour	<p>ER nurse on duty</p> <p>Ward/OR/LR-DR Nurse on duty</p> <p>Nursing attendant</p> <p>ENT Resident</p>
Patient reassessment	<p>Patient reassessed by the OB resident on duty;</p> <p>Laboratories are followed up</p>	None	30 min- 1.5 hours	OB Resident on duty
Patient management	<p>Patient management</p> <p>i. medical management</p> <p>ii. surgical management procedures</p>	None	Variable	<p>OB Resident on duty</p> <p>Ward Nurse on duty</p>



	iii. If patient develops signs and or symptoms of COVID 19 during the hospital stay at regular ward, patient will be transferred to PUI ward or ICU. Patient will be referred to the Consultant on duty and OB IDS Consultant. Patient will be referred to ENT for swabbing			Consultant on duty (tele referral)
Patient discharge	Patient discharged; Advise follow up	Variable	1-2 hours	Cashier Laboratory Department Radiology Department Pharmacy Nurse on Duty

SERVICE NAME: Management of Pregnant and Gynecologic patients at the Outpatient department

Office or Division:	Medical Department			
Classification:				
Type of Transaction:				
Who may avail:	Pregnant and Gynecologic patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OB history Sheet, Gloves		Central Supply office		
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen		Properties and Supplies		
Telephone		Engineering		
OPD charts		Medical records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	2 minutes	Hospital Operator



Patient should call OB GYN department	Patient should call OB GYN department at 88630800 loc 207.			Patient
Assessment by OB resident	<p>OB resident will assess the patient if she needs physical check-up</p> <p>i. If Yes, OB resident will ask the patient to go to Emergency room (if needing urgent management) or will be given a slot on the scheduled dates for physical OPD consults</p> <p>ii. If No, OB resident will give needed laboratory requests and prescription. Pictures will be sent to the patient thru OB department's official FB messenger.</p> <p>iii. Patients will send laboratory results to the resident thru OB department's official FB messenger and OB resident will reassess if needing physical check up</p>	None	30- 45minutes	OB resident
	OB resident will give the list of names of	None	5-10 minutes	OB resident



Submissions of names of patients for scheduled physical consults	<p>scheduled patients at the OPD triage. Only those with schedule will be allowed inside the OPD.</p> <p>The resident will also give the list to the medical records section 1 day prior to the schedule to allow faster retrieval of charts on the day of the consult</p>			Medical Records Section OPD triage officer
Consultation, History Taking and Physical Assessment	<p>Patient should come 1 hour before the scheduled date of consult and should fill out the health declaration form at the OPD triage.</p> <p>History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked to the patient</p> <p>Vital Signs are taken and recorded</p> <p>I. If COVID 19 Suspect, patient will be directed to go to the Tent 2 (designated area for COVID patient)</p> <p>II. If Non-COVID patient, patient will be further interviewed by OB resident</p>	None	30 minutes-1 hour	OB resident
		Variable	10-20 minutes	OB resident



Documentation and discharge	<p>All patients' charts are logged and recorded.</p> <p>i. Charts of discharged patients will be submitted to the medical records.</p> <p>ii. Patients will be advised to call the department's hotline for any concerns and/or the need for another physical heck-up.</p>			Cashier Midwife on Duty
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Department of Ophthalmology

SERVICE NAME: Eye diagnostic procedures

Office or Division:	Ophthalmology – Eye Center			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral / request form		Requesting physician		
Procedure fee		Client or patient		
Official results		Eye Center technician / staff		
Health declaration form		Triage officers/Eye Center Technician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Walk In: Presents the request or referral form for Eye Diagnostic Procedure, signs health declaration form	1.1. Walk In: Receives the request or referral form for Eye Diagnostic	None	1 to 3 minutes	1.1 Eye Center Technician or Staff



1.2 Tele-consult: Sends message to Official QCGH Ophthalmology FB page for Tele-appointment, signs digital health declaration form	Procedure, asks patient to sign health declaration form 1.2. Tele-consult: receives and request for digital queueing, asks patient to digitally sign health declaration form			1.2 Ophthalmology residents
2. Listens to / understands the details (i.e. steps, risks, precautions, cost) of each requested procedure and signs patient consent	2. Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient consent	None	5 to 10 minutes	2.1 Eye Center Technician / Staff 2.2 Resident doctor if warranted
<ul style="list-style-type: none"> Pays corresponding procedure fee at hospital cashier Presents official receipt to Eye Center technician 	3. Receives official receipt for logging and returns it to the patient	3.1 Autorefract ion – PHP 100.00 3.2 Non-contact Tonometry – PHP 100.00 3.3 Biometry – PHP 500.00 3.4 Fluorescein Angiography – PHP 2,000.00 (plus Reader's fee: PHP 300.00) 3.5 Optical Coherence Tomography (OCT) –	7 to 10 minutes	Eye Center Technician or Staff



		<p>PHP 1,000.00 (plus Reader's fee: PHP 300.00)</p> <p>3.6 <i>Visual Field Exam</i> – PHP 1,200.00 (plus Reader's fee: PHP 300.00)</p> <p>3.7 <i>B-Scan Ultrasound</i> – PHP 1,000.00 (plus Reader's fee: PHP 500.00)</p> <p>3.8 <i>Fundus Photo</i> – PHP 600.00</p> <p>3.9 <i>Farnsworth Munsell Color Vision Testing</i> – PHP 500.00 (plus Reader's fee: 200.00)</p> <p>3.10 <i>Pachy metry</i> – PHP 100.00</p>		
4. Undergoes preparation, procedure proper, and post-procedure protocols	4. Executes preparation, procedure proper, and post-procedure protocols	None	<p>4.1 <i>Autorefractio n</i> – 5 to 10 minutes</p> <p>4.2 <i>Non-contact Tonometry</i> – 5 to 10 minutes</p> <p>4.3 <i>Biometry</i> – 20 to 30 minutes</p>	Eye Center Technician or Staff



			<p>4.4 <i>Fluorescein Angiography</i> – 3 to 4 hours</p> <p>4.5 <i>Optical Coherence Tomography (OCT)</i> – 2 to 3 hours</p> <p>4.6 <i>Visual Field Exam</i> – 1 to 2 hours</p> <p>4.7 <i>B-Scan Ultrasound</i> – 30 to 60 minutes</p> <p>4.8 <i>Fundus Photo</i> – 1 to 2 hours</p> <p>4.9 <i>Farnsworth Munsell Color Vision Testing</i> – 1 to 2 hours</p> <p>4.10 <i>Pachymetry</i> – 5 to 10 minutes</p>	
<p>5.1 Walk In: Receives official results (for Eye exams not requiring official interpretations)</p> <p>Or</p> <p>Receives schedule for pickup of official interpretation or reading if results still unavailable</p> <p>5.2 Telemedicine: Receives the official result via official Ophthalmology FB page as scheduled</p>	<p>5.1 Walk In: Provides official results (for Eye exams not requiring official interpretations)</p> <p>5.2 Telemedicine: Sends the official result via Official Ophthalmology FB page as scheduled</p>	None	<p>5.1 <i>Autorefractio</i> <i>n</i> – 5 minutes</p> <p>5.2 <i>Non-contact Tonometry</i> – 5 minutes</p> <p>5.3 <i>Biometry</i> – 5 minutes</p> <p>5.4 <i>Pachymetry</i> – 5 minutes</p> <p>5.5 <i>Fluorescein Angiography</i> – after 3 - 5 working days</p> <p>5.6 <i>Optical Coherence Tomography (OCT)</i> – after 3 - 5 working days</p>	Eye Center Technician or Staff



			5.7 <i>Visual Field Exam – after 3 - 5 working days</i> 5.8 <i>B-Scan Ultrasound – after 3 - 5 working days</i> 5.9 <i>Fundus Photo – after 3 - 5 working days</i> 5.10 <i>Farnsworth Munsell Color Vision Testing – after 3 - 5 working days</i>	
6.1 Walk-In Fills up Patient Satisfaction Survey form 6.2 Telemedicine: fills up the Soft copy of Patient Satisfaction Form	6.1 Walk-In Hands out Patient Satisfaction Survey form 6.2 Telemedicine: sends out the Soft copy of Patient Satisfaction Form	None	3 to 5 minutes	Eye Center Technician or Staff
7.1 Walk-In: Returns to retrieve official interpretation/ reading/ result 7.2 Telemedicine: Receives the official interpretation/ reading/ result via Ophthalmology FB page	7.1 Walk-In: Gives official printed interpretation/ reading/ result 7.2 Telemedicine: Gives the soft copy of official interpretation/ reading/ result via Ophthalmology FB page	None	5 to 10 minutes	Eye Center Technician or Staff
TOTAL		PHP100 to 2,000	3-5 working days	



SERVICE NAME: Tele-consultation for Out-Patients

Office or Division:		Ophthalmology – Out Patient Department		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		Quezon City residents and employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form		Requesting physician		
OPD/ER fee for New patients		OPD/ER Cashier		
Prescription/ lab request/ referral/ leaflets		Resident Physician/Consultant on deck		
Health declaration form		OPD Triage officers/ ER Officers/ Resident Physician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message for Tele-Consultation to Official QCGH Ophthalmology Facebook page, via phone call, Viber or other digital means	1.Receives message request from patient for tele-consultation	None	1- 5 minutes	Ophthalmology Resident
2. Patient narrates signs and symptoms asked by the doctor online or via phone call	2.Ophthalmology resident screens patient concerns and classifies the condition according to urgency as follows: a. Emergent b. Urgent c. Routine	None	10 - 30 minutes	2.1 Ophthalmology Residents 2.2 Ophthalmology Interns
3.1 Emergent: Patient is asked to proceed to Emergency room immediately 3.2 Urgent: Patient is instructed to go to OPD within 24 hours	3.1 Emergent: Advise patient to proceed to Emergency room immediately 3.2 Urgent: Instruct patient to go to OPD within 24 hours	None	5 - 10minutes	3.1 Ophthalmology Residents 3.2 Ophthalmology Consultant on deck



3.3 Routine: Asked to proceed with Tele-consultation	3.3 Routine: Activate Tele-consultation			
<p>4.1 Emergent: patient is seen at the ER immediately and follows the instructions</p> <p>4.2 Urgent: Patient is seen at the OPD within 24 hours</p> <p>4.3 Routine: Fills up google form for new patient chart, signs health declaration Google forms.</p>	<p>4.1 Emergent: resident doctors follow ER workflow/Chart er</p> <p>4.2 Urgent: resident doctors follow OPD workflow/Chart er</p> <p>4.3 Routine: sends out to patient google form for new patient chart, and health declaration Google forms.</p>	<p>4.1 Emergent: ER fee- PHP 100</p> <p>4.2 Urgent: New Patients PHP 40</p> <p>4.3 Routine: None</p>	<p>15 - 30 minutes</p>	<p>4.1 Ophthalmology Residents</p> <p>4.2 Ophthalmology Consultant on deck</p>
<p>5.1 Routine: Patient agrees to Tele-consult limitations and follows instructions</p> <p>5.2 Patient describes signs and symptoms in detail, includes medications, allergies to medications, previous surgeries etc.</p>	<p>5.1 Routine: Begin tele-consult using patient's preferred platform (Facebook, Viber, Zoom, Phone Call, facetime etc.)</p> <p>5.2 Asks patient details necessary for proper diagnosis and treatment</p>	None	15 - 60 minutes	<p>5.1 Ophthalmology Residents</p> <p>5.2 Ophthalmology Consultant on deck</p>
<p>6.1 Routine: patient listens to resident doctor's explanation of diagnosis</p> <p>6.2 Patient receives the electronically signed prescription/s, leaflet</p>	<p>6.1 Routine: Resident Doctor makes a diagnosis, explains it to the patient</p>	None	10 - 15 minutes	<p>6.1 Ophthalmology Residents</p> <p>6.2 Ophthalmology</p>



guide/s, laboratory request/s, or referral form/s	6.2 Resident Doctor issues a signed electronic prescription/s, leaflet guide/s, laboratory request/s, or referral form/s			Consultant on deck
TOTAL		<u>PHP 40-</u> new patients <i>ER - <u>PHP100</u></i>	<i>3 - 5 working days</i>	



ER admission and discharge of ORL-HNS patients

Office of Division:		ORL-HNS		
Classification:		Complex		
Type of Transaction:		G2C, G2G		
Who may avail:		Patients who require admission for medical or emergency surgical management		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient information sheet (PIS) ER record Admitting chart Signed waiver PhilHealth form/ID (if available)		ER officer Admitting section ER ER patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient for admission accomplishes all consent forms a. medical management to: <ul style="list-style-type: none"> • Regular ward • COVID-related ward b. Emergency OR: <ul style="list-style-type: none"> • Clean OR • COVID OR 2. Companion collects medications and needs for admission	1. Confirms with consultant-on-duty of the admission and management plans Admitting chart is accomplished 2. Prepares the patient for admission and endorses the patient to the ward NOD or OR NOD	None	30-60 minutes	Consultant-on-duty Resident Nurse-on-duty
3. Patient admitted: <ul style="list-style-type: none"> a. to ward for medical management: <ul style="list-style-type: none"> • Regular ward • COVID-related ward b. to OR for emergency OR: 	3. Receives the patient and checks the endorsed chart for its completeness. Carries out diagnostics and medications	None	30-60 minutes	Nurse-on-duty



<ul style="list-style-type: none"> • Clean OR • COVID OR <p>4. On confinement at:</p> <p>a. ward</p> <ul style="list-style-type: none"> • Regular ward • COVID-related ward <p>b. OR</p> <ul style="list-style-type: none"> • Clean OR • COVID OR 	<p>4. Interprets and analyzes laboratory results. Administer planned treatment:</p> <p>a. review and interpretation of diagnostics, start of medical therapy</p> <p>b. induction of anaesthesia, execution of surgical plan and rendering of immediate post-operative care</p> <p>5. Daily rounds, monitor recovery and progress of the patient.</p>	None	15-30 minutes	Nurse-on-duty
<p>5. Confinement in the ward.</p> <p>a. continuation of medical management</p> <p>b. once stable, sent back to the ward for the continuation of intermediate post-operative management</p>		None	15-60 minutes	Consultant Resident Nurse-on-duty
<p>6. Adjustment of ward confinement based on COVID19 RT-PCR test result</p> <p>7. Continued confinement.</p>	<p>6. Follow- up of COVID19 RT-PCR test.</p> <p>7. Conducts daily rounds and post-operative care, monitors recovery and</p>	None	3-5 hours	ENT & Anesthesia staff Ward and OR Nurse-on-duty



8. Discharged once recovered and advised for follow up	progress of patient to treatment.			
	6. Discharges recovered patients and gives follow-up instructions	None	7-14 days	Consultant Resident Nurse on-duty
		None	3-7 days	
		None	60-90 minutes	ENT staff Nurse-on-duty
		None	7-14 days	Consultant Resident Nurse-on-duty
		None	30-60 minutes	Consultant Resident Nurse-on-duty
TOTAL-		None	3-14 days	

DEPARTMENT OF PEDIATRICS



Service Name: Pediatric ER Patient Services
Description: Caters all pediatric patients who needs emergency care

Office or Division:	Pediatric Emergency Room			
Classification:	Simple			
Type of transaction:	G2G			
Who may avail:	All Pediatric patients			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Hospital ID card	Admitting clerk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queues at the Triage Area for initial evaluation by the ERO	ERO will inform the pediatric resident on duty	N/A	5-10 min	ERO
2. Fills out Patient Data Sheet and submit to the Admitting Clerk		N/A	5 minutes	Admitting Clerk
3. Proceeds to the PEDIA waiting area and wait until your name is called.	Resident will call the patient	N/A	5-10 minutes	Pediatric Resident on Duty
4. Initial evaluation, vital signs and weight to be done by the Resident on Duty		N/A	20 to 30 min	Pediatric Resident on Duty
5. Pediatric Resident on Duty will do thorough examination and performs necessary laboratory work ups and procedures.	The pediatric resident on duty will do thorough history, PE and request diagnostic examinations	N/A	20 min	Pediatric Resident on Duty
6. Pediatric Resident on Duty will make final disposition and instructions either for admission or send home.	The pediatric resident on duty will give final disposition and instructions	N/A	30 min	Pediatric Resident on Duty
7. Patients NOT for admission will be given prescription, home instructions and follow up schedule.	The pediatric resident on duty will fill out Prescription Pad Home instruction forms	N/A	5 minutes	Pediatric Resident on Duty
8. Settles ER Fees at the Cashier	Official Receipt	P40.00	5 minutes	Cashier
9. Presents OR to the security personnel and ER nurse upon leaving the hospital	Official Receipt	N/A	1 minute	Security Guard



10. Pediatric Resident on Duty sees to it that all patients attended to are properly logged at the ER logbook	ER logbook	N/A	2 minutes	Pediatric Resident on Duty
	TOTAL	40.00	118 minutes	

DEPARTMENT OF PEDIATRICS

Service Name: Pediatric In-Patient Services
Description: Caters all admitted patients at the pediatric ward and ICU

Office or Division:	Pediatric ward and Pediatric ICU			
Classification:	Simple			
Type of transaction:	G2G			
Who may avail:	All Pediatric patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital ID card		ER Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN CHARGE
1. Fill out Personal INFORMATION SHEET and submit to the ADMITTING Clerk	ERO will inform the Pediatric Resident on Duty	N/A	10 minutes	ER Officer Admitting Clerk
2. Consult with the pediatric resident on duty and awaits admission	The Pediatric Resident on Duty will do history, PE, or request diagnostic examinations	N/A	15 minutes	Pediatric Resident in Charge
3. Declare Consent for Hospital Admission by signing the consent form	The Pediatric Resident on Duty will explain the admission and an Informed Consent for Admission will	N/A	10 minutes	Pediatric Resident on Duty



	be secured from the relative			
4. Proceed to the pre-assigned admitting ward upon the advise of the resident-in-charge	The Pediatric Resident on Duty will inform the nurse on duty regarding admission then the nurse will accompany the patient at the assigned ward	N/A	15 minutes	Pediatric ER Resident on Duty Nurse on duty
5. Submit to history-taking, undergo diagnostic procedures, and receive therapeutic a management	The pediatric ward resident in charge will receive the patient at the ward	N/A	3 to 5 days	Pediatric Resident in Charge Ward Nurse
6. Once ready for discharge, receive discharge instructions	The pediatric ward resident in charge will give instructions on home medications if any.	N/A	5 minutes	Pediatric Resident in Charge Ward Nurse
7. The pediatric ward resident in charge will schedule the patient for follow up prior to discharge	The pediatric ward resident in charge will assign a designated day for follow up	N/A	5 minutes	Pediatric Resident in Charge
7. Settle Hospitalization Fee of with the Cashier	Official Receipt	N/A	30 minutes	Cashier
8. SECURE CLEARANCE FORM AND PRESENT TO THE SECURITY PERSONNEL UPON LEAVING THE HOSPITAL	Official Receipt Clearance Form	N/A	10 minutes	Ward Nurse Security Personnel
	TOTAL	N/A	5 days and 100 minutes	

DEPARTMENT OF PEDIATRICS

Service Name: Pediatric Out-patient Services



Description: caters all pediatric patients who seek consult at the Out-Patient Department

Office or Division:	Pediatrics OPD			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	New and Old Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital ID card		Admitting section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the QCGH Pedia OPD Facebook account. Set an appointment date for onsite consultation.	1.Sets the appointment date.	None	1 minute	Pediatric Resident on Duty
2. Fill up the information sheet and health declaration form	2. Verifies the data	None	2 minutes	Pediatric Resident on Duty
3. Acknowledges the appointment date and understands the OPD guidelines. a. No MASK. No Entry. b. one companion per patient. c. No appointment. No entry. d. Must be in the OPD area 15 minutes before the appointed time. e. print or take a picture of the verified appointment slip and health declaration form. Bring on day of consultation	3. Confirms the appointment date. Explains the new OPD guidelines	None	5 minutes	Pediatric Resident on Duty
4. Day of Appointment: Proceed to the triage tent. Present the appointment slip and health declaration form. Allow staff to get their anthropometric measurement and vital signs.	4. Verify the appointment slip. Triage if covid or non covid case. Take the anthropometrics and vital signs.	None	5 minutes	Triage Nurse
5. Settle OPD Fee of ____ with the Cashier	Official Receipt	40.00	5 minutes	Cashier
6. Proceed to Pediatric OPD waiting area. And wait to be called by the doctor	Performs interview. Documents clinical history and physical examination.	None	15 minutes	Pediatric Resident on Duty



	Explains, plan of management and gives discharge instructions.			
	TOTAL	40.00	33 minutes	

DEPARTMENT OF PEDIATRICS

Service Name: Neonatal ICU Services

Description: caters all newborn patients who are born at our institution

Office or Division:	Neonatal ICU			
Classification:	Simple			
Type of transaction:	G2G			
Who may avail:	New deliveries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital ID card		Admitting section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to History –Taking before delivery (Kailangan ng kaukulang salaysay sa pagbubuntis bago manganak)	Interview and performs history from the pregnant mother (kukuha ng salaysay at physical examination mula sa manganganak na ina)	None	10 minute	Pediatric Resident on Duty
2. Upon delivery of baby, declare consent for hospital admission by signing the consent form (Mula sa pagkapanganak, ng ipahayag ang pagpayag sa pag aadmit sa pamamagitan ng paglagda sa consent form)	Gets consent from the mother his/her child’ admission	None	5 minutes	NICU or Unang Yakap Nurse



3. Fill-out Personal Data form and submit to Admitting Clerk (Punan ang Personal Data Form at ibigay sa Admitting Clerk	Submit to Admitting Clerk (Dadalhin sa Admitting Clerk)	None	5 minutes	NICU OR Unang Yakap Nurse
4. Undergo Unang Yakap procedure and await transfer instructions and proceed to the pre-assigned admitting ward upon the advice of the resident-incharge)	Performs Unang Yakap procedure (Taga-pangasiwa ng Unang Yakap)	None	5 minutes	Unang Yakap Nurse/ Pediatric Resident on Duty
5. Once Ready for discharge, receive discharge instructions (Makinig sa mga tagubilin kapag oras na ng paglabas sa ospital)	Inform and instruct parents regarding patient's discharge (sabihan and ipaalam sa magulang ang pagppauwi sa pasyente)	None	5 minutes	Nurse on Duty/ Pediatric Resident on Duty
6. Settle Hospitalization fee to the billing station and cashier (Bayaran ang karampatang singil sa kahera)	Inform transaction regarding hospital charges (ipaalam ang kaukulang pamamaraan sa pagbayad ng hospital bill)	None	30 minutes	Billing/Cashier
7. Secure Clearance form and present to the security and Personnel upon leaving the hospital (Kunin ang clearance form at ipakita sa Security Guard sa paglabas ng ospital)	Checked necessary documents for upon discharge	None	10 minute	Nurse /Security Guard
8. Follow up through appointment	Appointment is done prior to discharge	None	5 minutes	Pediatric Resident on Duty
	TOTAL	None	75 minutes	

Department of Psychiatry

SERVICE NAME: Evaluation and Management of the mentally ill in the outpatient Setting
Psychological and mental health consults in the Psychiatry Clinic.

Division	Department of Psychiatry, Medical Division
Classification	Simple
Type of Transaction	G2C, G2G



Who may avail		All patients with psychological concerns/mental disorders		
Checklist of requirements		Where to secure		
Medical Record		Records section		
Personal Protective Equipment (PPE)		Provided by the department through the hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Patients with psychological Concerns / mental disorder arrive / are referred to Psychiatry after Triage Screening	Records delivered to the Department of Psychiatry		Within 5 minutes	Medical Records Section Staff
Go to Psychiatry clinic for consult	Prepare for consult: clean clinic, wear PPE Issue charge slip Assessment of the medical condition through intensive history taking and complete physical examination; referral to resident / consultant staff	Php40.00	Within 60 minutes	Resident / Consultant Department of Psychiatry
Accept prescription and advice from physicians.	Assessment and Management of Patients/ Send patient home		Within 15 minutes	Resident / Consultant Department of Psychiatry Staff



	Total:	Php40.00	80 minutes	
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Department of Psychiatry

SERVICE NAME: Evaluation and Management of the mentally ill in the outpatient Setting Psychological and mental health consults in the Psychiatry Online Clinic.

Division	Department of Psychiatry, Medical Division			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	All patients with psychological concerns/mental disorders			
Checklist of requirements		Where to secure		
Gadget, Internet connection of patient		Provided by patient from their home		
Gadget, Internet connection of department		Provided by QCGH / Department		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Connect to online Psychiatry clinic, give consent to terms and conditions of online consult	Processing of online consult consent to terms and conditions, issue charge slip, schedule consult	Php 40.00	Within 60 minutes	Resident / Consultant Department of Psychiatry
Connect with online clinic at the appointed schedule for consult	Assessment of the medical condition through intensive history taking; referral to resident / consultant staff		Within 60 minutes	Resident / Consultant Department of Psychiatry



Accept prescription and advice from physicians.	Assessment and Management of Patients		Within 15 minutes	Resident / Consultant
	Send patient home			Department of Psychiatry Staff
	Total:	P40.00	135 minutes	

NURSING SERVICE

Service Name: Administration of Medications

Office or Division:		Nursing Service Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		In-patient admitted at the special areas (PUI & Covid)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor’s Order Sheet		Nurse Station		
Medication Sheet		Nurse Station		
Prescription		Emergency Room		
Color-coded medication card		Nurse Station		
Charge Slip/OR		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Verifies and transcribes Doctor’s Order.		3 minutes	Ward NOD
	2. Call the Pharmacy Staff for the prescribe medicines.		1 minute	Ward-NOD
	3. Call the ER-NOD for the			



	prescription of medicines.		1minute	Ward-NOD
	4. Inform the ward nurse for the available medicines place in the drop-off area.		10 minutes	ER-NOD
	5. Secures the medicines at the drop-off area.			
	6. Prepares the medicine aseptically.		1 minutes	Ward- NOD
	7. Wear appropriate Personnel Protective Equipment (PPE's) properly.		5 minutes	Ward-NOD
	8. Verify patient and administer the medicines aseptically.		5minutes	Safety Officer & Ward NOD
	9. Remove the PPE's properly and dispose accordingly.			
	10. Documents the medicines administered.		3minutes	Ward NOD
			10minutes	Safety Officer & Ward NOD



			3minutes	Ward NOD
TOTAL:		None	42 minutes	

Service Name: Handover/Endorsement Process

Office or Division:		Nursing Service Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Nursing Service Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Endorsement Record		Nurse Station		
Logbooks/census		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Updates the in-patient chart and individual kardex.		5minutes	Out-going NOD
	2. Handover each patient utilizing kardex.		2minutes/patient	Out-Going & Incoming NOD
	3. Prepares necessary equipment such BP apparatus, thermometer, linen etc..prior to patients round.		5minutes	NOD NA



	4. Wear properly PPE prescribed.			
	5. Renders nursing care to all patients.		5minutes	Safety Officer NOD NA
	6. Removes and dispose PPE properly.		10 minutes/patient	NOD NA
			10 minutes	Safety Officer NOD NA
TOTAL:		None	37 minutes	

Service Name: Carry-out of Doctor’s Order

Office or Division:		Nursing Service Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Nursing Service Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Doctor’s Order		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Not Applicable	1. Executes the written order of doctor on the following: <ul style="list-style-type: none"> Diagnostic procedures Medicines Admission and discharge patient Dietary prescription Other procedures 		3-5 minutes per in-patient chart	NOD
TOTAL:		none	5 minutes	

Service Name: Documentation Process

Office or Division:		Nursing Service Division		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Nursing Service Personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
In-patient Chart			Nurse Station	
Kardex			Nurse Station	
Doctor’s Order			Nurse Station	
Logbooks			Nurse Station	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Records all the patient’s related procedures in the nursing flow sheets such as: <ul style="list-style-type: none"> Intake and Output IVF record Administered medicines TPR Nurse’s Notes 		5 minutes per chart	Nursing Service Personnel



	2. Completes all pertinent nursing records of patients.			
TOTAL:		none	5 minutes	



Quezon City Public Library

Internal Services

1. Provides reference, research

Provides reference and research to library users.

Office or Division Classification: Type of Transaction: Who may avail:	Readers Services Division			
	Simple			
	G2C (public)			
	all			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Register at the entrance desk. Write in the registration form the following:<ul style="list-style-type: none">NameAddress/school/officeData of the materials to be researchLeave all belongings to the baggage counter. Get number tag and leave any valid ID.		Guard on duty Baggage counter staff for number tags. School/office ID, government issued IDs like SSS, GSIS, POSTAL, PAG-IBIG, Driver's License		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the computers at the Reference Section, check the Online Public Access Catalog (OPAC's) homepage or ask the assistance of the librarian to locate the resources needed at the OPAC.	1.1 Assist the clients in their OPAC research	none	3 minutes	Reference Librarian/staff
2. Type the word/phrase/keyword in the search bar and click submit.				
3. Select the blue underlined word or title.	2.1 none	None	3 minutes	None
4. Fill up the book information slip form and	3.1 none	None	2 minutes	none



give it to the librarian/staff in charge. 5. Receive the book/s and sign the book card , leave a valid ID and give it to the librarian/staff.	4.1 Retrieve the book requested	None	10 minutes	Reference Librarian/staff
	5.1 Get the signed book card and the ID	none	5 minutes	Reference Librarian/staff
	5.2 Give the requested book to the client.	none	4 minutes	
	5.3 File the book card together with the ID	none	3 minutes	Librarian/Staff
TOTAL:			30 minutes	

2. Home reading of pocketbooks

Borrowing of fiction books by clients

Office or Division:		Readers Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All QC residents only.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Library Card		Issued by the QCPL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Information Desk	1.1 Provide the client with borrowers slip to fill up.	None	5 minutes	Information Desk Officer of the day
2. Fill up borrower’s slip form and leave a valid ID.	2.1 Evaluate/ assess the borrower’s information	none	10 minutes	Information Desk Officer of the day



3. Get the pocketbook/s and gate pass.	3.1Release the pocketbook/s to the client and issue a gate pass	none	10 minutes	Information Desk Officer of the day
TOTAL:			25 minutes	

3. Library Card application

Issuance of a library card to clients is exclusive to Quezon City residents.

Office or Division:		Readers Services Division		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Quezon City residents only.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Valid ID orBarangay Clearance		SSS, GSIS, POST OFFICE, PAG-IBIG, LTO Barangay certificate section of the Barangay Hall where the applicant is residing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present a recent valid ID bearing QC address or a recent barangay clearance.	1.1Authenticate the proof of residency.	none	5 minutes	Information desk officer
2.Get order of payment from the Librarian-in-charge	2.1 Provide the order of payment	none	5 minutes	Librarian-in- charge
3. Pay at the treasurer's office windows/counters	3.1 none	P60.00	45 minutes	Treasurer's Office windows/counters
4. Present the OR to the Librarian-in-charge and fill out the application form.	4.1 Give application form to the applicant	None	5 minutes	Librarian-in- charge
5. Submit the application form to the Librarian-in-charge and go to the MIS for picture taking.	5.1Receive the submitted application form for evaluation and approval.	None	10 minutes	Librarian-in- charge



6.Wait for processing of ID				
	6.1 Process the ID card	none	30 minutes	MIS staff
7. Get the ID and sign at the log book	7.1 Release ID and have the Library User sign on the logbook	none	20 minutes	MIS Staff
TOTAL:			2 hours	

4. Renewal of library cards

Issuance of a new library card to clients.

Office or Division:	Readers Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All QC residents only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Old library CardBarangay Certificate		Issued by the QCPL Barangay certificate section of the Barangay Hall where the applicant is residing.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present old library card and barangay clearance	1.1Authenticate the library card	none	5 minutes	Librarian/staff - in - charge
2.Get order of payment from the Librarian/staff-in-charge	2.1Provide order of payment	none	5 minutes	Librarian/staff- in-charge
3.Pay at the treasurer’s office	3.1. none	P60.00	45 minutes	Librarian/staff- in-charge
4.Present the OR to the Librarian/staff-in-charge		none	5 minutes	Librarian/staff- in-charge



and fill out the application form	4.1 Give application form to the applicant			
5. Submit the application form to Librarian-in-charge and go to the MIS for picture taking	5.1 Receive the submitted application form for approval	none	10 minutes	MIS staff
6. Wait for processing of ID	6.1 Process the ID card	none	30 minutes	MIS staff
7. Get the new ID and sign at the log book	7.1 Release ID and have the Library User sign on the logbook	none	20 minutes	MIS Staff
TOTAL:			2 hours	

5.Replacement for loss and subsequent instance/s loss of library card

Replace for loss library card for public school students and others

Office or Division:	Readers Services Division/MIS			
	Classification:			
	Simple			
	Type of Transaction:			
Who may avail:	G2C			
	All QC residents only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any government issued ID Affidavit of loss 		SSS, GSIS, POST OFFICE, PAG-IBIG, LTO Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application form for lost Library ID	1.1 Authenticate membership	none	5 minutes	Librarian/staff- in - charge



2. Get order of payment from the Librarian/staff-in-charge	2.1 Provide order of payment	none	5 minutes	Librarian/staff- in-charge
3. Pay at the treasurer's office windows/counters	3.1. Students	P30.00	45 minutes	Treasurer's Office Cashier
	Others	50.00		
		100.00		
4. Present the OR to the Librarian/staff-in-charge and fill out the application form	Subsequent loss			
5. Submit the application form to the Librarian/staff-in-charge and go to the MIS for picture taking	4.1 Give application form to the applicant	none	5 minutes	Librarian/staff- in-charge
6. Wait for processing of ID	5.1 Receive the submitted application form for approval	none	10 minutes	MIS staff
7. Get the new ID and sign at the log book	6.1 Process the ID card	none	30 minutes	MIS staff
	7.1 Release ID and have the Library User sign on the logbook	none	20 minutes	MIS Staff
TOTAL:			2 hours	

6. Overdue books

Payment of overdue fiction books from borrowers/clients

Office or Division:	Readers Services Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All QC residents only.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



• Library Card		Issued by QCPL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the fiction book/s. 2. Pay at the Treasurer's Office 3. Present the receipt to the Information Desk Officer/staff-in-charge and the library card	1.1 Locate book card and Library ID	none	10 minutes	Information Desk Officer/ staff-in-charge
	1.2 Compute the days of overdue and number of fiction books borrowed	none	15 minutes	Information Desk officer/ staff-in-charge
	1.3 Provide the order of payment	none	5 minutes	Information Desk officer/ staff-in-charge
	2.1. none	P1.00/ day per book	45 minutes	Treasurer's Office Cashier
	3.1 Release the Library ID and . clear the record of the borrower to the record book	None	15 minutes	Information Desk officer/ staff-in-charge
TOTAL:		P1.00/ day per book	1 hour 30 minutes	

7. Charging of cellphones, laptops and other gadgets

Charging of cellphones, laptops and other gadgets to the designated charging stations.

Office or Division:		Readers Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Library Card or • Any valid ID		Issued by QCPL School/office ID, SSS, GSIS, POST OFFICE, PAG-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Go to the Information Desk for the charging request form 2. Fill-up the order of payment form and pay at the Treasurer's Office 3. Go to the available charging station in any of the sections in the Readers Services. 4. Pull out the charger when you are finished with the time requested is already consumed.	1.1 Register in the Record Book the personal information of the client, to indicate the requested hours of charging, amount to be paid, etc.	P20.00 per hour	3 minutes	Information Desk Officer/staff-in-charge
	2.1 none	none	2 minutes	Treasurer's Office counters/ windows
	3.1 Receive the form to be shown to the Staff assigned in the charging station and start charging.	none	45 minutes	Librarian/staff- in-charge
	4.1 Notify the client on the required time of charging	none	none	Librarian/staff- in-charge
TOTAL:		P20.00 per hour	50 minutes	

8. Request for bookmobile and puppet shows

Conduct of bookmobile and puppet show by requesting schools, other libraries and institutions to be conducted in their places.

Office or Division: Classification: Type of Transaction: Who may avail:	Library Extension Division-Recreation Section
	Simple.
	G2C G2G
	All within Quezon City and other cities/municipalities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none">Letter request addressed to the City Librarian, indicating objectives of conducting such activity, date, place or location of the activity, who are the prospective participants and estimated number of attendees.	Head of Office/Principal of requesting office.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare letter of request addressed to the City Librarian maybe sent thru the email address of the library quezoncitypubliclibrary@yahoo.com	1.1 Forward the letter of request to the Asst. City Librarian upon receipt	none	2 hours	Receiving Clerk
	1.2 Asst. City Librarian assesses the request and prepare and submit recommendations to the City Librarian for approval	none	4 hours	Asst. City Librarian
	1.3 Further recommendations from the City Librarian whether approved or disapproved because of conflict or recommending other options for the requesting party to follow	None	1 day	City Librarian
2.Follow-up request after 3 days	2.1 Answer back the letter request thru the email address of the requesting party	none	2 hours	Receiving clerk



3.If approved, further coordinate with the library	3.1 Recreation Section to coordinate with the party until the actual show.	none	1 day	
TOTAL:			3 days	

9. E-Government registration
 Online registration of NBI, DFA, PAG-IBIG, PHILHEALTH, ETC

Office or Division:		Library Extension Division- E-Gov Section		
Classification:		Simple.		
Type of Transaction:		G2C G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Government issued ID Google/Email account 		SSS, GSIS, POSTAL, PAG-IBIG, LTO Online/internet registration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form from the MIS staff	1.1 Give application form to client/applicant	none	5 minutes	e-Gov Staff
2. Fill-up application form	2.1 Assist the clients/applicant on how to fill-up forms	none	10 minutes	e-Gov staff
3. Submit application form to E-Gov staff	3.1 Receive Application Forms and encode/ process online registration of applicants.	none	5 minutes	e-Gov staff
	4.1 Print schedule/ reference number and give to the applicant	none	5 minutes	e-Gov staff



4.Wait for the print out of the reference number				
5. Receive printed schedule/reference number for the NBI	5.1 Provide logbook for the client to log out	none	5 minutes	e-Gov staff
6. Pay at any Automated Payment/Bayad Centers	6.1 none	P155.00 to P170.00	none	Bayad centers staff
TOTAL:		P155.00 to P170.00	30 minutes	

10. Purchase of books published

Purchase of the books published by the QCPL to the public.

Office or Division: Classification: Type of Transaction: Who may avail:	Library Extension Division- Publication Section			
	Simple.			
	G2C G2G			
	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Any Valid ID upon entering the library 		Office/school ID, Postal, SSS, GSIS, Driver’s License, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request an entry from the guard on duty to go to the Publication Section. Log-in in the visitor’s record book. 2. Get order of payment from the person in charge and fill up the form. 3. Pay at the Treasurer’s Office windows/counter	1.1 Orient and explain to the client the process/manner of purchase	none	15 minutes	Librarian-in-charge
	2.1 Provide order of payment to the client to fill up	none	10 minutes	Librarian-in-charge
	3.1 none	Depends on the price of the book	45 minutes	Treasurer’s Office counters/ windows cashier
4.Present the OR to the Publication Section	4.1 Validate the Official Receipt	none	2 minutes	Librarian-in-charge



5. Get the book purchased and ensure that book pass is issued.	5.1Release the book purchased and provide book pass to the client.	none	3 minutes	Librarian-in-charge
6. Show the book pass and the book purchased to the security personnel for clearance.	6.1Check the book, copy of order of payment and gate pass signed by the librarian	none	5 minutes	Security personnel
TOTAL:		Depends on the price of the book	1 hr. 20 mins.	



QUEZON CITY TOURISM DEPARTMENT

1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION/ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF TOURISM (DOT) and TOUR GUIDE’S ID.

The Tourism Certificate of Registration/Endorsement for Accreditation or Tour Guide’s ID is issued to tourism establishments and/or tour guides that submitted the minimum requirements and paid the corresponding registration/identification card fee. The certification contains basic information about the tourism establishment and/or about the tour guide and certifies that the establishment and/or the guide is registered with QC Tourism Department.

Office/Department:	Q.C. Tourism Department		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business Entity		
Who May Avail:	QC Tourism Establishments’ Owners/Operators Tour Guides		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. For New Applicant-Tourism Establishments			
Registration Application Form (1 Original Copy)		Tourism Desk, QC Tourism Department, QC Hall	
Business Permit Application Form (1 photocopy, present original copy)		Business Permits and Licensing Dept., QC Hall	
Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy)		Department of Trade and Industry / Securities and Exchange Commission	
Barangay Clearance (1 photocopy, present original copy)		Barangay Hall where the business address is located	
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy)		QC Treasurer’s Department Assessment Windows and Cashier	
Additional Requirement For Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)		Bonding Agencies/Companies	
B. For New Applicant - Tour Guide			



Registration Application Form (1 Original Copy)	Tourism Desk, QC Tourism Department QC Hall
NBI or Police Clearance (1 photocopy, present original copy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Certificate of Tour Guiding Seminar or Accreditation from Dept. of Tourism (1 photocopy, present original copy)	Department of Tourism (DOT), Makati City
Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy)	QC Treasurer's Department Cashier

C. For Renewal of Certificate of Registration – Tourism Establishments

Registration Application Form (1 Original Copy)	Tourism Desk, QC Tourism Department
Current Business Permit (1 photocopy, present original copy)	Business Permits and Licensing Dept., QC Hall
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy)	QC Treasurer's Department Assessment Windows and Cashier
Additional Requirement For Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	 Bonding Agencies/Companies

D. For Renewal of Certificate of Registration/I.D. - Tour Guide

Registration Application Form (1 Original Copy)	Tourism Desk, QC Tourism Department
NBI or Police Clearance (1 photocopy, present original copy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy)	QC Treasurer's Department Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at tourism desk and fill it up then return	Give application form to the applicant	None	1 minute	Tourism Receptionist/



it with complete requirements to tourism assistant.	then evaluates completeness of requirements.			Tourism Assistant (Tourism Services Division)
2. Wait for the Release of Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D.	Process the application for Tourism Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D	None	9 minutes	Tourism Receptionist/ Tourism Assistant and encoder (Tourism Services Division)
3. Wait for the Release of Certificate of Registration/ Endorsement to DOT/ Tour Guide's I.D	Approve/sign the requested Certificate of Registration/ Endorsement for DOT Accreditation /Tour Guide's ID	None	1 minute	Department Head, Division Head (Tourism Services Division)
4. Claim Tourism Certificate of Registration/ Endorsement/ Tour Guide's ID by signing in the logbook	Release Tourism Certificate of Registration/ Endorsement/ Tour Guide's I.D.	None	1 minute	Tourism Receptionist/ Tourism Assistant (Tourism Services Division)
	TOTAL	None	12 Minutes	

Note:

Processing time starts upon acceptance of application with complete requirements.

2. IMPLEMENTATION OF EVENTS / ACTIVITIES / PROJECTS

The Quezon City Tourism Department implements/coordinates tourism, historical, culture and arts events and activities.

Office/Department:	Q.C. Tourism Department
Classification:	Simple to Complex
Type of Transaction:	G2G - Government to Government



		G2C – Government to Citizen		
Who May Avail:		Government Agencies/Organizations		
		Non-Government Organization/Associations		
		Civic Organizations		
		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication/Letter from concerned Party (Request letter/Transmittal/Endorsement/Referral)			Written by concerned party/requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the communication/ letter/ endorsement/ referral/ request/ transmittal to Receiving Desk	Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal	None	1 minute	Receiving Clerk (Admin. Group)
2. Leave the Office/ Waits for the action on the request	Forward the endorsement/ referral/ request to the Head of Office/Action Officer	None	1 minute	Receiving Clerk (Admin. Group)
3. None	Refer the matter to the concerned division head/s	None	1 day	Head of Office/ Action Officer
4. Attend to the queries or coordination meetings.	Process the request/ referral etc. (which may include communicating with the requesting party) Submits evaluation / recommendation to the Head of Office	None	1-3 days Depends on type, date and magnitude of event/ activity	Concerned Division Heads
5. None	Head of Office/Action Officer act on the recommendation and returns it to the concerned Division	None	1-2 days	Head of Office/Action Officer



6. Wait for coordination/ feedback	Inform the requesting party of the action taken	None		Concerned Division Head
7. Participate in Preparation of Event/ Activity/ Projects	Start Pre-Implementation Activities Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc.	None	7 days to 90 days Depends on type, date and magnitude of event/ activity	Concerned Division Head
8. Participates / implements event	Implementation / Execution of Event/Activity/Project	None	1-2 days Depends on type, date and magnitude of event/ activity	Concerned Division Head
9. None	Preparation of After-Activity Report	None	1 day	Concerned Division Head
TOTAL		None	10 – 100 days	

**Total days of preparation and implementation of event/activity largely depend on date, type and magnitude of event/activity and the requesting party.*



QUEZON CITY VETERINARY DEPARTMENT

Central/Head Office External Services

1. Meat Inspection (Post-Abattoir)

The inspection of carcasses and parts shall be carried out systematically to ensure the detection of lesion and abnormalities. Only meat and edible offal fit for human consumption shall pass the inspection.

Office or Division:	Food Hygiene and Regulatory Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	Market			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat Inspection Certificate		National Meat Inspection Service and City Veterinary Department (Food Hygiene and Regulatory Division)		
Certificate of Meat Inspection		National Meat Inspection Service		
Meat Handlers ID		City Veterinary Department		
Health Certificate		City Health Department		
Veterinary Clearance		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring carcass meat to single entry loading bay	1. Receive carcass meat	None	1 minute / head	Meat Inspector
2. Wait for the counter checking of meat	2. Counter check carcass meat	None	1 minute / head	Meat Inspector
3. Present Meat Inspection Certificate	3. Inspect and evaluate Meat inspection Certificate	None	1 minute / head	Meat Inspector

2. Meat Inspection (Abattoir Inspection)



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

Office or Division:		Food Hygiene and Regulatory Division		
Classification:		External Service		
Type of Transaction:		Field		
Who may avail:		Slaughterhouse		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Shipping Permit		Bureau of Animal Industry		
Health Certificate		City Health Department		
Veterinary Health Certificate		City Veterinary Department		
Meat Handlers ID		City Veterinary Department		
Meat Transport Vehicle		City Veterinary Department		
Veterinary Clearance		City Veterinary Department		
Negative African Swine Fever Result		Bureau of Animal Industry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Shipping Permit and Health Certificate	1. Receive live animals and ask for the shipping permit and health certificate	None	1 minute / head	Meat Inspector
2. Present animal for Ante-Mortem Examination	2. Ante-Mortem Examination of animal	Ante-Mortem Fee/Permit Fee	3 minutes / head	Meat Inspector
3. Present slaughtered animal for Post Mortem Examination	3. Post-Mortem Examination of Slaughtered Animal	Post-Mortem Fee/Slaughter fee for public consumption	5 minutes / head	Meat Inspector
4. Present slaughtered animal for marking	4. Marking of the slaughtered animal	None	1 minute / head	Meat Inspector
5. Ask and receive Meat Inspection Certificate	5. Issue Meat Inspection Certificate	None	15 seconds / permit	Meat Inspector

3. Anti-Rabies Vaccination

The Department shall implement a program to ensure that all animals within the territorial jurisdiction of Quezon City are vaccinated in accordance with the Code and this IRR. In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a trainee vaccinator under the control and supervision of licensed Veterinarian

Office or Division:		Animal Care and Disease Control Division		
Classification:		External Service		
Type of Transaction:		Field		
Who may avail:		All residents of Quezon City		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Any Government Issued ID		
Registration Card		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dog/cat for anti-rabies vaccination	1. Renders assistance	None	1 minute	Receiving Clerk
2. Fill up the record book	2. Check/Verify the record book	None	1 minute	Receiving Clerk
3. Surrender dogs/cats for consultation	3. Interview the pet owner about the health condition of the animal	None	3 minutes	Veterinarian
4. Wait until the dog is vaccinated	4. Inject Anti-Rabies vaccine	None	1 minute	Veterinarian

4. Spay and Neuter

The City Veterinary Department shall implement a program to spay and neuter all dogs and cats within the territorial jurisdiction of Quezon City, particularly owned, possessed, or kept as companion animals.

Office or Division:	Animal Care and Disease Control Division			
Classification:	External Service			
Type of Transaction:	Field			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Any Government Issued ID		
Registration Card		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up registration form	1. Check/Verify the registration form	None	1 minute	Receiving Clerk
2. The owner will bring the dog/cat to the Veterinarian in charge	2. The Veterinarian will interview the pet owner about the health condition of the animal. If the dog is physically fit the Veterinarian will weigh, inject anesthesia and conduct the surgery	None	30 minutes	Veterinarian
3. Wait until the dog is spayed/ neutered	3. Issue prescriptions and ensure that the Dog/cat is in safe condition.	None	10 minutes	Veterinarian



Central/Head Office Internal Services

1. Licensing of Meat Handlers/Butcher

Meat Handlers and Butchers are required to register and secure an individual Meat handler's and Butchers license annually, to ensure their fitness and qualification for the job

Office or Division:		Administrative Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Meat Dealers, Butchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Picture (1x1)				
Health Certificate		City Health Department		
NBI or Police Clearance		National Bureau of Investigation Quezon City Police Department		
Occupational Permit		Business Permit and Licensing Department		
Completion of meat Handling and Butcher's Seminar		City Veterinary Department		
Proof of payment		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive and evaluate required documents	None	2 minutes	Receiving Clerk
2. Fill up Meat Handler's Application Form	2. Check/Verify the application form	None	3 minutes	Receiving Clerk
3. Payment	3. Collects Payment	P 200.00	1 minute	Office Clerk
4. Attend Seminar	4. Conducts seminar to the applicant/client regarding proper handling of meat	None	30 minutes	Office Clerk
5. Claim Meat Handler's ID	5. Release the Meat Handler's ID	None	5 minutes	Releasing Staff

2. Renewal of Meat Handlers/Butcher

Meat Handlers and Butchers are required to register and secure an individual Meat handler's and Butchers license annually, to ensure their fitness and qualification for the job

Office or Division:	Administrative Division
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Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Meat Handlers, Meat Cutting Operators, Dressers, Cutters, Vendors, Processors, Meat Dealers, Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Picture (1x1)				
Health Certificate		City Health Department		
Old Meat Handlers ID		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender old Meat handlers/butchers ID	1. Receive and Evaluate old Meat Handlers/Butchers ID	None	2 minutes	Receiving Clerk
2. Fill up Meat handlers/Butchers Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office Clerk
4.Claim Meat Handler's ID	4. Release the Meat Handler's ID	None	5 minutes	Releasing Staff

3. Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the Department, as a condition precedent for the issuance of business permit to operate.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Wet Market, Flea Market, Rolling Stores, Meat Shops, Lechon Houses and Stands, Places frequented by ambulant vendors, Supermarkets and Groceries, Restaurants, Canteens and Eateries establishment operating within Quezon City, Catering Services, Hotels , Apartelles and the like, Pet shops and Pet trading, Veterinary Clinics, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inspection report submitted by the Meat Inspector		City Veterinary Department		
Health Certificate		City Health Department		
Meat Handler's License		City Veterinary Department		
Veterinary Clearance Fee as indicated in the Order of Payment		City Veterinary Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Veterinary Clearance Form	1. Check/Verify the application form	None	2 minutes	Receiving Clerk



2. Submit complete requirements	2. Check and Review the totality of the supporting documents	None	3 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office clerk
4. Claim Veterinary Clearance	4. Release the Veterinary Clearance	None	5 minutes	Releasing Clerk

4. Renewal of Veterinary Clearance

Business establishments and other business involved in meat trade and other channels shall be required to secure Veterinary Clearance from the Department, as a condition precedent for the issuance of business permit to operate.

Office or Division:	Administrative Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	Wet Market, Flea Market, Rolling Stores, Meat Shops, Lechon Houses and Stands, Places frequented by ambulant vendors, Supermarkets and Groceries, Restaurants, Canteens and Eateries establishment operating within Quezon City, Catering Services, Hotels , Apartelles and the like, Pet shops and Pet trading, Veterinary Clinics, Slaughterhouses, Cold Storages, Meat Processing Plants, Other similar business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Meat Handler’s License		City Veterinary Department		
Photocopy of the Old Veterinary Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the old Veterinary Clearance	1. Check old Veterinary Clearance and Supporting documents	None	2 minutes	Receiving Clerk
2. Fill up Veterinary Clearance Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 200.00	1 minute	Office Clerk
4. Claim Veterinary Clearance	4. Release the Veterinary Clearance	Releasing Staff	5 minutes	Releasing Clerk

5. Meat Transport Vehicle

Only vehicles registered with the department shall be allowed to transport / deliver meat and meat product to and fro and within the City.

Office or Division:	Administrative Division
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Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Back Side, Inside)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	Receiving Clerk
2. Fill up Meat Transport Vehicle Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk
3. Payment	3. Collect Payment	P 500.00	1 minute	Office Clerk
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	Releasing Clerk

6. Renewal of Meat Transport Vehicle

Only vehicles registered with the department shall be allowed to transport / deliver meat and meat product to and fro and within the City.

Office or Division:		Administrative Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		All Meat Transport Vehicle that deliver meat and meat products to and from, and with the City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LTO Registration		Land Transportation Office		
Picture of the Vehicle (Front, Back Side, Inside)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the photocopy of the LTO registration and picture of the vehicle	1. Check the documentary requirements	None	1 minute	Receiving Clerk
2. Fill up Meat Transport Vehicle Form	2. Check/Verify the application form	None	2 minutes	Receiving Clerk



3. Payment	3. Collect Payment	P 500.00	1 minute	Office Clerk
4. Claim Meat Transport Vehicle Sticker	4. Release Meat Transport Vehicle Sticker	None	2 minutes	Releasing Clerk

7. Registration of Meat Establishment

All Meat establishments shall be mandated to secure their registration certificates from the Department prior to the issuance of Major's/ Business permit before they can operate.

Office or Division:		Administrative Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		Slaughterhouses, Cold Storage, Meat Processing Plants, Other similar business operating withing the territorial jurisdiction of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sanitary Permit				
Picture of Meat Establishment				
NMIS Accreditation		National Meat Inspection Service		
Veterinary Clearance Fee		City Veterinary Department		
Business Permit		Business Permit and Licensing Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Registration Form	1. Check/Verify the application form	None ¹	2 minutes	Receiving Clerk
2. Submit complete requirements	2. Check and review completeness of supporting documents	None	3 minutes	Receiving Clerk
3. Wait for the ocular inspection and evaluation	3. Ocular inspection and evaluation of Meat Establishments	None	Within two weeks upon submission of the complete documents (30 minutes)	Meat Inspector
4. Payment	4. Collects Payment	P 500.00	1 minute	Office Clerk
5. Claim Meat Establishment Certificate	5. Meat Establishment Certificate	None	5 minute	Releasing Staff

8. Shipping Permit

All Animals to be transported must have Shipping Permit to assure that the animal is free from any diseases.

Office or Division:	Administrative Division
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Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vaccination Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentary Requirement	Evaluate required document	None	3 minutes	Receiving Clerk
2. Payment	Collects Payment	P 50.00 / head	1 minute	Office Clerk
3. Claim Shipping Permit	Release the Shipping Permit	None	2 minutes	Releasing Staff

9. Mandatory Registration and Dog tagging

Wo person shall own, possess keep or harbor any dog aged three (3) months or more within the territorial jurisdiction of Quezon City unless such does is registered with the QCVD Department shall issue and registration tag to each registers dog's collar or harness. Any animals subject to registered requirement provided for herein, found to be unregistered, shall be subject to compulsory registration.

Office or Division:	Animal Care and Disease Control Division			
Classification:	Internal Service			
Type of Transaction:	Walk-in			
Who may avail:	All residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring dogs/cats for anti-rabies vaccination	1. Render assistance	None	1 minute	Receiving Clerk
2. Fill up the record book	2. Check/Verify the record book	None	1 minute	Receiving Clerk
3. Submit dogs/cats for registration and dog tagging	3. Interview the pet owner about the health condition of the animal	None	5 minutes	Veterinarian
4. Wait until the dog is registered and tagged	4. Inject Anti-Rabies vaccine	None	1 minute	Veterinarian

10. Surrender/Pickup of Animals



Animals that are sick, of old age, virials or dangerous that are surrendered and picked up by the City Pound Truck shall be charged five hundred Pesos (Php 500.00) regardless of the number of animals surrendered. The Department shall keep record of all animals surrendered, including the names and address of animals owners as well as circumstance that led to the surrender.

Office or Division:		City Pound Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		All residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Any government issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Surrender/Pickup form	1. Receive Surrender/Pickup form and interview the applicant	None	3 minutes	Receiving Clerk
2. Payment	2. Accept payment	P 500.00	1 minute	Office Clerk
3. Wait for the scheduled pick-up of the surrendered animal	3. Schedule the date and time of pick-up of the surrendered animal	None	Within the week	City Pound Personnel

11. Redemption of Impounded Animals

The Department is hereby authorized to impound any stray, feral and confiscated animals within the territorial jurisdiction of Quezon City. In order to obtain the release of an impounded animal the owner, he/she shall provide proof of ownership of the animal, register the animal if not registered, and pay five hundred pesos (Php 500.00) per day to cover the cost of impoundment and maintenance.

Office or Division:		City Pound Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		All residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure a gate pass to enter the City Pound area	1. Issue a gate pass for person/persons redeeming their animal	None	2 minutes	Receiving Clerk
2. Identify caught dog/cat	2. Render Assistance	None	5 minutes	City Pound Personnel
3. Payment	3. Collect payment	P 500.00/day	1 minute	Office Clerk
4. Redeem animal at the City Pound Area	4. Release the impounded animal to the owner	None	5 minutes	City Pound Personnel

12. Adoption of Animals

The Veterinarian assigned to the Quezon City Pound by the Department shall screen all potential adopters that they possess the capability to care for the animal sought to be adopted in accordance with this Code, this IRR and all applicable laws and regulations.

Office or Division:		City Pound Division		
Classification:		Internal Service		
Type of Transaction:		Walk-in		
Who may avail:		All residents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		All government issued ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure gate pass from the front desk	1. Assist the applicant/client	None	1 minute	Receiving Clerk
2. Choose an animal at the impound site	2. Assess, evaluate, and determine the person’s capability and fitness to adopt the animal	None	5 minutes	City Pound Veterinarian/Pound Keeper
3. Fill up the adoption form at the City Pound	3. Receive adoption form filled up by applicant and submitted to City Pound Veterinarian for final assessment	None	3 minutes	City Pound Veterinarian/Pound Keeper
4. Payment of adoption fee	4. Accept Payment	P 500.00	1 minute	Office Clerk
5. Claim Animal Adopted	5. Release of the animal along with the legal documents	None	5 minutes	City Pound Personnel



QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

ADMINISTRATIVE AND TRAINING SECTION SERVICES

Process requests for training on the following:

1. Disaster Preparedness
2. Quezon City Initiatives & Programs
3. Earthquake Drill Evaluation
4. Basic First Aid and Basic Life Support
5. CBDRRM Training
6. ELSAROC Training
7. Other trainings and services related to DRRM
8. Basic Boat Handling / Water Search and Rescue (WASAR)

Office or Division:		Administrative and Training Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or thru our email (qcdrmo@gmail.com)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for training /seminar	1.1. Accept and record letter	None	5 minutes	Clerk
2. Approval from the Head, QCRRMO	2.1. Assign a Trainer who will handle the request	None	5 minutes	Admin and Training Section Chief
3. Client will coordinate at QCRRMO	3.1 Coordinate to the requesting party for a coordination meeting	None	10 minutes	Pool of Trainers QCRRMO
4. Client will facilitate the training / seminar request	4.1 Conduct training and submit after activity report	None		Trainer Assigned
	TOTAL		20 minutes	

Research and Planning Section Services

Process requests on the following:

1. Educational Visit Bench Marking / Lakbay Aral
2. Request for Interview



- 3. Research Materials
- 4. Information Education Campaign

Office or Division:		Research and Planning Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or thru our email (qcrrmo@gmail.com)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will give letter of request for interview or related research materials	1.1. Accept and record letter	None	5 minutes	Clerk
	1.2. Approval from the Head, QCRRMO		5 minutes	Research and Planning Section Chief
	1.3. Providing requested documents		10 minutes	Pool of Trainers QCRRMO
	TOTAL		20 minutes	

Operations and Warning Section Services

Provides services on the following:

- 1. Emergency Medical Services
- 2. Search and Rescue
- 3. Ambulance Transfer / Stand By
- 4. Request for CCTV Footages
- 5. Request for inspection

Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or thru phone calls				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>EMS and SAR Operations</i>				
1. Call thru the emergency hotline	1.1. Accept phone call	None	5 minutes	Communication Officer
2. Discussion on Incidents situation and	2.1. Dispatching of EMS / SAR units		5 minutes	Deputy for Operations



patients Information				
3. Patients / Incidents assessment providing immediate care	3.1. EMS TEAM assigned		10 minutes	Team Leader
4. Patients transfer to the Hospital	4.1. EMS / SAR TEAM assigned		10 minutes	Team Leader
	TOTAL		30 minutes	
CONDUCTION AND INSPECTIONS				
1. Client will give letter of request for Stand By Ambulance	1.1. Accept and record letter		5 minutes	Clerk
2. Approval from the Head, QCDRRMO	2.1. Assign a team to handle the request		5 minutes	Operations and Warning Section Chief
3. Dispatching of Ambulance	3.1. EMS / Inspection Team		5 minutes	Deputy for Operations
	TOTAL		15 minutes	
AMBULANCE TRANSFER PROCESS				
1. Client will give letter of request for Stand By Ambulance	1.1. Accept and record letter	None	5 minutes	Clerk
2. Coordination to Hospital Patient Status / Fit to travel	2.1. Dispatching of EMS	None	5 minutes	Deputy for Operations
3. Patients / Incidents assessment providing immediate care	3.1. EMS TEAM assigned	None	10 minutes	Team Leader
4. Patients transfer to the Hospital	4.1. EMS / SAR TEAM assigned	None	10 minutes	Team Leader
	TOTAL		30 minutes	



QUEZON CITY HEALTH DEPARTMENT

1. **ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY**

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees		City Treasurer's Office - Cashier		
Proof of valid HIV Seminar from DOH or any related agency or institution (1 original, if applicable)		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: > Parental / Guardian Consent (1original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier

[illegible]



		If with valid HIV Seminar Certificate: 2 hours & 14 minutes	
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ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

2. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			
Official Receipt of payment for health certificate and HIV Seminar fees		City Treasurer's Office - Cashier	
Laboratory results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) Note: All results with abnormal laboratory findings shall be referred to City Clinic for appropriate treatment.		Any recognized laboratory	
Proof of valid HIV Seminar from DOH or any related agency or institution (1 original, if applicable)		Applicant / Citizen	
Additional Requirements for below 18 years old applicant: ➤ Parental / Guardian Consent (1 original); ➤ Birth Certificate (1 original); ➤ Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt	Health Certificate Processing fee: PHP 75.00 HIV Seminar Fee: PHP 50.00	5 minutes	City Treasurer's Office Cashier
3. Scheduling of HIV Seminar Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	3. Provide schedule of HIV seminar	NONE	5 minutes	Clerk assigned at HIV Seminar (Line 3)
4. Attend HIV Seminar Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	4. Conduct HIV lecture	NONE	50 minutes	HIV Seminar trained Personnel
5. Claim Health Certificate	5. Issue Health Certificate to Applicants	NONE	2 minutes	Releasing Clerk at HIV Seminar Room
TOTAL		PHP 125.00	1 hour & 4 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

3. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All individuals currently employed in Food & Non - Food establishments within Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)		City Treasurer’s Office - Cashier		
Previous year Health Certificate / Card		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt	Health Certificate Processing fee: PHP 75.00 Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00	5 minutes	City Treasurer’s Office Cashier
3. Submit Laboratory Specimen	3. Validate Official Receipt 3.1. Check the following: 3.1.1. Specimen’s quality & quantity; 3.1.2. Proper labelling of the specimen containers 3.2. Issue claim stub 3.3. Process required laboratory examinations	NONE	2 hours	Receiving Clerk at the QCHD Clinical Laboratory Medical Technologist



4. Claim Laboratory Results and Health Certificate	4. Issue laboratory results and Health Certificate to Applicants Note: All results with abnormal laboratory findings shall be referred to City Clinic for appropriate treatment prior to issuance of Health Certificate.	NONE	7 minutes	Releasing Clerk (QCHD Clinical Laboratory & Line 2)
TOTAL		PHP 212.00	2 hours & 14 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

4. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals currently employed in Food & Non - Food establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			
Official Receipt of payment for health certificate		City Treasurer’s Office - Cashier	
Laboratory results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) Note: All results with abnormal laboratory findings shall be referred to City Clinic for appropriate treatment.		} Any recognized laboratory	
Previous year Health Certificate / Card		Applicant / Citizen	
Additional Requirements for below 18 years old applicant:		Parent / Guardian of Applicant	



<ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 		Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier
3. Claim Health Certificate	3. Issue Health Certificate to Applicants	NONE	5 minutes	Releasing Clerk (Line 2)
TOTAL		PHP 75.00	12 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

5. ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION)

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Bulk application involves fifteen (15) applicants and above, within the same establishment or with the same owner or management, upon submission of a request letter for the conduct of HIV Seminar from the establishment administrator, manager or representative, addressed to the City Health Officer. The Sanitation Inspector assigned in the area will conduct the said seminar orientation at an appropriate venue or site on an agreed schedule where physical distancing is applicable.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Authorization Letter of Representative with Identification Cards of Owner and Representative	Establishment Owner / Manager / Administrator
Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application	Establishment owner, manager or authorized representative



Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
HIV Seminar Attendance Sheet (Form Health Certificate – 1) - QCG-QCHD-ES-SOI-F45		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Laboratory results of the following: <ul style="list-style-type: none"> ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) Note: All results with abnormal laboratory findings shall be referred to City Clinic for appropriate treatment.		} Any recognized laboratory		
Previous year Health Certificate / Card (for renewal applicants)		Applicant / Citizen		
Proof of valid HIV Seminar from DOH or any related agency or institution (1 original, if applicable)		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Review the presented documentary requirements; 1.1. Issue order of payment based on the requirements presented	NONE	15 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier



		Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00 HIV Seminar Fee: PHP 50.00 (for new applicants)		
3. Get Schedule & Attend HIV Seminar (for NEW applicants) Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	3. Process the request letter for HIV Seminar 3.1. Conduct actual onsite HIV Seminar	NONE	20 minutes 2 hours	Receiving Clerk for Bulk Application Sanitation Inspector
4. Present documents after the conduct of HIV seminar	4. Validate the documents and prepare the Health Certificate 4.1. Issue Claim Stub 4.2. Process health certificates	NONE	15 minutes 2 minutes 6 days	Releasing Clerk assigned at Bulk Application
5. Claim Health Certificates	5. Issue Health Certificate to the company representative	NONE	10 minutes	Releasing Clerk assigned at Bulk Application
TOTAL		For each type of applicant for BULK application processes: 1. New applicant who will avail of the laboratory services from any QCHD Clinical laboratory - PHP 262.00 2. New applicant who will avail of the laboratory services from a recognized laboratory –	6 days, 2 hours & 7 minutes	



	PHP 125.00 3. Renewal applicant who will avail of the laboratory services from any QCHD Clinical laboratory - PHP 212.00 4. Renewal applicant who will avail of the laboratory services from a recognized laboratory – P75.00		
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ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION) is qualified for multi-stage processing.

6. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Birth Certificate (Original PSA Copy)		Philippine Statistics Authority	
Marriage Certificate			
One 2 x 2 picture Two 1 x 1 ID picture		Applicant / Citizen	
} white background, with collar & sleeves			
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			



Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Proof of valid HIV Seminar from DOH or any related agency or institution for new Entertainer applicants (1 original, if applicable)		Applicant / Citizen		
Laboratory Results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) ➤ VDRL ➤ Gram Stain		<div><div></div>Any QCHD Clinical Laboratory</div> <div><div></div>Any QCHD Social Hygiene Clinic</div>		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of payment	NONE	2 minutes	Issuing Clerk
	1.1. Issue Official Receipt upon payment of required fees	Processing fee for Health Certificate PHP 75.00	5 minutes	City Treasurer's Office Cashier
		Massagist Course for NEW Therapist applicants – PHP 100.00		
		HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00		

[illegible]



5. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)	5. Enlist applicant for Massagist Training	NONE	5 minutes	QCHD Training Section Personnel
	5.1. Conduct training and issue Certificate of Appearance		2 days (4 hours per day for 4 days)	Massagist Training Facilitator
5.1. Get schedule and attend HIV/AIDS Seminar (for new Entertainer applicant)	5.1.1. Conduct HIV Seminar		50 minutes	HIV Seminar trained Personnel
6. Claim Yellow Certificate / Card	6.1. Review documents presented 6.2. Processing of requirements 6.3. Issuance of yellow certificate / card	NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
TOTAL		For New Therapist Applicant – PHP 512.00 For New Entertainer Applicant – PHP 462.00 For Renewal Therapist or Entertainer – PHP 412.00	For New Therapist - 2 days, 3 hours, 52 minutes For New Entertainer Applicant - 4 hours & 37 minutes For Renewal Therapist or Entertainer Applicant – 3 hours & 47 minutes	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY is qualified for multi-stage processing.

7. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners



but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate (Original PSA Copy)		Philippine Statistics Authority		
Marriage Certificate				
One 2 x 2 picture Two 1 x 1 ID picture } white background, with collar & sleeves		Applicant / Citizen		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, VD Clearance		City Treasurer’s Office - Cashier		
Laboratory Results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) ➤ VDRL ➤ Gram Stain		Any Recognized Laboratory Any QCHD Social Hygiene Clinic		
Proof of HIV AIDS Seminar (for new Entertainer applicants)		Applicant / Citizen		
Massagist’s Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of payment	NONE	2 minutes	Issuing Clerk
	1.1. Issue Official Receipt upon	Processing fee for Health Certificate	5 minutes	City Treasurer’s Office Cashier



	payment of required fees	<p>PHP 75.00</p> <p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p>		
2. Submit Laboratory Results	<p>2. Validate ID Card</p> <p>2.1. Check laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to City Clinic for appropriate treatment prior to issuance of Health Certificate.</p>	NONE	10 minutes	Receiving Clerk in Yellow Card Application
3. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>3. Conduct Physical examination</p> <p>3.1. Perform VD Clearance</p> <p>3.2. Release VDRL result (If with abnormal findings, client shall be referred to the physician for treatment)</p>	NONE	<p>20 minutes</p> <p>1 hour</p>	QCHD Social Hygiene Clinic-Medical Officer or Nurse
4. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)	<p>4. Enlist applicant for Massagist Training</p> <p>4.1. Conduct training and issue Certificate of Appearance</p>	NONE	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p>
4.1. Get schedule and attend HIV/AIDS Seminar (for new	4.1.1. Conduct HIV Seminar		50 minutes	HIV Seminar trained Personnel



Entertainer applicant)				
5. Claim Yellow Certificate / Card	5.1. Review documents presented 5.2. Processing of requirements 5.3. Issuance of yellow certificate / card	NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
TOTAL		For New Therapist Applicant – PHP 375.00 For New Entertainer Applicant – PHP 325.00 For Renewal Therapist or Entertainer – PHP 275.00	For New Therapist - 2 days, 1 hour & 57 minutes For New Entertainer Applicant - 2 hours & 42 minutes For Renewal Therapist or Entertainer Applicant - 1 hour & 52 minutes	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY is qualified for multi-stage processing.

8. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Bulk application involves fifteen (15) applicants and above, within the same establishment or with the same owner or management, upon submission of a request letter for the conduct of HIV Seminar from the establishment administrator, manager or representative, addressed to the City Health Officer. The Sanitation Inspector assigned in the area will conduct the HIV Seminar at an appropriate venue or site on an agreed schedule where physical distancing is applicable.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization Letter of Representative with Identification Cards of Owner and Representative		Establishment Owner / Manager / Administrator		
Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application		Establishment owner, manager or authorized representative		
Birth Certificate (Original PSA Copy)		Philippine Statistics Authority		
Marriage Certificate				
One 2 x 2 picture Two 1 x 1 ID picture		Applicant / Citizen		
} white background, with collar & sleeves				
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application		
Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44				
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Laboratory Results of the following: <ul style="list-style-type: none">➤ Stool Examination (valid within 3 months from date of examination)➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination)➤ VDRL➤ Gram Stain		} Any QCHD Clinical or Recognized Laboratory		
		} Any QCHD Social Hygiene Clinic		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Proof of valid HIV Seminar from DOH or any related agency or institution for new Entertainer applicants (1 original, if applicable)		Applicant / Citizen		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
HIV Seminar Attendance Sheet (Form Health Certificate – 1) - QCG-QCHD-ES-SOI-F45		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of payment	NONE	5 minutes	Issuing Clerk



	1.1. Issue Official Receipt upon payment of required fees	<p>Processing fee for Health Certificate PHP 75.00</p> <p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>	5 minutes	City Treasurer's Office Cashier
2. Submit Specimen (if availing the services of QCHD Clinical Laboratory)	<p>2. Validate Official Receipt</p> <p>2.1. Check quality and quantity of specimens submitted</p> <p>2.2. Check proper labelling</p> <p>2.3. Issue claim stub</p> <p>2.4. Processing and reading of specimen</p>	NONE	2 hours	Receiving Clerk in Yellow Card Application
3. Claim Results (if availing the services of QCHD Clinical Laboratory)	<p>3. Validate ID Card</p> <p>3.1. Issue laboratory examination results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a physician for appropriate treatment prior to</p>	NONE	5 minutes	Laboratory Aide or Releasing Clerk



	issuance of Health Certificate.			
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	4. Conduct Physical examination 4.1. Perform VD Clearance 4.2. Release VDRL result (If with abnormal findings, client shall be referred to the physician for treatment)	NONE	20 minutes 1 hour	QCHD Social Hygiene Clinic-Medical Officer or Nurse
5. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)	5. Enlist applicant for Massagist Training	NONE	5 minutes	QCHD Training Section Personnel
5.1. Get schedule and attend HIV/AIDS Seminar (for new Entertainer applicant)	5.1. Conduct training and issue Certificate of Appearance		2 days (4 hours per day for 4 days)	Massagist Training Facilitator
	5.1.1. Conduct HIV Seminar		50 minutes	HIV Seminar trained Personnel
6. Claim Yellow Certificate / Card	6.1. Review documents presented 6.2. Processing of bulk application requirements 6.3. Issuance of bulk yellow certificate / card	NONE	1 hour	Releasing Clerk assigned in Yellow Card Application
TOTAL		➤ Applicants availing of any QCHD Clinical Laboratory Services a. For Each New Therapist Applicant – PHP 512.00	➤ Applicants availing of any QCHD Clinical Laboratory Services a. For Bulk New Therapist Applicants - 2 days, 4 hours & 40 minutes	



	<p>b. For Each New Entertainer Applicant – PHP 462.00</p> <p>c. For Each Renewal Therapist or Entertainer – PHP 412.00</p> <p>➤ Applicants availing of any Recognized Laboratory Services</p> <p>a. For Each New Therapist Applicant – PHP 375.00</p> <p>b. For Each New Entertainer Applicant – PHP 325.00</p> <p>c. For Each Renewal Therapist or Entertainer – PHP 275.00</p>	<p>b. For Bulk New Entertainer Applicants - 5 hours & 25 minutes</p> <p>c. For Bulk Renewal Therapist or Entertainer Applicant - 2 hours & 30 minutes</p> <p>➤ Applicants availing of any Recognized Laboratory Services</p> <p>a. For Bulk New Therapist Applicants - 2 days, 2 hours & 35 minutes</p> <p>b. For Bulk New Entertainer Applicants - 3 hours & 25 minutes</p> <p>c. For Bulk Renewal Therapist or Entertainer Applicants - 2 hours & 30 minutes</p>	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS is qualified for multi-stage processing.

9. ISSUANCE OF PROVISIONAL SANITARY PERMIT (for New Business Permit Application)

The Provisional Sanitary Permit is a temporary certification in writing issued by the City Health Officer to the NEW establishment which may partially initiate business activity and shall be given ample time in complying with the existing sanitary requirements upon evaluation or inspection by the Sanitation Inspector. This authorization remains valid until the indicated validity period.



Office / Division:		QCHD - Environmental Sanitation Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business Entity		
Who may avail:		All NEW establishments (Food & non-Food) doing business within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Locational Clearance		City Planning and Development Department at the Business One Stop Shop (BOSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Locational Clearance and wait for the processing of the Provisional Sanitary Permit	1. Prepare the Provisional Sanitary Permit to be signed by the Environmental Sanitation Division Chief and the City Health Officer	NONE	10 minutes	Administrative Clerk / Encoder
2. Proceed to Evaluators' Corner	2. Explain the Terms for the issuance of Provisional Sanitary Permit 2.1. Provide a checklist of requirements to be complied with, based on the categorization of establishment	NONE	10 minutes	Evaluator
3. Claim the Provisional Sanitary Permit	3. Issue Provisional Sanitary Permit	NONE	5 minutes	Releasing Clerk
TOTAL		NONE	25minutes	

10. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT APPLICATION

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment’s compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.

Office / Division:		QCHD - Environmental Sanitation Division		
Classification:		Single application – Simple For bulk applications (more than 30) – Complex		
Type of Transaction:		G2B – Government to Business Entity		
Who may avail:		All establishments (Food & non-Food) doing business within Quezon City		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)		Business Owner / Representative		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Sanitary Permit Application		
Official Receipt of Payment for Business Permit with SANITARY FEE (current year); Health Occupancy Permit Fee (for new application); Inspection fee (if applicable)		City Treasurer's Office – Cashier		
Current Original Health Certificate of all employees of the establishment including that of the manager/s and /or Owner for presentation <ul style="list-style-type: none"> • Photocopy of Health Certificate for submission • Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44 		QCHD-Environmental Sanitation Division		
Microbiological Analysis of Water <ul style="list-style-type: none"> • Food Establishment – done Monthly (original copy of report) • Non Food Establishment – done at least twice a year (original copy of report) 		DOH Accredited & QCHD recognized Water Laboratory		
Pest Control Certification <ul style="list-style-type: none"> • Food Establishment – done Monthly (original service report) • Non Food Establishment – done at least twice a year (original service report) 		Licensed Pest Applicator		
Health Occupancy Permit		QCHD-Environmental Sanitation Division		
Other Requirements: <ul style="list-style-type: none"> ➤ License to Operate (original copy, if applicable) ➤ Physical - Chemical Water Analysis (if applicable) 		Department of Health / Food & Drug Administration DOH Accredited & QCHD recognized Water Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for evaluation	1. Check for the validity of all the requirements submitted	NONE	10 minutes	Receiving Clerk
	1.1 Issue Claim stub as necessary (if many Sanitary Permit applications are lined up for encoding)		5 minutes	Evaluator



2. Wait for the processing of the Sanitary Permit	2. Prepare the Sanitary Permit to be signed by the Sanitation Inspector / Evaluator, Environmental Sanitation Division Chief and by the City Health Officer 2.1. Encode bulk Sanitary Permit applications (more than 30 permits)	NONE	20 minutes 7 days	Administrative Clerk
3. Present Claim Stub indicating date / time of release of Sanitary Permit	Issue Sanitary Permit	NONE	10 minutes	Releasing Clerk
TOTAL		NONE	For Single application - 45 minutes For Bulk Sanitary Permit applications (more than 30) – 7 days	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

11. ISSUANCE OF HEALTH OCCUPANCY PERMIT (for New Sanitary Permit Application)

The Health Occupancy Permit is a written authorization or certification issued by the City Health Officer which signifies confirmation that the building is in a suitable and healthy living condition considering its compliance to the submitted plans and specifications.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity
Who may avail:	All new or newly renovated establishments (residential, commercial, industrial & institutional) within Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Completion for Building – 1 photocopy	Department of Building Official (DBO) Office
Floor Plan (Sanitary Plumbing) – <i>For Applicants of Green Building</i> 1 photocopy	Establishment Owner
Latest Microbiological Water Analysis Result – 1 photocopy	DOH Accredited & QCHD recognized Water Laboratory
Order of Payment	QCHD - Environmental Sanitation Division



Official Receipt of Payment for Health Occupancy Permit		City Treasurer's Office – Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopies of the requirements for Health Occupancy Permit issuance	1. Review and evaluate the requirements presented	NONE	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issue Official Receipt upon payment of required fees	Residential - PHP 200.00; Commercial – PHP 300.00; Industrial/ Institutional - PHP 400.00	5 minutes	City Treasurer's Office Cashier
	1.2. Issue claim stub as needed		2 minutes	Evaluator
2. Wait for the processing of the Health Occupancy Permit	2. Prepare the Health Occupancy Permit to be signed by the Sanitation Inspector / Evaluator, Environmental Sanitation Division Chief and by the City Health Officer	NONE	10 minutes	Administrative Clerk
3. Present Claim Stub indicating date / time of release of Health Occupancy Permit	3. Issue Health Occupancy Permit	NONE	3 minutes	Releasing Clerk
TOTAL		Residential - PHP 200.00; Commercial – PHP 300.00; Industrial/ Institutional - PHP 400.00	25 minutes	

12. ISSUANCE OF CERTIFICATE OF POTABILITY

The Certificate of Potability is an official document issued by the Quezon City Health Department to all water sources, food manufacturers, residential areas in which the quality of water passed the standard set by Philippine National Standards for Drinking Water (PNSDW).

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business Entity



Who may avail:		Food manufacturers, bulk water suppliers whether government or private entities, ice plants, owners of condominiums, apartelles / inns, motels, hotels, subdivisions and townhouses within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest three (3) months results of microbiological water analysis (original and photocopy)		DOH Accredited & QCHD recognized Water Laboratory		
Semi-annual results of physical-chemical tests (original and photocopy)				
Order of Payment		QCHD - Environmental Sanitation Division		
Official Receipt of Payment for the Certificate of Potability		City Treasurer's Office – Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original and photocopies of the requirements	1. Review and evaluate the requirements presented	PHP 1,000.00	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issue Official Receipt upon payment of required fees		5 minutes	City Treasurer's Office Cashier
	1.2. Issue claim stub as needed		2 minutes	Evaluator
2. Wait for the processing of the Certificate of Potability	2. Prepare the Certificate of Potability to be signed by the Sanitation Engineer, Environmental Sanitation Division Chief and by the City Health Officer	NONE	15 minutes	Administrative Clerk
3. Present Claim Stub	3. Issue Certificate of Potability	NONE	3 minutes	Releasing Clerk
TOTAL		PHP 1,000.00	30 minutes	

ISSUANCE OF CERTIFICATE OF POTABILITY is covered under Presidential Decree No. 856

13. ISSUANCE OF DEATH CERTIFICATE

The Death Certificate can refer either to a document issued by a medical practitioner certifying the deceased state of a person or to a document issued by a person such as a registrar of vital statistics that declares the date, location and cause of a person's death as later entered in an official register of Quezon City deaths.

This is an essential part of the Civil Registration duty of a citizen described as a continuous, permanent, compulsory reporting and recording of vital events occurring in



the life of an individual including *death* as mandated by Act No. 3753, the Civil Registry Law.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All deaths which occurred in Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Correctly & Completely Filled Up Death Certificate Forms: <ul style="list-style-type: none"> • Municipal Form No. 103 CERTIFICATE OF DEATH • Municipal Form No. 103A CERTIFICATE OF FETAL DEATH 	Local Civil Registry Any hospital / health facility’s attending physician (for hospital / health facility death); Health Center Physician as Public Health Officer (for home death)
Imam Certification (for Imam decedent)	Muslim / Islam Religious Community
For HOME Deaths: <ul style="list-style-type: none"> ➤ Notarized affidavit for the Circumstance of Death (requesting party must also be the informant stated in the death certificate) ➤ Referral letter from health center (stating reason for unavailability of physician) ➤ Photocopy of Certifying Physician’s valid PRC License with 3 original specimen signatures 	Legal Department (QC Hall, 7 th Floor) Local Health Center Private Physician certifying home death
Embalmer’s Certificate & License	Funeral Establishment
For Fetal Deaths without embalming: <ul style="list-style-type: none"> ➤ Letter from any relative stating the location of the cadaver ➤ Certification of direct burial in a cemetery 	Family Member / Relative
Notarized waiver of autopsy (if applicable)	Family Member / Relative (nearest of kin)
SARS – COV2 Test Results or Medical Certificate stating “NO COVID Test” done	Attending Physician
For Late Registration: <ul style="list-style-type: none"> • Deaths more than 30 days to less than 1 year <ul style="list-style-type: none"> ➤ 4 copies of Certificate of Death (original and photocopy) ➤ Notarized Affidavit for delayed registration which includes name of deceased, facts of death, circumstance why death was not reported within 30 days (original and photocopy) ➤ Authenticated copy of certificate of burial, cremation or other means of 	Family Member / Relative (nearest of kin) Legal Department (QC Hall, 7 th Floor) Funeral or Cremation Establishment Family Member / Relative (nearest of kin)



corpse disposal (original and photocopy)				
For Late Registration: <ul style="list-style-type: none"> Deaths occurring 1 year and above <ul style="list-style-type: none"> Certificate of funeral service (original and photocopy) Certificate of Burial (original and photocopy) Certificate of No Registration (No Record of Death) 		} Funeral or Cremation Establishment Family Member / Relative (nearest of kin) Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all properly and completely filled – up forms necessary for death certificate registration such as: Municipal Form No. 103 CERTIFICATE OF DEATH or Municipal Form No. 103A CERTIFICATE OF FETAL DEATH	1. Review the filled –up death certificate forms for completeness of entries, authenticity and validity of physician’s & embalmer’s license, signatures and date of embalming	NONE	5 minutes	Receiving Clerk
2. Submit Notarized Affidavit of Circumstances of Death (for home deaths) & waiver of autopsy signed by informant / nearest kin (if needed)	2. Review the necessary attachments or documents submitted 2.1. Register Data of the deceased in the logbook	NONE	5 minutes	Receiving Clerk



2.1. Answer query (if needed) for validation purposes	2.2. Conduct verbal autopsy with nearest kin or caregiver for home death without an attending physician 2.2. Review, validate and sign death certificate (<i>if without need for revision based on DOH Guidelines in Medical Certification of Death</i>) 2.3. Give return letter addressed to certifying physician <i>if there are errors noted based on DOH Guidelines</i>		15 minutes	Medical Officer
3. Sign out released death certificates	3. Give request for issuance of burial / cremation and transfer permits (if applicable)	NONE	5 minutes	Releasing Clerk
TOTAL		NONE	30 minutes	

ISSUANCE OF DEATH CERTIFICATE is covered under the Civil Registry Law or Act No. 3753

14. MEDICAL CONSULTATION

A medical consultation is a procedure whereby, a health care provider, reviews a medical history, examines the patient, and makes recommendations as to care and treatment.

Office / Division:	QCHD - Environmental Sanitation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Quezon City Hall Employees, their immediate dependents and transacting public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• For Employees: ➤ Quezon City Employee's ID or Employment Certificate	City Personnel Department / Department Concerned
• For Employee's dependent: ➤ Birth Certificate ➤ Marriage Contract	Philippine Statistics Authority / Local Civil Registry
• For Transacting Public ➤ Government-Issued ID ➤ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan	Client / Citizen DOH Accredited Ultrasound and Sonography Facility DOH Accredited Clinical Laboratory



➤ Laboratory results as required in Medical Certification / Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on FIRST COME FIRST SERVE Basis and state what service to avail	1.Triage patients and give number to each Client; 1.1. Direct clients to waiting area	NONE	2 minutes	Nurse / Nurse Aide / Admitting Clerk
2. Present valid Identification (ID) Card and other necessary documents 2.1. Fill up Personal Information on Individual Treatment Record (ITR)	2. Check ID Card presented and other attachments 2.1. Record or encode patient's information on ITR / E-Medical Record	NONE	5 minutes	Personnel assigned at the Registration Area
3. Submit the accomplished ITR	3. Obtain and record vital signs and chief complaint of client 3.1. Hand over the ITR to the Medical / Dental Officer	NONE	5 minutes	Nurse / Administrative Aide
4. Discuss medical complaint and brief history of illness	4. Conduct history -taking and Physical Examination and other procedures, as warranted	NONE	10 minutes	Medical Officer
	4.1. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration), as warranted (if available) 4.2. Issue Prescription / Laboratory Request / Referral Form/ Medical Certificate		15 minutes	Dentist Medical / Dental Officer



	4.3. Fill-up necessary information in the ITR			
5. Present Prescription and affix signature on Dispensed to User Record (DTUR)	5. Dispense medicines (if available) 5.1. Clarify discharge instructions 5.2. Ensure client signs DTUR	NONE	3 minutes	Nurse / Nurse Aide / Administrative Aide
TOTAL		NONE	40 minutes	

15. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATES

The Pre-Marriage Counseling Certificate is a written documentation issued by an accredited counselor upon completion of documentary requirements and attendance to the counseling session prior actual marriage.

Pursuant to Article 16 of the Family Code, this mandatory pre-marriage counseling session is required to all contracting parties which provides assistance and guidance to both parties towards an informed decision about their forthcoming married life.

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All couples applying for a Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Payment		City Treasurer's Office - Cashier		
Schedule Slip (original)		QCHD- Family Planning Division		
Valid Identification Cards (IDs) with picture and signature (original and photocopy)		Contracting Applicants		
Application for Marriage License (original and photocopy)		City Civil Registry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for Marriage License and Order of Payment	1. Provide application form for Marriage License and issue Order of Payment	Application Form: PHP 50.00 Filing Fee: PHP 100.00	5 minutes	Local Civil Registry
2. Pay fees	2. Issue official receipt	NONE	3 minutes	City Treasurers' Office Cashier
3. Obtain schedule for seminar (If client is not	3. Issue Schedule slip	NONE	3 minutes	Administrative Aide assigned at Pre-marriage



available as a walk in client for the day)				Counseling Process
4. Proceed to Quezon City Health Department Pre Marriage Counseling (PMC) Room at the Bernardo Training Center on the date written In the schedule slip (Walk-in clients are welcome as long as there are slots available)	4. Conduct seminar	NONE	4 hours	Pre Marriage Counselor
5. Secure Pre Marriage Counseling Certificate	5. Prepare and issue PMC Certificate	NONE	1 minute	Administrative Aide assigned at Pre-marriage Counseling Process
TOTAL		PHP 150.00	4 hours & 12 minutes	

ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE is covered under the following: 1) Article 16 of the Family Code or Executive Order No. 209; 2) Presidential Decree No. 965; and 3) Responsible Parenthood and Reproductive Health (RPRH) Law or Republic Act 10354



SCHOLARSHIP YOUTH DEVELOPMENT PROGRAM

Scholarship Application (for walk-in applicants)

Scholarship application for residents who want to avail the City Scholarship services that provides various scholarship and financial assistance for Senior High School, Technical-Vocational Education, Tertiary Education and Post Graduate Studies.

Office or Division:	Quezon City Youth Development Office (QCYDO)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none">Quezon City Residents Academic Category <ul style="list-style-type: none">Overall Rank 1 to 10 from Quezon City Public Senior High Schools Civic Leaders Category <ul style="list-style-type: none">Sangguniang Kabataan (SK) OfficialsCentrex GraduatesSupreme Student Council OfficialsSchool Publication OfficialsScout Leaders Economic and Financial Assistance Category <ul style="list-style-type: none">QC Public/Private High School Graduates with at least 75% general weighted averageALS GraduatesSolo ParentsHousehold HelpersPersons with Disabilities (PWD)College Students Post Graduates Studies Category <ul style="list-style-type: none">College and/or Masteral Degree graduates who will enroll in Higher Education Institutions with level III/IV accredited programs by the Commission on Higher Education Specialized Courses Category <ul style="list-style-type: none">Graduates of Quezon City Public/Private Senior High Schools enrolled in any of the specialized courses identified by the City Senior High School Category <ul style="list-style-type: none">Overall Top Three (3) Grade 10 completers from Quezon City Public Secondary SchoolGrade 10 completers from Quezon City Public Secondary School who received national or international recognition in non-academic endeavors duly recognized by the Department of Education and/or the Quezon City local government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Certified True Copy of Birth Certificate		Philippine Statistics Authority/ Local Civil Registry Office
2. Certified True Copy of Form 137 or 138 / Grade Slip / Transcript of Record		Last School Attended
3. Barangay Certification		Respective Barangay
4. Latest Income Tax Return of Parents /Affidavit of Non-filing		Bureau of Internal Revenue or Lawyer / Notary Public Office
5. 2x2 latest ID photo with nameplate (2pcs)		Client
6. Long White Folder with plastic jacket		Client
Additional Requirements per Category		



For Academic and Senior High School Category applicants				
1. Certificate of Honor / Award		Last School Attended		
For Civic Leaders Category applicants				
1. Certificate of Supreme Student Council / Centrex / Sangguniang Kabataan		Last School Attended / Schools Division Office / Respective Barangay		
For Economic and Financial Assistance Category applicants				
1. Medical Certificate (if PWD)		Hospital / Physicians		
2. ALS Certificate (if ALS Graduate)		Schools Division Office		
3. Photocopy of Solo Parent ID (if Solo Parent)		Social Services Development Department		
4. Endorsement Letter (if applicable)		Respective Barangay / City Council / SSDD / HCDRD / PESO / Office of the Secretary to the Mayor		
For Specialized Courses Category applicants				
1. Recommendation letter from College Dean		Respective School		
2. Letter of Intent addressed to the Mayor		Client		
For Post Graduates Studies Category applicants				
1. Permit to Study		Employer / Agency		
2. Certificate of Employment		Employer / Agency		
3. Copy of Company ID		Client / Employer		
4. CSC Appointment Record and Service Record, if Quezon City Government Employees		Human Resource Management Department		
5. Recommendation from the Head of Agency and Appointment Record, if Non-Quezon City Government Employees		Employer / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form, interview form and checklist of requirements.	1. Provide application form, interview form and checklist of requirements.	None	15 minutes	Public Assistance and Information Desk Officer
2. Submit accomplished forms and documentary requirements.	2. Receive and check the submitted forms and requirements.	None	5 minutes	Scholarship Coordinator
3. Sign in the Application Logbook.	3. Conduct one-on-one Interview.	None	10 minutes	Scholarship Coordinator
TOTAL		None	30 minutes	



Scholarship Application (Online)

Scholarship application for residents who want to avail the City Scholarship services that provides various scholarship and financial assistance for Senior High School, Technical-Vocational Education, Tertiary Education and Post Graduate Studies.

Office or Division:	Quezon City Youth Development Office (QCYDO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> Quezon City Residents Academic Category <ul style="list-style-type: none"> Overall Rank 1 to 10 from Quezon City Public Senior High Schools Civic Leaders Category <ul style="list-style-type: none"> Sangguniang Kabataan (SK) Officials Centrex Graduates Supreme Student Council Officials School Publication Officials Scout Leaders Economic and Financial Assistance Category <ul style="list-style-type: none"> QC Public/Private High School Graduates with at least 75% general weighted average ALS Graduates Solo Parents Household Helpers Persons with Disabilities (PWD) College Students Post Graduates Studies Category <ul style="list-style-type: none"> College and/or Masteral Degree graduates who will enroll in Higher Education Institutions with level III/IV accredited programs by the Commission on Higher Education Specialized Courses Category <ul style="list-style-type: none"> Graduates of Quezon City Public/Private Senior High Schools enrolled in any of the specialized courses identified by the City Senior High School Category <ul style="list-style-type: none"> Overall Top Three (3) Grade 10 completers from Quezon City Public Secondary School Grade 10 completers from Quezon City Public Secondary School who received national or international recognition in non-academic endeavors duly recognized by the Department of Education and/or the Quezon City local government 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Requirements		
1. Certified True Copy of Birth Certificate		Philippine Statistics Authority/ Local Civil Registry Office
2. Certified True Copy of Form 137 or 138 / Grade Slip / Transcript of Record		Last School Attended
3. Barangay Certification		Respective Barangay
4. Latest Income Tax Return of Parents /Affidavit of Non-filing		Bureau of Internal Revenue or Lawyer / Notary Public Office
5. 2x2 latest ID photo with nameplate (2pcs)		Client
6. Long White Folder with plastic jacket		Client
7. Accomplished Application Form		QCYDO
8. Accomplished Interview Form		QCYDO
Additional Requirements per Category		
For Academic and Senior High School Category applicants		
1. Certificate of Honor / Award		Last School Attended
For Civic Leaders Category applicants		



1. Certificate of Supreme Student Council / Centrex / Sangguniang Kabataan		Last School Attended / Schools Division Office / Respective Barangay		
For Economic and Financial Assistance Category applicants				
1. Medical Certificate (if PWD)		Hospital / Physicians		
2. ALS Certificate (if ALS Graduate)		Schools Division Office		
3. Photocopy of Solo Parent ID (if Solo Parent)		Social Services Development Department		
4. Endorsement Letter (if applicable)		Respective Barangay / City Council / SSDD / HCDRD / PESO / Office of the Secretary to the Mayor		
For Specialized Courses Category applicants				
1. Recommendation letter from College Dean		Respective School		
2. Letter of Intent addressed to the Mayor		Client		
For Post Graduates Studies Category applicants				
1. Permit to Study		Employer / Agency		
2. Certificate of Employment		Employer / Agency		
3. Copy of Company ID		Client / Employer		
4. CSC Appointment Record and Service Record, if Quezon City Government Employees		Human Resource Management Department		
5. Recommendation from the Head of Agency and Appointment Record, if Non-Quezon City Government Employees		Employer / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist via Scholarship application google form link and choose the category you wish to apply	1.1 Review google form link for Scholarship Application enlistment responses.	None	2 days	Computer Operator
	1.2 Prepare schedule of initial interview and inform the applicant thru Social Media postings.	None	2 days	Scholarship Coordinator
2. Undergo for an initial interview.	2.1 Conduct phone interview to the applicant.	None	15 minutes	Scholarship Coordinator
	2.2 Verify/validate the application. Send interview result together with the application forms thru email.	None	3 days	Scholarship Coordinator
3. Check the result of interview and submit the requirements thru email.	3. Validate the requirements submitted by the applicant and send an acknowledgement mail.	None	3 days	Scholarship Coordinator
TOTAL		None	10 days, 15 minutes	



Evaluation of Scholarship Application

Scholarship application must be evaluated to ensure that the set scholarship guidelines are observed. This will inform/update the applicant about the status of his/her scholarship application.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholar-Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the announcement/ update on the status of scholarship application	1.1 Evaluate the scholarship application	None	3 day	Scholarship Coordinator
	1.2 Post the list of qualified applicants thru posting to SYDP Bulletin Board and SYDP Official Facebook Page.	None	1 day	Scholarship Coordinator
2. Check the list of qualified applicants and wait for the announcement/ update on the schedule of scholarship orientation/ briefing	2.1 Set a schedule of scholarship orientation/ briefing	None	2 day	Scholarship Coordinator
	2.2 Notify the applicant on the set schedule thru SMS or SYDP Facebook Page	None	1 day	Scholarship Coordinator
TOTAL		None	7 days	



Scholarship Orientation/Briefing and Issuance of Certificate of Scholarship for New Scholars *(for walk-in applicants)*

Qualified applicants for scholarship program shall undergo scholarship orientation/briefing to be informed on scholarship requirements, processes as well as terms and conditions of the availed program. In this process, certificate of scholarship shall be issued to qualified beneficiaries of the program once all documentary requirements are submitted.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholar-Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned copy of Scholarship Agreement		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Attendance Sheet.	1. Check the details provided by attendees.	None	5 minutes	Scholarship Coordinator
2. Attend the Scholarship Orientation/ Briefing	2.1. Conduct the Scholarship Orientation/ Briefing	None	30 minutes	Scholarship Coordinator
	2.2 Provide a copy of Scholarship Agreement	None	3 minutes	Scholarship Coordinator
3. Submit the accomplished Scholarship Agreement.	3. Receive and validate the accomplished Scholarship Agreement	None	4 days	Scholarship Coordinator
4. Receive a copy of Certificate of Scholarship	4. Issue a Certificate of Scholarship	None	1 day	Scholarship Coordinator
TOTAL			5 days and 38 minutes	



Scholarship Orientation/Briefing and Issuance of Certificate of Scholarship for New Scholars (online)

Qualified applicants for scholarship program shall undergo scholarship orientation/briefing to be informed on scholarship requirements, processes as well as terms and conditions of the availed program. In this process, certificate of scholarship shall be issued to qualified beneficiaries of the program once all documentary requirements are submitted.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholar-Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned copy of Scholarship Agreement		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the google drive link provided by SYDP and download the files.	1.1 Provide google drive link which contains Scholar's Briefer/Handbook and Scholarship Agreement.	None	3 days	Scholarship Coordinator
2. Submit the accomplished Scholarship Agreement via email.	2. Download the file and validate the requirements for the release of Certificate of Scholarship	None	1 day	Scholarship Coordinator
3. Receive a copy of Certificate of Scholarship via email	3. Issue a Certificate of Scholarship and send it via email.	None	1 day	Scholarship Coordinator
TOTAL		None	5 days	



Submission of Statement of Account (on-site)

All scholars must submit Statement of Account (SOA) from their respective schools to process payments for their tuition fee and stipend/allowance.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and three (3) Photocopies of New Registration Card/Form		Client/ School		
2. Original and three (3) Photocopies of Statement of Account (SOA) <i>(if Private College/University-Enrolled)</i>		Client/ School		
3. Original and three (3) Photocopies of New Certificate of Scholarship		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official Statement of Account (SOA) and other documentary requirements.	1. Receive and check the submitted documents.	None	5 minutes	Payroll Officer
2. Sign in the log book and receive copy of documents.	2.1 Provide logbook. 2.2 Return the scholar's receiving copy of documents.	None	5 minutes	Payroll Officer
TOTAL		None	10 minutes	



Submission of Statement of Account via electronic mail

All scholars must submit Statement of Account (SOA) from their respective schools to process payments for their tuition fee and stipend/allowance.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and three (3) Photocopies of New Registration Card/Form		Client/ School		
2. Original and three (3) Photocopies of Statement of Account (SOA) <i>(if Private College/University-Enrolled)</i>		Client/ School		
3. Original and three (3) Photocopies of New Certificate of Scholarship		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit official statement of account (SOA) and other documentary requirements via official e-mail	1.1 Download the SOA requirements sent via email and send an acknowledgement mail to the scholar.	None	3 days	Computer Operator
	1.2 Print SOA requirements and endorse to the unit in-charged.	None	30 minutes	Computer Operator
TOTAL		None	3 days, 30 minutes	



PayMaya Account Activation

Scholar’s stipend/allowance grant is released thru PayMaya’s automated Disbursement System. All Scholars shall enroll and activate their PayMaya Account thru Data Gathering and submission of requirements. Once validated, they will receive an invitation text from PayMaya where

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo of Latest Registration Form/Card		Current School		
2. Photo of School ID / Valid ID Card (front and back)		School / Concerned Government Agencies		
3. Photo of Specimen Signature (3 signatures)		Client		
4. Actual Photo / Selfie with Name Plate		Client		
5. Signed Parent’s Consent Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the online Data Gathering Link for PayMaya Account enrolment.	1. Review google form link for PayMaya responses.	None	2 days	Computer Operator
2. Submit requirements via email.	2.1 Accept and download requirements.	None	3 days	Computer Operator
	2.2 Endorse requirements to PayMaya for validation and endorsement of batch registration file.	None	14 days	Computer Operator
	2.3 Upload batch registration file.	None	5 minutes	Technical Unit Head
3. Scholar will receive invitation message from PayMaya. Review invitation message. Reply YES, if details are correct, NO, if not.	3. Update Scholar’s PayMaya Status.	None	5 minutes	Scholarship Secretariat
TOTAL		None	19 days, 10 minutes	

scholars need to reply “YES” to activate/upgrade their account.



Request for Re-Assignment – mobile number / email address (via electronic mail)

Scholars with active PayMaya account who changed registered mobile number and/or email

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars with active PayMaya Account			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo of School ID / Valid ID Card (front and back)		Current School		
2. Letter Request for Re-assignment from the client		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished the letter request for re-assignment and requirements via email.	1. Accept, download and send an acknowledgment mail to scholar.	None	2 days	Computer Operator
	1.1 Endorse requirements to PayMaya for validation.	None	7 business days	Computer Operator
TOTAL		None	9 days	

address shall request for re-assignment via electronic mail.



Claiming the Stipend/Allowance

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government-to- Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Activate PayMaya Account.	1.1 Upload disbursement file (.csv format) in PayMaya PayOut Portal.	None	4 hours	Budget Officer (maker)
	1.2 Review and approve disbursement of scholar's stipend in the PayMaya PayOut Portal.	None	4 hours	QCYDO Head (approver)
TOTAL		None	1 day	

Automated disbursement of Scholars semestral Stipend/Allowance thru PayMaya Disbursement System



Scholarship Renewal (on-site)

All scholars (except Technical-Vocational scholars) must renew their scholarship every semester. Once renewed, they will receive their new Certificate of Scholarship for the semester.

Office or Division:		Quezon City Youth Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and one Certified True Copy of Grades/Class Cards Previous Semester		School		
2. Original and one photocopy of Registration Card/Form Previous Semester		School		
3. Original and one photocopy of Certificate of Scholarship Previous Semester		QCYDO		
4. 1x1 ID Photo (1 pc)		Client		
Additional Requirements				
For Scholar-Graduates				
1. Resume / Curriculum Vitae		Client		
2. Accomplished Alumni Profile Form		QCYDO		
3. Accomplished Career Exit Form		QCYDO		
4. Softcopy of Graduation Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out forms.	1. Provide forms.	None	10 minutes	Scholarship Coordinator
2. Submit complete documents for scholarship renewal.	2. Receive, validate and process required documents for scholarship renewal.	None	5 minutes	Scholarship Coordinator
3. Sign the Interview Logbook.	3.1 Provide logbook. Conduct interview to scholars.	None	10 minutes	Scholarship Coordinator
4. Sign the Renewal Logbook. *Scholar-Graduates will not be issued Certificate of Scholarship.	4.1 Provide logbook.	None	3 minutes	Scholarship Coordinator
	4.2 Prepare Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
	4.3 Issue Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
5. Drop the filled-out feedback form to the designated box.	3. Monitor the prompt return of feedback forms from scholars.	None	3 minutes	Scholarship Coordinator
TOTAL		None	37 minutes	

Scholarship Renewal via Online

All scholars (except Technical-Vocational scholars) must renew their scholarship every semester. Once renewed, they will receive their new Certificate of Scholarship for the semester.



Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars (except Technical-Vocational Scholars)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Copy of Original and one Certified True Copy of Grades/Class Cards Previous Semester		School		
2. Scanned Copy of Original and one photocopy of Registration Card/Form Previous Semester		School		
3. Scanned Copy of Original and one photocopy of Certificate of Scholarship Previous Semester		QCYDO		
4. Scanned Copy of 1x1 ID Photo (1 pc)		Client		
5. Accomplished Renewal Form		QCYDO		
Additional Requirements				
For Scholar-Graduates				
1. Copy of Resume / Curriculum Vitae		Client		
2. Accomplished Alumni Profile Form		QCYDO		
3. Accomplished Career Exit Form		QCYDO		
4. Softcopy of Graduation Picture		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the online link for Scholarship Renewal and upload requirements.	1.1 Review and verify google form link responses for Scholarship Renewal.	None	2 days	Scholarship Coordinator
	1.2 Prepare Certificate of Scholarship.	None	3 minutes	Scholarship Coordinator
2. Receive the e-copy of Certificate of Scholarship via email. *Scholar-Graduates will not be issued Certificate of Scholarship.	2. Send the e-copy of Certificate of Scholarship to the email provided by scholar.	None	30 minutes	Scholarship Coordinator
TOTAL		None	3 days	



Scholarship Appeal via Online

An appeal should be made by the scholars who: 1) failed to maintain grade or with failing grade/s; 2) failed to provide complete requirements for Renewal and SOA Submission; 3) failed to renew and submit SOA requirements on time; and 4) will request for extension of scholarship. Appeals will be evaluated and will be subject for approval of the Office Head.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Copy of Appeal Letter with Parent/Guardian Signature		Client		
2. Scanned Copy of Parent/Guardian valid ID Card		Client’s Parent/Guardian		
3. Accomplished Appeal Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requirements via email.	1.1 Accept and download the file and send an acknowledgement mail.	None	1 day	Computer Operator
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and review the uploaded documents.	None	15 minutes	Scholarship Unit Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
2. Undergo for phone interview	2.1 Conduct phone interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar’s appeal.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result Scholarship Appeal thru email.	3. Send the e-copy of Scholarship Appeal’s result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	



Scholarship Appeal (on-site)

An appeal should be made by the scholars who: 1) failed to maintain grade or with failing grade/s; 2) failed to provide complete requirements for Renewal and SOA Submission; 3) failed to renew and submit SOA requirements on time; and 4) will request for extension of scholarship. Appeals will be evaluated and will be subject for approval of the Office Head.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appeal Letter with Parent/Guardian Signature		Client		
2. Copy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill out Appeal form.	1. Provide forms	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the Appeal Interview Logbook. Undergo for an interview	3.1 Provide logbook and conduct interview.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	3.2 Evaluate the scholar's appeal.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
4. Wait for the status/result thru call.	4. Call the scholar for the appeal result.	None	5 minutes	Scholarship Coordinator
TOTAL		None	55 minutes	



Scholarship Leave of Absence

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the logbook. Undergo for an interview.	3. Conduct interview to scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
4. Wait to receive copy of the LOA form with result.	4. Return scholar's LOA form copy with result.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
TOTAL		None	30 minutes	



Scholarship Leave of Absence Request via electronic mail

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
3. Accomplished Leave of Absence Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requirements via email.	1.1 Accept and download the file and send an acknowledgement mail.	None	1 day	Computer Operator
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and review the uploaded documents.	None	15 minutes	Scholarship Unit Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
2. Undergo for phone interview.	2.1 Conduct phone interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar's LOA request.	None	30 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result thru email.	3. Send the e-copy of the LOA request result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	



Scholarship Cancellation / Withdrawal

Scholars who would like to request for the cancellation/withdrawal of scholarship and will no longer avail the City Scholarship services must inform the office.

Office or Division:		Quezon City Youth Development Office (QCYDO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client's Parent/Guardian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit complete documents.	2. Receive, validate and process required documents.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
3. Sign the logbook. Undergo for an interview.	3.1 Conduct interview to scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	3.2 Evaluate the scholar's cancellation/ withdrawal request.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
4. Wait to receive copy of the cancellation/withdrawal form with result.	4. Return scholar's cancellation/ withdrawal form copy with result.	None	5 minutes	Scholarship Unit Head / Sub-Unit Head
TOTAL		None	35 minutes	



Scholarship Cancellation / Withdrawal via electronic mail

Scholars who would like to request a leave of absence in the scholarship for a one or more semester must inform the office. Scholars must also declare the anticipated semester of their return in the scholarship.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter with Parent/Guardian Signature		Client		
2. Photocopy of Parent/Guardian valid ID Card		Client’s Parent/Guardian		
3. Accomplished Cancellation/Withdrawal Form		QCYDO		
CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS
2. Send requirements via email: SYDP@quezoncity.gov.ph	1.1 Accept and download the file and send an acknowledgement mail.	None	1 day	Computer Operator
	1.2 Endorse to Scholarship and Financial Assistance Unit Head.	None	15 minutes	Computer Operator
	1.3 Verify and review the uploaded documents.	None	15 minutes	Scholarship Unit Head / Sub-Unit Head
	1.4 Prepare schedule of interview and inform the scholar.	None	1 day	Scholarship Unit Head / Sub-Unit Head
2. Undergo for an interview.	2.1 Conduct the interview with the scholar.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
	2.2 Evaluate the scholar’s cancellation/ withdrawal request.	None	10 minutes	Scholarship Unit Head / Sub-Unit Head
3. Wait for the status/result thru email.	3. Send the e-copy of the cancellation/ withdrawal request result via email provided by scholar.	None	1 day	Computer Operator
TOTAL		None	3 days	



Request for Alumni Certification

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All Scholar-Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Valid ID card		Concerned Institutions/Government Agencies		
2. Resume (if applicable)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out form.	1. Provide form.	None	5 minutes	Public Assistance and Information Desk Officer
2. Submit accomplished form and requirements.	2.1 Review and receive accomplished form and requirement/s.	None	5 minutes	Public Assistance and Information Desk Officer
	2.2 Validate information from scholar's data bank.	None	10 minutes	Computer Operator
	2.3 Prepare Certification.	None	5 minutes	Computer Operator
3. Sign in the logbook.	3. Provide logbook and issue Alumni Certification.	None	5 minutes	Computer Operator
TOTAL		None	30 minutes	

Request for Certification of all SYDP Scholar-Graduates (Alumni)



Request for Alumni Certification via electronic mail

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All Scholar-Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Valid ID card		Concerned Institutions/Government Agencies		
2. Accomplished Alumni Profile Form		QCYDO		
3. Resume		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and photocopy of valid ID card via electronic mail.	1.1 Accept and download the accomplished forms sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Validate information from scholar's data bank.	None	5 minutes	Computer Operator
	1.3 Prepare Certification.	None	5 minutes	Computer Operator
	1.4 Send copy of the Alumni Certification via email.	None	5 minutes	Computer Operator
TOTAL		None	2 days, 15 minutes	

Request for Certification of all SYDP Scholar-Graduates (Alumni)



Review of Sangguniang Kabataan Comprehensive Barangay Youth Development Plan (CBYDP)

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-signed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP signed by SK Officials/Members and SK Federation President.	1.1 Receive the signed CBYDP.	None	5 minutes	Administrative Support Staff
	1.2 Review the CBYDP.	None	4 days	Planning Officer / Unit Head
	1.3 Signing of CBYDP.	None	2 minutes	Office Head
2. Sign in the logsheet.	2. Provide logsheet. Release of signed CBYDP.	None	3 minutes	Computer Operator
TOTAL		None	4 days, 10 minutes	

Review of SK three (3) year Comprehensive Plan



Review of Sangguniang Kabataan Comprehensive Barangay Youth Development Plan (CBYDP) via electronic mail

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-reviewed Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the CBYDP reviewed by SK Federation via electronic mail.	1.1 Accept and download the signed CBYDP sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Review the CBYDP.	None	4 days	Planning Officer / Unit Head
	1.3 Send the CBYDP review results via email.	None	5 minutes	Computer Operator
TOTAL		None	6 days, 5 minutes	

Review of SK three (3) year Comprehensive Plan



Review of Sangguniang Kabataan Annual Barangay Youth Investment Program (ABYIP)

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
2. Duly-signed Annual Barangay Youth Investment Program (ABYIP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP signed by SK Officials/Members and SK Federation President.	1.1 Receive the signed ABYIP.	None	5 minutes	Administrative Support Staff
	1.2 Review the ABYIP.	None	4 days	Planning Officer / Unit Head
	1.3 Signing of ABYIP	None	3 minutes	Office Head
2. Sign in the logsheet.	2. Provide logsheet. Release of signed ABYIP.	None	2 minutes	Computer Operator
TOTAL		None	4 days, 10 minutes	

Review of SK Annual Investment Program



Review of Sangguniang Kabataan Annual Barangay Youth Investment Program (ABYIP) via electronic mail

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Respective SK Barangay and SK Federation Office		
2. Duly-reviewed Annual Barangay Youth Investment Program (ABYIP)		Respective SK Barangay and SK Federation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the ABYIP reviewed by SK Federation via electronic mail.	1.1 Accept and download the signed ABYIP sent via email and send an acknowledgement mail.	None	2 days	Computer Operator
	1.2 Review the ABYIP.	None	4 days	Planning Officer / Unit Head
	1.3 Send the ABYIP review results via email.	None	10 minutes	Computer Operator
TOTAL		None	6 days, 10 minutes	

Review of SK Annual Investment Program



Registration of Youth and Youth-Serving Organizations

All Youth and Youth-Serving Organizations may register to the QC Youth Development Office and be assisted for the registration to the National Youth Commission's Youth Organization Registration Program.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Youth Organizations / Youth Serving Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Youth Organization Profile		QCYDO		
2. Hard and softcopy (in excel file) Directory of officers and adviser		Youth Organization		
3. Hard and softcopy (in excel file) List of members in good standing		Youth Organization		
4. Copy of constitution and by laws		Youth Organization		
5. Endorsement / certification from appropriate authority				
For Community-Based Organizations (submit one of the following:)				
If organization has physical office: 1. Certification of existence of office (where the office is located)		Barangay		
If organization does not have a physical office: 1. Barangay Certification of Residence of the President		Barangay		
Resolution of endorsement coming from the Sangguniang Kabataan		Sangguniang Kabataan Officials		
For School-Based Organizations				
1. Certification of registration or recognition		School		
For Faith-Based Organizations				
1. Certification of registration or recognition		Head / Pastor of Congregation or Parish Priest		
For Chapter of Multi-level Organizations				
1. Certification of registration or recognition		President Governing at the highest organizational level		
For Consortium Organizations				
1. Certification of member organizations		Secretariat / Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out forms and checklist of requirements	1. Provide forms.	None	10 minutes	Public Assistance and Information Desk Officer
2. Submit documentary requirements.	2.1 Receive and check the submitted requirements.	None	15 minutes	District Youth Coordinator
	2.2 Evaluate the registration application.	None	3 days	Unit Head



	2.3 Prepare Certification.	None	10 minutes	District Youth Coordinator
3. Wait for the issuance schedule of the Certificate.	3. Inform the Youth Organization on the issuance schedule of Certificate.	None	1 day	District Youth Coordinator
4. Receive the Certification of Registration. Sign the logbook	4. Provide logbook and issue the Certification of Registration	None	5 minutes	Administrative Support Staff
TOTAL		None	4 days, 40 minutes	

Registration of Youth and Youth-Serving Organizations via electronic mail

All Youth and Youth-Serving Organizations may register to the QC Youth Development Office and be assisted for the registration to the National Youth Commission's Youth Organization Registration Program.

Office or Division:	Quezon City Youth Development Office (QCYDO)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All Youth Organizations / Youth Serving Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Scanned Copy of the Accomplished Youth Organization Profile		QCYDO	
2. Softcopy (in excel file) of Directory of officers and adviser		Youth Organization	
3. Softcopy (in excel file) of List of members in good standing		Youth Organization	
4. Scanned Copy of constitution and by laws		Youth Organization	
5. Scanned Copy of Endorsement / certification from appropriate authority			
For Community-Based Organizations (submit one of the following:)			
If organization has physical office: 1. Certification of existence of office (where the office is located)		Barangay	
If organization does not have a physical office: 1. Barangay Certification of Residence of the President		Barangay	
Resolution of endorsement coming from the Sangguniang Kabataan		Sangguniang Kabataan Officials	
For School-Based Organizations			
1. Certification of registration or recognition		School	
For Faith-Based Organizations			
1. Certification of registration or recognition		Head / Pastor of Congregation or Parish Priest	



For Chapter of Multi-level Organizations				
1. Certification of registration or recognition		President Governing at the highest organizational level		
For Consortium Organizations				
1. Certification of member organizations		Secretariat / Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements via email.	1.1 Accept and download the file and send an acknowledgment mail.	None	2 days	Computer Operator
	1.2 Endorse to Youth Secretariat.	None	15 minutes	Computer Operator
	1.3 Receive and check the submitted requirements.	None	15 minutes	District Youth Coordinator
	1.4 Evaluate registration application.	None	2 days	Unit Head
	1.5 Prepare Certification.	None	10 minutes	District Youth Coordinator
2. Wait for the issuance schedule of the Certificate via email.	2. Send copy of the Certificate via email.	None	2 days	District Youth Coordinator
TOTAL		None	6 days, 40 minutes	



SOCIAL SERVICES DEVELOPMENT DEPARTMENT

**COMMUNITY OUTREACH SERVICE
RESIDENTIAL AND REHABILITATION SERVICE
SPECIAL PROJECT SERVICE
VOCATIONAL DEVELOPMENT SERVICE
WELFARE & RELIEF SERVICE**



1. RESCUE OPERATION

Office or Division:	Community Outreach Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	<ul style="list-style-type: none"> - Walk-in; - Referred Abused; - Neglected; - Abandoned Children - Youth; 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (1 original, 1 photocopy)		- Barangay, NBI, Police		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance	1. Coordinates with Police Officials who has jurisdiction over the case. 1.1 Prepares documentary requirements. 1.2 Conducts rescue operation following the health protocol of physical distancing, wearing facemask and disinfecting procedure	None	2 Hours	<i>Social Worker</i>
2. Undergoes intake interview and counselling / stress debriefing	2. Assess and conduct intake interview/counselling / stress debriefing following the health protocol.	None	3 Hours	<i>Social Worker</i>
3. Submit self for medical examination, if needed	3. Assists client for medical examination, if needed and secure medico-legal certificate. 3.1 Assist client in securing Brgy. and Police Blotter, if needed 3.2 Prepares and submits initial findings.	None	3 Hours	<i>Social Worker</i>



4. Pursues legal case against perpetrator	4. Assists client in the step by step process of online filing of the case, if needed, (from the Police level to the Office of the City Prosecutor up to Court level)	None	3 Hours	<i>Social Worker</i>
5. Submits self for institutionalization, if necessary	5. Refers and escorts client for transfer to institution for temporary shelter, if needed (following health protocol)	None	4 Hours	<i>Social Worker</i>
6. Attends Center's planned activities	6. Conducts parenting capability assessment thru text messages, phone calls, video calls or home visits, if needed. 6.1 Prepares and submits social case study report and Supervisory Progress Report 6.2 Wait for the Notification of Scheduled court hearings/proceedings	None	7 working days	<i>Social Worker</i>
7. Attends scheduled court hearing	7. Assist client during court hearing -thru video conferencing	None	2 Hours	<i>Social Worker</i>



8. Awaits referral to institution / Reintegration to family if found capable to take custody (if applicable)	8. Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.1 If no identified families or relatives, coordinates & prepares the following documents for institutionalization: 1. Updated Social Case Study Report 2. Referral Letter 3. Discharge Form 8.2 Conducts Aftercare/monitoring thru phone calls, text messages or video calls and submit feedback report	None	132 Days	<i>Social Worker</i>
9. Submits client for reintegration to family or institutionalization for long term care	9. Upon receipts of court order/ decision, facilitates termination of case or conducts after care service, if necessary -thru phone call and text messages	None	2 Hours	<i>Social Worker</i>
		TOTAL:	141 Days, 3 Hours	



2. REFERRAL (FACILITATION OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> - Walk-in; - Referred Abused; - Neglected;



	<ul style="list-style-type: none"> - Surrendered; - Abandoned of Foundling Children - Youth;
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHILD:	
Request letter (1original, 1photocopy)	Prospective Adoptive Parents
Certificate of Live Birth / Foundling, if available (1original, 1photocopy)	PSA
Dental Age Verification, if foundling child (1original, 1photocopy)	Hospital
Psychological report (for 5 years old & above) (1original, 1photocopy)	Hospital
Health and Medical Profile (1original, 1photocopy)	Hospital
Medical Certificates, if with diseases (1original, 1photocopy)	Hospital
Old and recent photos of the child (full body) (1original, 1photocopy)	Prospective Adoptive Parents
2x2 oldest photo (3 pieces)	Prospective Adoptive Parents
Affidavit of circumstances of abandonment (1original, 1photocopy)	Lawyer
Tri-media certificate (1original, 1photocopy)	Media Networks
Returned registered mail to the last known address of parents/relatives (1original, 1photocopy)	LBC, Philpost
PROSPECTIVE ADOPTIVE PARENTS (PAP's):	
Certificate of attendance to pre-adoption seminars (1original, 1photocopy)	DSWD NCR
Birth Certificates (1original, 1photocopy)	PSA
Marriage Contract or Annulment Paper / Legal Separation, if applicable (1original, 1photocopy)	PSA
Police or National Bureau of Investigation (NBI) Clearance (1original, 1photocopy)	PNP, NBI
Medical and Psychological Evaluation of PAP's (1original, 1photocopy)	Hospital
Character References	Community



Proof of income / Employment or Bank Certificate (1original, 1photocopy)	Work Place, Bank
Affidavit of Temporary Custody (1original, 1photocopy)	Lawyer



Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
<p>1. Prospective adoptive parents (PAP's) request for assistance thru email, telephone call and/or personal appearance to the office.</p> <p>1.1 Responses to clarificatory questions</p>	<p>1. Interviews PAPs and gather basic information thru telephone call, email and/ or personal appearance to the office following the health protocol of physical distancing, wearing facemask and disinfecting procedure</p> <p>1.2 Conducts assessment and provide orientation on legal adoption (following health protocol)</p> <p>1.3 Conducts intake interview (following health protocol)</p> <p>1.4 Advises to secure and submit the necessary requirements</p>	None	2 Hours	<i>Social Worker</i>
<p>2. Submits necessary requirements</p>	<p>2. Checks and validates the submitted documents (following health protocol)</p> <p>2.1 Informs clients about the schedule of interview thru text messages or telephone calls.</p>	None	30 Minutes	<i>Social Worker</i>
A. ABANDONED / FOUNDLING CHILD				
<p>1. Wait for the schedule of interview via email, video calls, telephone calls or homevisit (if necessary)</p>	<p>1.Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child (following health protocol)</p> <p>1.1 Sends registered mail to the parents</p>	None	22 Days	<i>Social Worker</i>



	last known address (following health protocol) 1.2 Facilitates tri-media appeals (following health protocol)			
2. Provides accurate information	2. Conducts interview thru email, video calls, telephone calls or homevisit (if necessary)	None	3 Hours	

B. SURRENDERED/ NEGLECTED CHILD				
<p>QUEZON CITY RESIDENTS:</p> <p>1. Birthparents attend several counselling sessions following health protocol.</p> <p>1.1 Birthparents sign Deed of Voluntary Commitment (DVC)</p> <p>NON-QUEZON CITY RESIDENTS:</p> <p>1. Wait for the schedule of interview by Social Worker of Municipal/ City Social Welfare and Development Office (M/CSWD)</p>	<p>1. Conducts series of counselling session and assess parenting capability (following health protocol)</p> <p>1.1 Counsels and explains the content of DVC (following health protocol)</p> <p>1. Prepares referral letter to Municipal/ City Social Welfare and Development Office (M/CSWDO) to request for parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC)</p>	None	<p>3 Hours</p> <p>1 Hour</p> <p>30 Minutes</p>	<p><i>Social Worker</i></p>



O) or DSWD, if birthparents are non-Quezon City.	1.1 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).			
3. Wait	3. Prepares Social Case Study Report, Child Profile and Petition. 3.1 Submits Social Case Study Report & other requirements to Department of Social Welfare and Development. 3.2 Facilitates posting of notice of petition, if abandoned/ foundling	None	44 Days	<i>Social Worker</i>
4. Receives Certification Declaring a Child Legally Available for Adoption (CDCLAA)	4.Receives copy of CDCLAA & inform Prospective Adoptive Parent's (PAP's) to pick the certificate (following health protocol)			

5. Upon pick up of CDCLAA, PAP's gets the list of requirements to process the issuance of Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA)	5.Informs and advises clients to secure requirements for Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA) *following health protocol	None	30 Minutes	<i>Social Worker</i>
6. Submits necessary requirements (following health protocol)	6.Reviews and validates submitted documents (following health protocol)	None	30 Minutes 3 Hours	<i>Social Worker</i>



7. Answers questions	7. Conducts another interview to PAPs & significant others e.g. character references thru telephone calls, video calls, email or home visit (if necessary)			
8. Wait			22 Days	
9. Wait	8. Prepares update Social Case Study Report and other pertinent documents.		22 Days	
10. Wait	9. Submits reports to Department of Social Welfare and Development.		1 Hour	
11. Accepts & signs ACA & PAPA	10. Attends matching conference (thru video conferencing)		10 Minutes	
12. Hires lawyer who will file petition for adoption in court.	11. Receives copy of ACA & PAPA		5 Minutes	
13. Submits copy of court decision, adoption decree and new birth certificate of the child (following health protocol)	12. Instructs and advises client to file the petition for adoption in court.		10 Minutes	
	13. Receives court order/ decision, adoption decree and new birth certificate of the child			
	TOTAL:		111 Days, 7 Hours, 20 Minutes	

3. REACH OUT OPERATION

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- Street Children;



		<ul style="list-style-type: none"> - Street Families; - Street Dwellers; - Indigenous People (IPs) 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request/Referral thru letter or phone call		Barangay Hall		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Undergoes Interview, attends counseling session and participate in the orientation on child protection laws (following health protocol) 2. Receives meal assistance 3. Submits self for temporary shelter	1. Receives request for reach-out operation 1.1 Coordination with task force members to convene in preparation for reach out operation 1.2 Identification of Processing Center 1.3 Instructs the concerned barangay to prepare the processing center following the health protocol 1.4 Attends team Building following health protocol	None	3 Hours	Youth Devt. Officer (YDO)
	2. Conduct reach out operation following health protocol *vehicles must accommodate reach out clients half of its total passengers capacity)		1Day, 2Hours	
	3. Assess and conduct intake interview and counseling orientation on child protection laws (following health protocol) 3.1 Prepare initial findings/case summary report 3.2 Provides meal assistance		2 Hours 1 Hour	Social Worker Social Welfare Aide Youth Devt. Asst.



	3.3 Refer clients to institutions for temporary shelter with the vehicle to be used in transporting client must have only half of the vehicles passengers capacity		3 Days	
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A. QUEZON CITY RESIDENTS				
4. Attends Center's activities	4. Conduct coordination with the Barangay Council for the Protection of Children (BCPC) thru phone		2 Days	<i>Social Worker</i> <i>Social Welfare Aide</i> <i>Youth Devt. Asst.</i>
5. Submits self for reintegration to family	5. Conducts case conference with the barangay and parents to discuss intervention following health protocol. 5.1 Prepares discharge paper	None	2 Hours	
6. Parents sign the Agreement Form (following health protocol)	6. Facilitate signing of Agreement Form by the family following health protocol		1 Hour	
7. Conforms in aftercare monitoring	7. Conducts aftercare monitoring to the reached out clients thru phone calls, text messages or video calls		132 Days	
B. NON QUEZON CITY BUT NCR RESIDENTS				
8. Awaits disposition	8. Prepares referral letter 8.1 Facilitates turn-over of client to other LGU's, GO's & NGO's following health protocol. *vehicles being used in transporting clients	None	3 Days	<i>Social Worker</i> <i>Social Welfare Aide</i> <i>Youth Devt. Asst.</i>



	must only have half of the vehicle passengers capacity.			
		TOTAL:	141 Days, 11 Hours	

4. EDUCATIONAL ASSISTANCE FOR CHILDREN/ YOUTH IN NEED OF SPECIAL PROTECTION AND CHILD AT RISK

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> - Walk-in clients; - Indigent Children/Youth in Need of Special Protection; - Child at Risk; - Presently enrolled in public school; - Quezon City residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Enrollment (1original, 1photocopy)	School
Barangay Certificate of Indigency (1original, 1photocopy)	Barangay Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Parent or Guardian of the client request for assistance 1.1 Submits basic requirements	1. Conducts assessment 1.1 Conducts intake interview following health protocol 1.2 After completion of interview, advice parent or guardian to wait for further instruction.	None	30 Minutes	<i>Social Worker</i>
2. Wait	2. Conducts validation with the school authorities thru phone calls 2.1 Prepares Case Summary Report		1 Day	



3. Wait	3. Collates all Case Summary Report of qualified beneficiaries and prepares masterlist together with the project proposal for approval	None	22 Days	Social Worker
4. Wait	4. Upon approval of the project proposal, submit all the requirements for payroll preparation and processing of the educational assistance		1 Hour	
5. Wait	5. Upon receipt of the financial assistance, informs client for the schedule of extension of the assistance	None	1 day	Social Worker
6. Signs and accepts assistance	6. Release assistance by schedule/ batch to avoid mass gathering & following the health protocol.		1 day	
		TOTAL:	25 Days, 1 Hour, 30 Minutes	

5. INTERVENTION/DIVERSION PROGRAM (IN ACCORDANCE WITH RA 9344/JUVENILE JUSTICE WELFARE ACT)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- Children-in-Conflict with the Law (CICL)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



Referral Letter/ Indorsement (1original, 1photocopy) Police Report/Barangay Blotter (1original, 1photocopy) Medico-legal (Medical Certificate) (1original, 1photocopy)	Police Operatives,Barangay Officials, Other Local Government Units Police, Barangay Hospital, PNP
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Requests for assistance and responses to clarificatory question	1.Reviews documentary requirements	None	15 Minutes	<i>Social Worker</i>
2.Undergoes interview 2.1Parents provides information 2.2Children who are 12 years old and below attends Center's activities, awaiting assessment 2.3Children who are below the criminal age of responsibility and accused of offenses with above 6 years imposable penalty	2.Conducts assessment for case disposition. 2.1Conducts intake interview following health protocol. 2.1Gathers information from family thru phone calls, text messages or homevisit, if necessary following health protocol 2.3Submits and prepares plan of action (service plan) 2.4Coordinates and refers Children-in-Conflict with the Law (CICL) to Barangay Council for the Protection of Children (BCPC) for intervention program and facilitates turn-over of CICL to his/her family	None	1 Hour	<i>Social Worker</i>



	<p>*coordination thru phone calls and text messages</p>			
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3.Children-in-Conflict with the Law (CICL) ages 15y/o & below FOR INTERVENTION PROGRAM	3.Prepare feedback report 3.1Submits feedback report to Fiscal Office	None	1 Hour	
4.Wait	4.Facilitates intervention program following health protocol			



<p>For QC residents,</p> <p>1. Attends center's activities, if admitted to Reception and Action Center or Molave Youth Home.</p> <p>Parents of Children-in-Conflict with the Law (CICL)</p> <p>2. Submits documentary requirements</p> <p>2.1 If parents are found capable, Children-in-Conflict with the Law (CICL) with parents sign agreement on the intervention activities and signs intervention contract.</p> <p>2.2 If applicable, awaits further disposition</p>	<p>1. Locates parents and makes assessment. thru phone call and text messages to BCPC</p> <p>1.1 Conducts case conference with parents and Children-in-Conflict with the Law (CICL) -thru phone call and text messages</p> <p>2. Coordinates with barangay, BCPC, NGOs or faith-based organizations relative to formulation of intervention program for CICL -thru phone and text messages</p> <p>*Facilitates signing of intervention contract, in coordination with concern BCPC</p> <p>3. Identifies institution for CICL whose parents are found not capable of custody or unlocated thru phone calls or text messages</p>	None	110 Days	<i>Social Worker</i>
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	4.Coordinates and refers minor to their respective LGU's for intervention program.	None	44 Days	
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<p>For <u>NON-QC residents:</u></p> <p>1. Attends Center activities</p> <p>1.1 If Children-in-Conflict with the Law (CICL)'s family is living in the province (Outside NCR)</p> <p>1.2 Awaits for parental capability assessment for parents & attends to Center's activities.</p>	<p>5. Coordinates with the LSWDO thru formal letter requesting Parenting Capability Assessment Report prior reintegration to family.</p> <p>6. Facilitates reintegration of CICL to family</p> <p>*coordinate thru phone call and text messages</p>			Social Worker
<p>Children-in-Conflict with the Law (CICL) ages 15y/o & above <u>CICL is INQUESTED</u></p>		None		
<p>1. Attends Center activities</p> <p>For parents</p> <p>1. Submits CICL's BC/Baptismal</p> <p>1.1 Submits CICL's cert. of enrolment/ALS cert (if available)</p> <p>1.2 If case is filed in Court, Children-in-Conflict with the Law (CICL) stays at Molave Youth Home awaiting court disposition & attends to Center's activities</p>	<p>1. Coordinates with the Office of the City Prosecutor to secure Final Resolution</p> <p>1.1 Require the parents to submit necessary documents to help facilitate case disposition</p> <p>*disinfect the documents</p> <p>1.2 Facilitates case disposition</p>		66 Days	
<p>Children-in-Conflict with the Law (CICL) ages 15y/o & above</p> <p>For Diversion Program</p> <p>1. Children-in-Conflict with the Law (CICL) and parents enter into agreement with</p>	<p>1. Conducts family assessment</p> <p>1.1 Coordinate BCPC thru phone calls and text messages</p> <p>1.2 Coordinates with Barangay Council</p>	None	22 Days	



<p>Social Worker on the diversion contract.</p> <p>1.1. Children-in-Conflict with the Law (CICL) and parents sign agreement form and diversion contract at Social Services Development Department main office/ concern barangay (thru Barangay Council for the Protection of Children)</p>	<p>for the Protection of Children (BCPC) and Non-Government Organization/ Faith based org (if available) for the activities under the Diversion program</p> <p>1.3Facilitates in signing of diversion contract</p>			
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2. Children-in-Conflict with the Law (CICL) and parents attend and comply with the agreed Diversion program	2.Social Worker monitors the progress of the program 2.1Coordinate BCPC thru phone calls and text messages	None	132 Days	<i>Social Worker</i>
3. Children-in-Conflict with the Law (CICL) and parents attend final case conference to determine if program is successful or not	3.Upon assessment, if the goal of the Diversion is attained, Social Worker recommends: Termination (completed) Extension (incomplete) or Filing of formal case (non-compliance)	None		<i>Social Worker</i>
		TOTAL:	374 Days, 1 Hour, 15Minutes	

6. PROVISION OF CERTIFICATE OF INDIGENCY (COI)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- 18 yrs. old and above who are residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from concerned agency (1original) Barangay Certificate (1original) Personal letter stating reason for availing Certificate of Indigency (1original) Certificate of No Property (1original) Certificate of None Existing Business (1original)	PAO, PSA, School and other stakeholder Barangay Client Quezon City Assessor's Office Quezon City Business Permit and Licensing Office

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
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1.Request for assistance and submits requirements (following health protocol)	1.Reviews the submitted documents (following health protocol)	None	10 minutes	<i>Social Welfare Aide/ Community Outreach Division staff</i>
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2.Undergoes interview	2.Conducts assessment & intake interview following health protocol	None	1Hour, 30 Minutes	
3.Wait	2.1Advises client as to the schedule for further engagement. 3.Conducts further interview thru phone calls or video call 3.1Prepares and submits report (Case Summary Report		7 Days	<i>Social Welfare Aide</i> <i>Youth Development Assistant</i> <i>Youth Development Officer</i>
4.Receives the Certificate of Indigency (following health protocol)	4.Prepares and release Certificate of Indigency (following health protocol)		10 minutes	
		TOTAL:	7 Days, 2 Hours	

7. PROVISION OF PHILHEALTH COVERAGE FOR INDIGENT FAMILIES

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	- Qualified Indigent Head of families who are bonafide residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Indigency (1original, 1photocopy)	Barangay
Referral letter/medical certificate (1original, 1photocopy)	QC Health Department or other government hospitals

Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible
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For walk-in clients: 1. Requests for assistance and submits requirements (following health protocol)	1.Receives and assess submitted documentary requirements (following health protocol)	None	10 minutes	<i>Community Outreach Division Staff</i>
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2. Undergoes interview following health protocol	2. Conducts interviews following health protocol	None	15 minutes	
3. Fills-up application form	3. Guides client how to properly fill up form 3.1 Reviews filled-up form. 3.2 Prepares referral letter.		10 minutes	
4. Submits referral letter and application form to Philhealth.	4. Advises client to submit referral letter and application form to Philhealth Office.		1 day	
5. Wait	5. Receives Philhealth ID or Certificate of Membership.		66 Days	
6. Gets Philhealth ID.	6. Informs client to get Philhealth ID.			
For clients referred by: 1. Barangay's., Non-Government Organizations, Associations and Organizations submit referral and Philhealth Member Registration Form (PMRF)	1. Receives and assess filled-up forms	None	30 minutes	Community Outreach Division Staff



7.Wait	7.Prepare masterlist& submit forms to PhilHealth 7.1Informs the Barangays, Non-Government Organizations, Associations, and organizations on the availability of Philhealth IDs/Member Data Record 7.2Receives IDs/ Member Data Record from Philhealth	None	66 Days	
8.Receives the ID/ Member Data Record	8.Distributes Philhealth ID/ Member Data Record to beneficiaries thru Barangays	None	30 minutes	
		TOTAL:	133 Days, 1Hour, 35Minutes	

8. DAY CARE SERVICE

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> - 3-4 years old children who belongs to indigent families, large families, working mother, solo parents; - Children who are nutritionally at risk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth	PSA



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Parents/ Guardians participate and answer question thru telephone call/ text messaging	1. Review 2019 family survey to identify 3-4 y/o children	None	5 Days	<i>Day Care Worker</i>



	1.1 Interviews family of identified beneficiaries thru telephone call/ text messaging or home visit, if necessary	None	10 Days	
2.Awaits notification for qualification	2.Consolidates list of 80 identified day care children including profiling of their families	None		
3.Parents/ Guardians attend ECCD orientation re: Home-based schooling	3.Conduct orientation to parents of qualified beneficiaries. (following health protocol)	None		<i>Day Care Worker</i>
4.Parent leader orientation	4.Identify potential parent leader to assist in monitoring of home-based activities	None	220 Days	<i>Nutritionist-dietician</i> <i>Day Care Worker</i>
5.Awaits notification for assessment	5.Assess children using ECCD checklist thru parents interview/home visitation in coordination with parent leader (following health protocol)	None		<i>Day Care Worker</i>



6.Awaits notification thru parent leaders	6.Distribute hygiene kit/ learning materials and family food pack	None		<i>Day Care Worker</i>
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7. Day Care parents to conduct stimulating activities at home-based on suggested activities for 3-4 y/o children based on ECCD Learning Package	7. Monitor/assess expected outcome of activities conducted by parents at home thru telephone call/messaging parent leader feedback report	None		<i>Day Care Worker</i>
8. Receive certificate of completion/recognition	8. Distribute certificate of completion/recognition to 4 y/o children ready for kinder (following health protocol)	None	5 Days	<i>Day Care Worker</i>
		TOTAL:	245 Days	

9. PRE-MARRIAGE COUNSELING SERVICE

Office or Division:		Community Outreach Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Couples applying for marriage license with ages 18 to 25 years old or who are below 25 years old. (only 5 couples per session)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Marriage License (1 photocopy)		Quezon City Civil Registrar		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Request for attendance to counselling	Interviews the Applicant following health protocol.	None	5 minutes	Social Worker
Signs in the Pre-marriage Counselling Service Attendance	Guides client in signing the attendance sheet	None	5 minutes	
Fills-up Application Form	Guides applicants in filling up application form			



Attends counselling	Conducts counselling	None	1 hour	
Participates in the Open Forum	Facilitates the Open Forum and synthesizes the learning activity	None	40 minutes	
Receives the Pre-Marriage Counselling Certificate	Distributes the Certificate	None	10 minutes	
		TOTAL:	2 hours	

1. MOLAVE YOUTH HOME

Office or Division:	Residential and Rehabilitation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Children-in-conflict-with-the-law apprehended/filed case in Q.C. <ul style="list-style-type: none"> • Male or Female • 15 years to below 18 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Commitment/Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral from COVID-19 PCRT Test Result	Quezon City Prosecutors Office Quezon City Family Court Barangay Government Hospital Government Hospital or any DOH accredited laboratory

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self (must wear facemask upon admission)	1. Checks all documentary requirements.	None	10 minutes	Security Personnel
2. Submit self for body check and physical examination observing the minimum health standard during	2.1 Assess presented documentary requirements, including COVID-19 test result.. Conducts body check and physical examination and body temperature check and	None	30 minutes	Houseparent (Officer of the Day) Security Personnel



this COVID-19 crisis	filled up admission form taking into consideration the minimum health standard during this COVID-19 crisis			
	2.2 If there is a need, advise referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. if necessary, advise referring party to bring back client to the doctor for appropriate medical update.	None		
3.Receives personal hygiene supplies	3. Escort client to assigned Quarantine Area for new admission (14 days' quarantine). Issue personal hygiene supplies taking into consideration the minimum health standard during this COVID-19 crisis	None	10 minutes	Houseparent (Officer of the Day)



4. Undergoes interview observing the minimum health standard during this COVID-19 crisis	4. Conducts interview and orientation on house rules/regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)
5. Submits self-observing the minimum health standard during this COVID-19 crisis	5. Conducts medical examination taking into consideration the minimum health standard during this COVID-19 crisis	None	20 minutes	Medical Doctor Nurse
6. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	6.1 Supervised and monitors proper food preparation and distribution. Provides other personal needs 6.2 Trains, monitors & supervises client's household chores assignment taking into consideration the minimum health standard during this COVID-19 crisis 6.3 Prepares and submits monthly behavioral monitoring reports.	None	8 hours 8 hours 1 hour	Cook Houseparent Cook Houseparent Security Personnel
7. Submit self for medical examination observing the minimum health standard during this COVID-19 crisis	7. 1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 7. 2 Make referral to health institutions 7. 3 Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this	None	8 hours 2 hours 1 hour	Nurse Medical Doctor



	COVID-19 crisis or thru alternative mode 7.4 Prepares and submits Monthly Medical Appraisal report.		1 hour	
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8. Undergoes psychological assessment thru alternative /online mode	8.1 Conducts counselling such online/alternative mode), and interview and administer testing.	None	4 hours	Psychologist
	8.2 Prepares and submits psychological assessment report.		4 hours	
9 Attends Special Education class thru blended learning observing the minimum health standard during this COVID-19 crisis Client's parents/family submit form 137 (if available)	9. 1Conduct "Blended Learning "as per DepEd's new normal curriculum standard and if there is a need conducts tele-tutorial taking into consideration the minimum health standard during this COVID-19 crisis 9.2Prepares and submit records/ recommendations to the Department of Education for possible acceleration of clients. Prepares and submit monthly educational monitoring report	None	8 hours	SPED Teachers
10. Attends Alternative Learning System Sessions thru blended learning observing the minimum health standard during this COVID-19 crisis	10. Assess level of literacy and conducts "blended learning" class taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Instructional Manager
11. Attends skills training session based on their interest	11.1 Conducts online skills training and other soft trade industry and handicrafts-making	None	8 hours	Training Assistant



& capacities observing the minimum health standard during this COVID-19 crisis	taking into consideration the minimum health standard during this COVID-19 crisis 11.2 Prepares and submit monthly livelihood training monitoring report		1 hour	
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12. Participate in different recreational activities of the center observing the minimum health standard during this COVID-19 crisis	12. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
13. Attends value formation training and spiritual enrichment observing the minimum health standard during this COVID-19 crisis	13. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis.	None	6 hours	Houseparent
14. Attends Center's activities observing the minimum health standard during this COVID-19 crisis	14. Provides security to clients, monitors and supervises clients behavior	None	24 hours	Security Personnel
15. Attends social sessions/activities in the Center observing the minimum health standard during this COVID-19 crisis	15.1 Conducts further interview, counselling, inter-agency coordination, groupwork, static meeting and case conference through online or alternative modes of communication i.e. Video Conferencing taking into consideration the minimum health standard during	None	8 hours 1 hour 3 hours 1 hour	Social Worker



	<p>this COVID-19 crisis.</p> <p>15.2 Prepares case summary/ social case study report and service plan for submission to the respective court's email address sent through the official email address of Molave Youth Home</p>		<p>2 hours</p> <p>1 hour</p>	
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	<p>15.3 Assist clients during scheduled Video Conferencing Court Hearings in lieu of the physical hearings.</p> <p>15.4 Prepares and submit Quarterly progress report.</p> <p>15.5 Conducts Parent Effectiveness Conference through messenger/viber/videoconferencing</p> <p>15.6 Upon receipt of Court Order thru official email of the Court, Social Worker will facilitate release of client from the center (discharge paper can be prepared onsite or thru online) and reintegration to family or referral to other institutions if there is need</p>			
		TOTAL	117 hours, 10 minutes	

2. RECEPTION AND ACTION CENTER

Office or Division:	Residential and Rehabilitation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Disadvantaged sectors residing in Quezon City needing temporary shelter Male or Female ➤ 0-60 years old & above
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Commitment/Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral from	Quezon City Prosecutors Office Quezon City Family Court Barangay Government Hospital



COVID-19 PCRT Test Result Chest X-Ray		Government Hospital or any DOH accredited laboratory		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health standard during this COVID-19 crisis	1. Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
2. Upon entry to the facility, Disinfect shoes on shoe bath (take off shoes or slippers) Wash hands Body Temperature check Disinfect with alcohol	2. Assist client and referring party , Conduct body temperature check taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
3. Submit self for body check and physical examination observing the minimum health	3. Assess presented documentary requirements, including COVID-19 test result. Conducts body check and physical examination. * If there is a need, advise referring party to	None	30 minutes	Houseparent (Officer of the Day)



standard during this COVID-19 crisis	indicate in the medical certificate the findings during physical examination not included in the medical certificate. * If necessary, advise referring party to bring back client to the doctor for appropriate medical update			
4. Receives personal hygiene supplies	5. client to assigned Quarantine Area for new admission. Issue personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes interview observing the minimum health standard during this COVID-19 crisis	6. Conducts interview Conducts orientation on house rules /regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7.1 Supervised and monitors proper food preparation and distribution. Provides other personal items 7.2 , monitors & supervises client's household chore assignment. 7.3 Prepares and submits monthly behavioral monitoring reports.	None	8 hours 8 hours 1 hour	Cook Houseparent



<p>8. Submits self-observing the minimum health standard during this COVID-19 crisis</p>	<p>8. 1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19</p> <p>8.2 ake referral to health institutions</p> <p>8. 3Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode</p> <p>8. 4 Prepares and submits Monthly Medical Appraisal report.</p>	<p>None</p>	<p>8 hours</p> <p>2 hours</p> <p>1 hour</p> <p>1 hour</p>	<p>Nurse</p>
<p>9. Undergoes psychological assessment thru alternative /online mode</p>	<p>9.1 Conducts counselling such online/alternative mode), and interview and administer testing.</p> <p>9.2 Prepares and submits psychological assessment report.</p>	<p>None</p>	<p>4 hours</p> <p>4 hours</p>	<p>Psychologist</p>
<p>10. Attends Non-Formal Education class thru blended learning observing the minimum health standard during this</p>	<p>10.1 Conduct online Basic Literacy Class and Online Tutorial to clients who are enrolled in regular schooling under home study program of DepEd.</p> <p>10.2 Prepares and submit monthly progress report</p>	<p>None</p>	<p>4 hours</p> <p>1 hour</p>	<p>Houseparent</p>



COVID-19 crisis				
11. Attends skills training session based on interest & capacities observing the minimum health standard during this COVID-19 crisis	11.1 Conducts online skills training on soft trade industry and handicrafts-making taking into consideration the minimum health standard during this COVID-19 crisis 11.2 Prepares and submit monthly livelihood training monitoring report	None	4 hours 1 hour	Training Assistant
12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis	12. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
13. Attends value formation training and spiritual enrichment activities such as	13. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis	None	6 hours	Houseparent



prayer and attend Mass thru live observing the minimum health standard during this COVID-19 crisis				
14. Attends sessions/ activities in the Center observing the minimum health standard during this COVID-19 crisis	14. Conducts further interview, counselling, groupwork, static meeting and case conference through online or alternative modes of communication i.e. Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis	None	4 hours	Social Worker
15. Participates in data gathering , sessions and intervention thru online/alternative modes of communication again observing the minimum health standard during this	15.2 Prepares social case study report and Quarterly Progress Report.		2 hours	
			1 hour	



COVID-19 crisis				
16. Awaits release from the center.	16. Prepares documentary requirements for the release of client.			
		TOTAL	65 hours, 40 minutes	

1. PROTECTIVE SERVICE

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Persons with Disability		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Letter (1 original, 1 photocopy)			Barangay, NBI, Police	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Wait	After being informed of the need to conduct rescue operation, Social Worker shall immediately	None	1 hour	Social Worker



	coordinate with Police Officials and/or Barangay Officials who has jurisdiction over the case, to validate/verify such allegation of abuse and plans the rescue operation.			
Give accurate information	Conducts rescue with Barangay and Police Operatives	None	2 hours	Social Worker
Intake Interview & counselling / stress debriefing	Assess & conduct intake interview / counselling / stress debriefing with complete PPE (Mask & Alcohol) w/ Social distancing (at least 1 meter apart)	None	30 minutes	Social Worker
Submit self for medical examination / rapid test, if needed	Assists client for medical examination, if needed Assists client in securing Brgy. and Police blotter, medico legal Prepares initial Report on Findings (ROF) / Case Summary	None	2 hours	Social Worker
Pursues legal case against perpetrator	Assists client in the step by step process (Online filing of case from the Police level to the Office of the City Prosecutor up to Court level)	None	8 hours	Social Worker



	Secures necessary documentary requirements	None	3 days	Social Worker
Attends Center's planned activities	<u>PROTECTIVE CUSTODY</u> Refers client to Institution for temporary shelter	None	2 hours	Social Worker
	Conducts home visit and assess family capability assessment (FCA) if necessary Prepares Social Case Study Report; Supervisory Progress Report; Referral letter	None	7 days	Social Worker
		TOTAL:	12 days, 30 minutes	

2. REFERRAL

Office or Division:	Special Project Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2G - Government to Citizen
Who May Avail of the Service:	Women, Elderly, Person with Disability (PWD) other Non-Profit Organization
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ If applicable, Letter Request, Medical Certificate, Barangay Certificate ➤ For Solicitation Permit: <ul style="list-style-type: none"> • Letter of Request • Security and Exchange Commission (SEC) Registration Department • Registration Department of Social Welfare and Development Division (DSWD) • Solicitation Permit Application Form • Recommendation from concerned agencies pertinent to the nature of fund raising. <ol style="list-style-type: none"> 1. Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation 	Hospital, Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development Division and Agency and other concern agency.



<p>2. List of the Beneficiaries</p> <p>3. Authorization from the President of the Organization to solicit with the solicitor's picture and signature</p> <p>➤ For those applying for a Solicitation Permit with previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit.</p>				
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible



Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 Hours, 30minutes	

3. EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Children with Disabilities, Enrolled in public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, School ID and PWD ID			School and Person with Disability Affairs Office (PDAO)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Parent or Guardian of the client submit requirements for possible provision of assistance	Online submission of requirements	None	None	Social Worker
Conduct Validation with the school authorities	Online validation with school authorities	None	1 day	Social Worker
Wait	Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	Upon approval of the project proposal, purchase broadband	None	1 day	Social Worker



Receives and signs the extended assistance	Extend Broadband to beneficiaries for internet connection	None	7 days	Social Worker
		TOTAL:	39 days	

4. CAPABILITY BUILDING SESSIONS

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	All interested party
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original, 1 photocopy)	Client



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 hours, 30 minutes	

5. SENIOR CITIZEN VOLUNTEER PROGRAM

Metro Manila is under General Community Quarantine (GCQ) which was recommended by Inter Agency Task Force (IATF) on May 28, 2020. Senior Citizens are the most vulnerable & susceptible sector to be afflicted by Corona Virus Disease 2019 (COVID-19) considering their health condition due to old age. They are not recommended to go outside unless they will purchase food and/or medicines, thus, performing their task is temporarily suspended until such time that the government lifted the community quarantine. Likewise, the hiring of Senior Citizen Volunteer is on hold for the meantime.

6. SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Solo parent due to: Death of Spouse, Separation/Annulment, Abandonment, Unwed, Partner is physically or mentally ill (for 1 year with Medical Certificate) and Partner is convicted of a crime (for at least 1 year in prison)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate, Photocopy of Birth Certificate of minor children, 1x1 ID Picture, Any of the following applicable: Photocopy of Death Certificate of spouse widow/widower Copy of Filed petition for Annulment/Legal Separation Affidavit of Circumstances of being a Solo Parent	Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court.



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
*New Applicant Fills-up Application Form (download @dropbox.com) Requests and submits requirements thru online	Provides instruction on how to properly fill-up the form thru online Assess submitted documentary requirements Provides information on Solo Parent Act RA 8972	None	30 minutes	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff
Undergoes interview	<p>Conducts interview with complete PPE with Social distancing (at least 1 meter apart)</p> <p>Conducts home visit if necessary with complete PPE</p>	None	1 day	Social Welfare Officer or Special Project Division Staff
Accepts ID with complete PPE	Accepts ID with complete PPE	None	30 days	Social Welfare Officer or Special Project Division Staff
<p>*Old Applicant (Renewal)</p> <p>Fills-up Application Form (download @dropbox.com)</p> <p>Requests and submits requirements thru online</p> <p>Request for the renewal of Solo ID</p>	<p>Provides instruction on how to properly fill-up the form thru online</p> <p>Assess submitted documentary requirements</p> <p>Provides information on Solo Parent Act RA 8972</p>	None	30 days	Social Welfare Officer or Special Project Division Staff



Receive status report and schedule of interview	Provide feedback report and schedule of interview	None	1 day	Social Welfare Officer or Special Project Division Staff
Undergoes interview	Interviews applicants with complete PPE with Social distancing (at least 1 meter apart) Conducts assessment Conducts coordination with Barangay thru online, if needed	None	1 day	Social Welfare Officer or Special Project Division Staff
Accepts ID with complete PPE	Prepares and facilitates issuance of Solo Parent ID	None	5 minutes	Social Welfare Officer or Special Project Division Staff
		TOTAL:	32 days, 35 minutes	



1. Manpower Barangay Based Skills Training

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer or Manpower Development Assistant</i>



4. Wait	<p>4. Prepares feedback report and recommendation approval of requested training</p> <p>4.1 Upon approval of the requested training</p> <p>4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call</p>	None	6 working days, 2 hours	<p><i>Manpower Development Officer or Manpower Development Assistant</i></p>
5. Attends Dialogue	<p>5. Conducts dialogue through video conferencing</p> <p>5.1 Prepares and submits Enrolment Report</p>	None	4 Hours	<p><i>Manpower Development Officer or Manpower Development Assistant</i></p>



6. Attends Training	6. Conducts modular skills training by means of google class or Barangay Based Skills Training (Selected Courses) (Maximum of 8 Participants per course)	None	120 hours	Manpower Development Assistant
7. After finishing the modular training	7. Individual Release of Certificate of Completion	None	4 Hours	Manpower Development Officer or Manpower Development Assistant
		TOTAL:	22 Days, 5 Hours	

2. SOFT TRADE SKILLS TRAINING

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Identified individuals referred by other Division as part of Intervention Plan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits letter request through email or phone call	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	Manpower Development Officer
2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	Manpower Development Officer



3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer</i>
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4. Wait	<p>4. Prepares feedback report and recommendation approval of requested training</p> <p>4.1 Upon approval of the requested training</p> <p>4.2 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants through email or video call</p>	None	6 working days, 2 hours	Manpower Development Officer
5. Attends Training	<p>5. Conducts the sofrade skills training by means of google class or face to face training</p> <p>(Maximum of 8 Participants per course)</p>	None	4 hours	Manpower Development Assistant
		TOTAL:	7 Days, 4 Hours	

3. Productivity Skills and Capability Building Training

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	All interested party			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance	1. Assess training need and advise proponent as to schedule of further engagement through email or phone call	None	30 minutes	Manpower Development Officer



2. Wait	2. Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information through video call	3. Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. 3.1 Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer</i>



4. Wait	4.2 Inform proponent for the schedule of training through email or video call	None	2 hours	Manpower Development Assistant
5. Attends Dialogue	5.1 Prepares and submits Enrolment Report	None	4 Hours	Manpower Development Assistant
6. Attends Training	6. Conducts the blended skills training by means of modular or google class (Maximum of 8 Participants per course)	None	15 Days	Manpower Development Assistant
7. After finishing the training	7. Individual Release of Certificate of Completion 7.1 Organize group for training com production	None	10 Days, 4 Hours	Manpower Development Officer or Manpower Development Assistant
		TOTAL:	26 Days, 4 Hours	

4. SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 original, 1 photocopy)		Barangay		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Client seeks capital assistance ✓ Walk-in ✓ Phone Call ✓ Referral ✓ Email	1. Conduct coordination with the barangay regarding proponent's request (conduct orientation/ dialogue regarding	None	2 hours	Labor and Employment Officer



✓ Letter	programs for the "new normal")			
2. Wait	2. Prepares schedule for orientation/ assessment for possible assistance	None	1 day	<i>Labor and Employment Officer</i>



3. Subject self for assessment 3.1 Attends business counselling 3.2 Prepares and submits project proposal	3. Conducts orientation/ assessment 3.1 Conducts business counselling/ preparation of project proposal thru use of laptop and projector (a min of 2 to a max of 5 per session per staff) 3.2 Inform client to submit additional documentary requirements	None	4 hours	<i>Labor and Employment Officer</i>
4. Submits requirements	4. Prepares Case Summary report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	5 working days	<i>Labor and Employment Officer</i>
5. Wait	5. Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	5 working days	<i>Labor and Employment Officer</i>
6. Wait	6. Inform proponent for the schedule of extension of capital assistance	None	4 Hours	<i>Labor and Employment Officer</i>
7. Receives the capital assistance	7. Extends capital assistance to a minimum of 5 to a maximum of 10 beneficiaries a day	None	4 hours	<i>Labor and Employment Officer</i>



8. Provide information	8. Monitor status of the clients/business thru text or video call 8.1 Prepares and submit monitoring report	None	132 working days	<i>Labor and Employment Officer</i>
		TOTAL:	149 Days, 6 Hours	



4. REFERRAL

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Interested graduates of the Manpower Barangay Based Skills Training Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submits resume through email	1. Review resume 1.1 Coordinate with Industries/ companies for possible job through phone calls. 1.2 Inform graduates for the scheduled date of referral through phone calls.	None	2 weeks	<i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2. Extends referral letter addressed to the industry or PESO for possible employment	None	1 hour	<i>Labor and Employment Officer</i>
3. Able to get employment	3. Monitors status of employed graduates 3.1 Prepares and submits reports	None	3 Months	<i>Labor and Employment Officer</i>
		TOTAL:	54 Days, 1 Hour	



1. TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Office or Division:	Welfare and Relief Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Individuals/families in Crisis Situation			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Barangay Certificate Of Residency/ Indigency • Travel Clearance • Health Certificate 		<ul style="list-style-type: none"> - Barangay Hall - Police Station - Health Center 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
6. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	Officer on duty
7. Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of documentary Requirements 2.2 Provides client with queuing number 2.3 Assists client to proceed to concerned staff	None	10 minutes	Social Welfare Aide



<p>3. Proceeds to the concerned staff</p> <p>3.1 Submits necessary documents</p>	<p>3. Ask for additional information for validation</p> <p>3.1 Explains subsequent procedures in availing assistance (i.e Home visit, purchase of tickets, etc.)</p>	<p>None</p>	<p>30 minutes</p>	<p>Social Worker</p>
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4. Undergoes intake interview and provide accurate information	<p>4. Conducts Intake interview</p> <p>4.1 Conducts Counseling</p> <p>4.2 Advice client to wait for further assessment/ schedule of further engagement</p>	None	1 hour	Social Worker
5. Wait	<p>5. Conducts Home visit with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)</p> <p>5.1. Identifies other needs of the client</p> <p>5.2. Prepares documentary requirements:</p> <ul style="list-style-type: none"> a. Report on Findings b. Referral Letter <p>5.3. Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development)</p> <p>5.4. Purchase tickets</p> <p>5.5. Informs client as to the schedule of departure</p>	None	14 Days	Social Worker



6. Signs Acknowledgement Receipt	6. Escort client to bus terminal/ port			
6.1. Receives ticket/s and Referral Letter to receiving LGU	6.1. Extends ticket/s and Referral Letter 6.2. Ensures that client is really on board	None	4 Hours	
	7. Prepares necessary documents for liquidation purposes	None	4 Hours	
		TOTAL:	15 Days, 1 Hour, and 45 minutes	



2. EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

Office or Division:	Welfare and Relief Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client and G2G – Government to Government			
Who May Avail of the Service:	Individuals/families in Crisis Situation			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		- None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	➤ Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
➤ Present self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)		10 minutes	<i>Social Welfare Aide</i>
	2.1. Assists walk-in clients to proceed to concerned staff 2.2. For calamity victims, assists client to proceed to queuing			
3. Proceeds to concerned staff	3. Conducts initial assessment		30 minutes	<i>Social Worker</i>



4. Undergoes Intake Interview and provide accurate information	4. Conducts Intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart)		30 minutes for walk-in clients	<i>Social Worker</i>
4.1. Victims of calamity attend scheduled activities while at the Evacuation Center	4.1. Conducts further assessment 4.2. Prepares documents for approval of extension of Dry Ration 4.3. Conducts Relief Operation activities for victims of calamity		14 days (2 weeks) for victims of calamity	<i>Welfare Aide</i> <i>Day Care Workers</i>



5. Wait	<p>5. Prepares documents for approval of extension of Dry Ration</p> <p>5.1. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity</p>		<p>1 hour for dry ration of walk-in clients</p> <p>1 day for dry ration of victims of calamity</p> <p>5 days for financial assistance</p>	
<p>6. Walk-in client receives Dry Ration upon approval</p> <p>6.1. Victims of calamity receive dry ration upon pull-out of relief operation</p> <p>6.2. Receives Financial Assistance upon approval</p>	<p>6. Extends Dry Ration</p> <p>6.1. Coordinates with the barangay council to inform client on the schedule of extension of financial assistance</p> <p>6.2. Extends Financial Assistance</p>	None	<p>30 minutes for walk-in clients</p> <p>1 day for victims of calamity</p>	<i>Social Worker</i>



	7. Prepares and submits Post-Evaluation Report		1 day	
		TOTAL:	22 Days, 2 Hours, and 45 minutes	



3. FOOD FOR WORK

Office or Division:	Welfare and Relief Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	Identified individuals who are willing to render service for duly approved and supervised restorative and rehabilitative project in the community within Quezon City			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		- None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self for inclusion in the project	2. Assess capacity of volunteer 2.1. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
3. Undergoes Intake Interview and provide accurate information 3.1. Attends orientation	➤ Conducts intake interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) ○ Conducts orientation ○ Advice client on the schedule of project implementation		1 hour	



➤ Participates in the implementation of the identified project ○ Signs the payroll ○ Receives Material Assistance	1. Implements and monitors daily activities of identified project 1.1. Prepares Payroll 1.2. Extends Material Assistance		5 days	
	2. Prepares and submits completion report		1 day	
		TOTAL:	7 Days, 1 Hour, and 5 minutes	

4. REFERRAL

Office or Division:	Welfare and Relief Division
Classification:	Simple and Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in crisis situation/referral from the Barangay Council for special cases
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> • Checklist from the hospital / welfare agency • Original copy of Brgy. Certificate of Residency • Identification Card • Original copy of Medical Certificate / Clinical Abstract for Medical Assistance • Certified True Copy of Death Certificate for Burial Assistance • Barangay Blotter (if applicable) 	<ul style="list-style-type: none"> - Hospital or any welfare agency - Barangay Hall - Local Civil Registry Office



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk 2.1. Presents documentary requirements	2. Accommodates client's query 2.1. Conducts initial assessment of documentary requirement 2.2. Provides client with queuing number 2.3. Assists referring party of special cases to proceed to concerned staff		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff 3.1. Submits necessary requirements	➤ Receives and checks documents presented ○ Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>



<p>➤ Undergoes intake interview and provide accurate information</p>	<p>4. Conducts Intake Interview</p> <p>4.1. Identifies other needs of the client</p> <p>4.2. Coordinates with concerned agencies when applicable</p> <p>4.3. Prepares Referral Letter</p> <p>4.4. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals</p>	<p>None</p>	<p>1 hour for immediate referrals</p> <p>10 working days for special cases</p>	<p><i>Social Worker</i></p>
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<p>5. Receives Referral Letter</p> <p>5.1. For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable</p>	<p>5. Extends Referral Letter</p> <p>5.1. Presence of SWAB TEST / RAPID TEST to every client in compliance with Health protocols and guidelines to contain the spread of the Coronavirus disease (COVID-19) as among the requirements also of the receiving LGU.</p> <p>5.2. Escort client to welfare institutions / hospitals (abandoned cases)</p>		<p>.....</p>	<p>Medical Officer</p>
	<p>6. Prepares and submits necessary documents for documentation purposes</p>			
		<p>TOTAL:</p>	<p>10 Days, and 45 minutes</p>	



5. VOLUNTEER & AUXILIARY PROGRAM

Office or Division:	Welfare and Relief Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who May Avail of the Service:	Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> Filled-up Personal Data Sheet (PDS) with picture 		- Social Services Development Department under Welfare and Relief Division –District Social Worker		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	<ul style="list-style-type: none"> ➤ Process the names of identified volunteers ○ Coordinates with Day Care Workers for evaluation ○ Prepare schedule of activities ○ Inform client on the schedule of home visit 	None	7 working days	Social Worker
➤ Provide additional information	2. Conducts home visit 2.1. Assess capacity of volunteers		7 working days	



3. Attends orientation	<ul style="list-style-type: none"> ➤ Inform client on the schedule of orientation ○ Conducts orientation ○ Prepares and submits masterlist of would be participants ○ Prepares Project Proposal, Training Design and resources needed for the training 		7 working days	
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<ul style="list-style-type: none"> ➤ Attends and Participate in the training ○ Receives Certificate of Completion 	4. Conducts training program 4.1. Monitors progress during training 4.2. Provides Certificate of Completion	None	22 days	<i>Social Worker</i>
5. Submit Post-training Evaluation Form	5. Conducts post evaluation 5.1. Analyze data from the result of evaluation		1 day	



6. Performs volunteer work in the community	6. Conducts monitoring 6.1. Conducts regular meetings (monthly, quarterly, annual) 6.2. Recommends additional trainings for volunteers			
		TOTAL:	44 days	

6. FINANCIAL ASSISTANCE

Office or Division:	Welfare and Relief Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Individuals in crisis situation
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
➤ Medical Assistance <ul style="list-style-type: none"> • Original / Certified True Copy of updated Medical Abstract / Medical Certificate (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of updated Prescription Slip (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of Barangay Certificate of Indigency 	<ul style="list-style-type: none"> - Hospital / Health Center - Barangay Hall



<ul style="list-style-type: none"> ➤ Burial Assistance <ul style="list-style-type: none"> ▪ Certified True Copy of duly registered Death Certificate ▪ Original copy of duly notarized Funeral Contract ➤ Original copy of Barangay Certificate of Indigency 	<ul style="list-style-type: none"> - Local Civil Registry Office - Funeral Service <p>Barangay Hall</p>
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Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Presents self to Information Desk	2. Accommodates client's query with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 2.1 Conducts initial assessment of documentary requirements 2.2 Assists client for queuing		10 minutes	<i>Social Welfare Aide</i>
3. Presents documentary requirements	3. Checks the authenticity of the documents		30 minutes	<i>Social Worker</i>



4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview with complete PPE (Face Mask & Alcohol) with social distancing (at least 1 meter apart) 4.1 Identifies other needs of the client 4.2 Prepares Report on Findings 4.3 If applicable, prepare Referral Letter to other welfare agencies 4.4 Purchase medicines/ Prepare Guarantee Letter		1 hour	
5. Receives medicines/ Guarantee Letter	5. Extends of medicines/ Guarantee Letter		20 minutes	
		TOTAL:	2 Hours and 5 minutes	



TASK FORCE CONTROL AND PREVENTION AND REMOVAL OF ALL ILLEGAL STRUCTURES AND SQUATTING Central Office

Internal Services

1. FRONTLINE SERVICES

Scheduled of Availability of Service:

Monday to Friday

8:00 am – 5:00 pm

Office or Division:	TASK FORCE COPRISS			
Classification:	Demolition Team			
Type of Transaction:	Internal Services			
Who may avail:	Complaint- any persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Letter Request	1.Receiving and processing documents		3 Minutes	<i>Receiving Section</i>
	2.Evaluation of the Documents		1 to 3 days	<i>Office Head</i>
	3.Dissemination of the documents to assigned coordinators		1 day	<i>Office Head</i>
	4.Conduct ocular investigation and issuance of "Paanyaya"		14 days	<i>District Coordinator</i>
	5. Conduct (3) consecutive dialogues with the complainant and the affected structure owners.		4 weeks	<i>Mediator</i>



	6. Submit corresponding report		1 day	<i>Mediator</i>
	7. Prepared a request for the issuance of an Order address to the Office of the City Attorney.		3 to 5 days	<i>Office Head</i>



	8. Processing of the request		12 Months	<i>Office of the Secretary to the Mayor</i>
	9. Upon receiving the Memorandum Order issued a 30 days' Notice/Notices		10 days	<i>District Coordinator</i>
	11. Upon Issued of the 30 day notice, prepared request for the issuance of a clearance at the Office of the City Attorney		3 days	<i>Office Head</i>
	12. Upon issuance of a clearance final 7 to 15 notices will issued		5 days	<i>District Coordinator</i>
	13. Request for a Certificate of Compliance (COC)		7 days	<i>Office Head</i>
	14. Preparation for a Conduct of COC		2 Months	<i>Quezon City Local Housing Board</i>
	15. Request for a conduct of Pre-Demolition Conference (PDC)		5 days	<i>Office Head</i>
	16. Preparation of Pre-Demolition Conference		1 Month	<i>Camp Karingal</i>
	17. Request for Police Assistance		1 to 2 Months	<i>Office Head</i>
	18. Implementation of the Memorandum		5 days	<i>Task Force COPRISS</i>
	19. Submission of After dismantling operation from the Office of the Mayor		1 day	<i>Office Head</i>
-END OF TRANSACTION-				



Public Affairs and Information Services Department

Public Information Office

1. Request for Coverage, Photos, Video Clips, Newspaper Clippings, News Letter Materials, IEC Materials, Broadcast Monitoring, Social Media Posting and Web Posting.

Media coverage is given to important and big events as well as to good projects the city government wants to amplify. Subsequently, these may be posted at our official social media accounts and website so the story can be further picked up by the various forms of media—television, newspaper, and radio.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head



	Prepares and generate request document	None	20 minutes	Technical Staff
TOTAL:		None	30 minutes	

2. Request for Editorial Services (Content Creation)

Editorial services or content creation is provided to the requesting department given that facts are given and/or available.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	1 hour	Technical Staff
TOTAL:		None	1 hour and 10 minutes	

3. Request for Service Referrals



Public/client to provide further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the city government's projects and services.

If the issue requires further referral with other offices/departments, endorse the complaint to the offices/departments for the appropriate action which can best address the concern.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	30 minutes	Admin Division
TOTAL:		None	40 minutes	

4. Complaints



Feedback and complaints are welcome as it will help us improve the city's services. Citizens, institutions, and other clients may contact the department and provide us with complete details and recommended outcome or action.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter/Request Form		PAISD Receiving Clerk		
Letter thru Social Media				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Technical Staff
	Prepares and transmit to agency concern	None	30 minutes	Dept. Head / Technical Staff
TOTAL:		None	35 minutes	



OFFICE FOR SENIOR CITIZENS AFFAIRS

ISSUANCE OF NATIONAL UNIFORM SENIOR CITIZENS ID

Process new applications for Senior Citizens ID.

Office or Division:	Office for Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Senior Citizens 60 years old and above, Filipino Citizens It may apply to Senior Citizens with “dual citizenship” provided that they will prove their Filipino citizenship and have at least six (6) months residency in Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Should bring latest four (4) 1x1 colored ID pictures and any two (2) of the following documents, at least six (6) months old issued, indicates the Applicant/Senior Citizen's NAME, DATE OF BIRTH and QUEZON CITY ADDRESS.	
- Voter's ID / Voter's Registration	COMELEC
- Tax Identification (TIN) ID	BIR
- Philippine Driver's License	LTO
- Postal Identity Card	PHLPOST
- PVAO Veterans ID/AFPSLAI Card	PVAO/ AFPSLAI
- Philippine National Police (PNP) Firearm License Card	PNP
- National Bureau of Investigation (NBI) Clearance	NBI
- QCPD (Police) Clearance Certificate	QCPD
Other supporting ID/Documents	
- Social Security System (SSS)/GSIS ID Card	SSS/GSIS
- Professional Regulation Commission (PRC) ID	PRC
- IBP ID Card/DFA Philippine Passport	IBP/DFA
- Barangay ID/Clearance (at least 6 months residency)	Barangay where the person resides



- Billing Statement (under applicant/senior citizen's name) Additional Requirement for Transfer from other City/Mun. - Certificate of Cancellation from their respective OSCA		Utility concessionaire OSCA of the concerned LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present appropriate requirements with pictures, fill-up the application form and photocopy of valid or supporting documents	1.1. Evaluate duly accomplished form with attached proper documents.	None		District Senior Citizens ID Evaluator
2. Proceed to assigned District Senior Citizens ID Processor and submit the form.	2.1. Process Senior Citizens ID and Purchase Slip Booklets, recording and filing.	None		District Senior Citizens ID Processor
3. Received the Senior Citizens ID by signing the Record Book.	3.1. Released / issued Senior Citizens ID with complete set of Purchase.	None		District Senior Citizens ID Processor
	TOTAL		1 day	

Replacement of Senior Citizens ID (Old/Damaged/Lost S.C. ID)

Process requests for Senior Citizens ID card replacement

Office or Division:	Office for Senior Citizens Affairs
Classification:	Simple
Type of Transaction:	G2C



Who may avail:		OSCA-Quezon City registered Senior Citizens, Filipino It may apply to Senior Citizens with “dual citizenship” provided that they will prove their Filipino citizenship.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old / Damaged Senior Citizens ID Old Purchased Slip Booklets Other Valid Documents Affidavit of Loss (for lost card) Latest four (4) 1x1 colored ID pictures For Representative of Applicant - Authorization of Senior Citizen/ID of Representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present old/damaged Senior Citizens ID, Booklets or Affidavit of Lost/other documents.	1.1. Issue Lost / Replacement Form	None		Replacement / Lost Senior Citizens ID Evaluator
2. Fill-up Lost/Replacement Form and submit with pictures.	2.1. Evaluate duly accomplished form with attached damaged S.C. ID or Affidavit of Lost / other documents & issue Order of Payment	None		Replacement / Lost Senior Citizens ID Evaluator
3. Proceed to City Treasury Office for the Payment of Replacement/Lost of Senior Citizens ID.	3.1. Issued Official Receipt	P100.00		City Treasurer's Office



4. Proceed to Replacement/Lost S.C. ID Processor & present the Official Rec't.	4.1. Process S.C. ID and Purchase Slip Booklets, recording and filing.	None		Replacement / Lost S.C. ID Processor
5. Received the Senior Citizens ID by signing the Record Book.	5.1. Released / issued S.C. ID with complete set of Purchase Booklets.	None		Replacement / Lost S.C. ID Processor
	TOTAL	P100.00	1 day	



TASK FORCE on SOLID WASTE MANAGEMENT

1. Waste Management Operations

The Task Force on Solid Waste Management (TFSWM) provides sanitation services for the entire city including regular waste management operations at identified sources such as but not limited to, households, thoroughfares, and institutions.

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business			
Who may avail:	Residents, identified institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None required		None required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow the waste collection schedule	Deployment of waste collection vehicles	none	<ul style="list-style-type: none"> Monday & Friday (Biodegradable), Wednesday (Non-Biodegradable) Tuesday & Saturday (Biodegradable) & Thursday (Non-biodegradable) 	Chief, Waste Management Operations Division
	TOTAL	None	As mentioned above	

2. Request for Disaster-Relief and Clean-up Operations

The Task Force on Solid Waste Management (TFSWM) provides the deployment of support vehicles for waste collection or transportation in response to any crisis or requirement of the city government and other



requesting organizations/agencies. The service provides the collection and disposal of disaster-relief operations such as but not limited to, debris from fire incidents, emergency/crisis-response, demolition/clearing activities and typhoons, and bulky waste as may be determined by TFSWM;

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Collection and/or Transportation Vehicles		Personal letter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter with complete information to TFSolidWaste@quezoncity.gov.ph	1.Acknowledgement receipt of request letter	None	Within 1 day	Chief, Public Affairs and Special Concerns Division
	2.Coordination with the requesting individual/s to verify the request	None	within 1-3 business days	Chief, Waste Management Operations Division
	3.Deployment of collection and/or transportation vehicles	none	Within 1 day	Chief, Waste Management Operations Division
	TOTAL	None	As mentioned above	



3. Processing and Issuance of Environmental Clearance

Environmental Clearance is issued by the Quezon City Government thru the Task Force on Solid Waste Management (TFSWM) to establishments that are compliant with the QC Environment Code and other national government sanitation and environmental standards. An Environmental Clearance is valid one (1) year from the date of its issuance and must be renewed annually.

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Complex			
Type of Transaction:	G2B – Government to business			
Who may avail:	All business establishments in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Requirements: <ol style="list-style-type: none"> 1. Unified Business Permit Application Form 2. Barangay Clearance Supporting Documents: (If Applicable) <ol style="list-style-type: none"> 1. Environmental Compliance Certificate (ECC) 2. Certificate of Non-Coverage (CNC) 3. Permit to Operate Emission Source Installation (PO-ESI) 4. LLDA Clearance 5. Discharge Permit 6. Other Local Permits 		Initial Requirements: <ol style="list-style-type: none"> 1. Business Permit and Licensing Department (BPLD) thru BOSS 2. Respective barangays Supporting Documents: (If Applicable) <ol style="list-style-type: none"> 1-3: Department of Environment and Natural Resources (DENR) 4-5: Laguna Lake Development Authority (LLDA) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must access online application for new business through the QCG Business-One-Stop-Service (BOSS) website/account 2. Client shall email a scanned copy of documentary requirements for	1. BPLD shall forward the client's application thru TFSWM official e-mail address: (TFSolidWaste@quezoncity.gov.ph) for initial evaluation. 2. TFSWM will acknowledge receipt of client's online	None	Within 1 day	Chief, Public Affairs and Special Concerns Division



Environmental Clearance (EC) to TFSolidWaste@quezoncity.gov.ph with subject "ENVIRONMENTAL CLEARANCE APPLICATION"	application of EC and provide a list of documentary requirements and courier options			
3.Client shall receive the results of the evaluation of their application via email	3.TFSWM will evaluate and assess the submitted documents including possible fees. Upon satisfactory completion of requirements, the TFSWM will issue results of evaluation and send the online Order of Payment.	None	within 1-3 business days	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)
4.Client must settle payment at any branch of Landbank of the Philippines (LBP) or through online banking. A scanned copy of the Official Receipt must be forwarded to the same email for payment verification	4.Once scanned copy of receipt is received through email, TFSWM will verify payment and notify the client of delivery schedule	(1) Inspection Fee: <ul style="list-style-type: none"> • All big-scale Manufacturing Industries – P1,800.00 • Funeral Parlor with crematorium/embalming services and other similar activities – P1,500.00 • Sewage/ Hazardous waste collector/transporter and treater – P1,500.00 • Fuel Depot and Fuel Storage Facilities – P1,000.00 • Sanitary waste landfills & Toxic waste Treatment Disposal Sites – P1,000.00 • Hotels/Motels/Apartelles/ Inns – P1,000.00 • Welding Shops/Auto Repair and Painting Shops/Printing Shops/Machine Shops – P1,000.00 	n/a	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)



		<ul style="list-style-type: none"> • Furniture Shops/Refrigerator Repair Shops – P1,000.00 • Garbage Contractors/Garbage Truck Terminals/Transfer Stations – P800.00 • Private Hospitals and Laboratories P800.00 • Shopping Centers/Malls/Markets/Talipapa – P800.00 • Housing Dev. Projects(Residential Subd., Parks, Memorial Parks)/ Condominiums – P800.00 • High-Rise Buildings – P800.00 • Private Schools – P800.00 • Fast food Chains/Restaurants – P800.00 • Amusement/Recreational Places, SportsCenters,KTV,Vide oke,Golf Courses and similar establishments – P600.00 • Small Scale Manufacturing Industry – P500.00 • Transport Terminals/Garage/Trucking Services – P500.00 • Filling Stations and LPG Filling Stations – P500.00 • Substations/Cell Sites – P500.00 • Foundry Shops/Molding or Heating process/Melting of Metals – P500.00 • Animal Farms/Piggery exceeding 25 heads – P500.00 		
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		<ul style="list-style-type: none"> • Carwash/Laundry Services/Funeral Parlors – P500.00 • Junkshops – P500.00 • LPG Retailers (10 tanks and above) – P300.00 • Medical Clinics/ with Lying-in Clinics – P300.00 • Other activities, projects as maybe determined by the DEPARTMENT, has been the subject of complaints/inspection – P300.00 <p>(2) EPO FEE – P300.00 (applicable to all applicants) (3) Courier Delivery Fee Note: Failure to renew such clearance within the prescribed period shall pay a fine of P5,000.00 and P5,000.00 for every succeeding year of non-renewal.</p>		
5. Hard Copy of the EC shall be delivered to the client	5.TFSWM will release the approved Environmental Clearance through the client's preferred courier.	Included in Order of Payment	Within 3-5 business days	Chief, Permits and Compliance Division (E-response Team and Permits and Evaluation Section)
6.Client's establishment shall be subject to onsite inspection for further validation	6.TFSWM will conduct onsite inspection to verify client's compliance. Environmental Clearance may be revoked upon further validation.	None	n/a	Chief, Permits and Compliance Division (Compliance and Enforcement Section)
	TOTAL	As mentioned above	As mentioned above	



4. Payment of Environmental Violation Receipt (EVR) and Ordinance Violation Receipt (OVR)

EVR and OVR that were issued by the Task Force on Solid Waste Management (TFSWM) and any other authorized personnel must be processed by the violator and pay the corresponding penalties based on City Ordinance SP 2350 S-2014

Office or Division:	Task Force on Solid Waste Management (TFSWM)			
Classification:	Simple			
Type of Transaction:	G2C - Government to citizen G2B – Government to business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned/E-copy of the EVR/OVR		Task Force on Solid Waste Management (TFSWM)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client shall email a scanned copy of EVR/OVR to TFSWM official e-mail address: (TFSolidWaste@quezoncity.gov.ph)	1.TFSWM will acknowledge receipt of client's email and instruct client to stand by for Order of Payment	n/a	Within 1 day	Chief, Permits and Compliance Division (Compliance and Enforcement Section)
2.Client must settle the online Order of Payment at any branch of Landbank of the Philippines (LBP) or through online banking. Client must email payment receipt to the same email and wait for	2.TFSWM will issue online Order of Payment. Once payment has been verified, TFSWM will send an email verification to the client	QC Environment Code (City Ordinance No. SP-2350, S-2014) Chapter IV. Solid Waste Management (1) Dirty Premises 1 st Offense – 1,000.00 2 nd Offense – 3,000.00 3 rd Offense – 5,000.00 (2.1) Non-segregation of waste at source (2.2) No Separate Garbage Bins	n/a	Chief, Permits and Compliance Division (Compliance and Enforcement Section)



<p>email verification from TFSWM</p>		<p>(2.3) No Proper Garbage Storage (2.4) No Proper marking on Bins/Storage Area (2.5) Setting out garbage not in front of premises (2.5) Collection of recyclables (contractors) (2.6) Collection of PCM (contractors) (2.7) Hiring illegitimate haulers (2.8) Setting out unsegregated waste (2.9) Setting out during non-collection (2.10) Waste not properly packed & tied (2.11) Unauthorized collection</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + non-collection of Garbage</p> <p>(3) Unauthorized collection (3.1) Scavenging 1st Offense – 1,000.00 or 1 day CS 2nd Offense – 3,000.00 or 3 days CS 3rd Offense – 5,000.00 or 5 days CS</p> <p>(4) Unsegregated bulky waste (4.1) Improper tree cuttings/Unpacked yard waste (4.2) Improper disposal of construction debris (4.3) Unsegregated HHW (4.4) Collection of THW (contractor) (4.5) Hiring unauthorized waste treaters (4.6) Unsegregated Electronic Waste (4.7) Collection of Electronic Waste (contractor)</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00</p>	
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		<p>(5) Unregistered collection equipment</p> <p>(5.1) No proper markings</p> <p>(5.2) Not in good running condition</p> <p>–No tools/spare tires</p> <p>–Hanging sacks</p> <p>(5.3) Dirty truck</p> <p>(5.4) Improperly cover truck</p> <p>–Spillage of garbage</p> <p>–Foul odor on truck</p> <p>(5.5) No functional device</p> <p>(5.6) No cleaning/clearing tools</p> <p>(5.7) Smoke Belching GT</p> <p>(5.8) Unauthorized garbage collector</p> <p>(5.9) Unsanitary GT</p> <p>(5.10) No proper uniform/ID</p> <p>(5.11) Pamumulasi/ sorting</p> <p>(5.12) Causing damage to Garbage Container</p> <p>(5.13) Reckless driving</p> <p>–Under influence of alcohol/drugs</p> <p>(5.14) Solicitation</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2nd Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3rd Offense –</p> <p>a. 5,000.00 and/or 1 month imprisonment</p> <p>b. Revocation of BP</p> <p>c. Disqualification</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2nd Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3rd Offense –</p> <p>a. 5,000.00 and/or 1 month imprisonment</p> <p>b. Revocation of BP</p> <p>c. Disqualification</p> <p>(6) No garbage receptacles on PUV</p>		
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		<p>(6.1) No proper Label on receptacles 1st Offense – 500.00 2nd Offense – 1,000.00 3rd Offense – 2,000.00</p> <p>(7) Littering 1st Offense – 500.00 or 1 day CS 2nd Offense – 1,000.00/3 days CS 3rd Offense– 2,000.00/5 days CS</p> <p>(8) Illegal Dumping (8.1) Illegal storing of garbage (8.2) Illegal Dumpsite</p> <table><tr><th>VOLUME</th><th>1ST OFF.</th><th>2ND OFF.</th><th>3RD OFF.</th></tr><tr><td><1 CU.M</td><td>2,000.00</td><td>4,000.00</td><td>5,000.00</td></tr><tr><td><1 CU.M /></td><td>5,000.00</td><td>5,000 + NOT LESS THAN 6 MOS IMPRI.</td><td>5,000+ NOT MORE THAN 1 YR. IMPRI.</td></tr><tr><td>>4-8 CU.M</td><td>5,000.00</td><td>5,000 + NOT LESS THAN 1 MOS IMPRI.</td><td>5,000+ NOT LESS THAN 6 MOS IMPRI.</td></tr><tr><td>8 CU.M /></td><td>5,000.00</td><td>5,000 + NOT LESS THAN 6 MOS IMPRI.</td><td>5,000+ NOT MORE THAN 1 YR. IMPRI.</td></tr></table> <p>(9) Open Burning</p>	VOLUME	1 ST OFF.	2 ND OFF.	3 RD OFF.	<1 CU.M	2,000.00	4,000.00	5,000.00	<1 CU.M />	5,000.00	5,000 + NOT LESS THAN 6 MOS IMPRI.	5,000+ NOT MORE THAN 1 YR. IMPRI.	>4-8 CU.M	5,000.00	5,000 + NOT LESS THAN 1 MOS IMPRI.	5,000+ NOT LESS THAN 6 MOS IMPRI.	8 CU.M />	5,000.00	5,000 + NOT LESS THAN 6 MOS IMPRI.	5,000+ NOT MORE THAN 1 YR. IMPRI.		
VOLUME	1 ST OFF.	2 ND OFF.	3 RD OFF.																					
<1 CU.M	2,000.00	4,000.00	5,000.00																					
<1 CU.M />	5,000.00	5,000 + NOT LESS THAN 6 MOS IMPRI.	5,000+ NOT MORE THAN 1 YR. IMPRI.																					
>4-8 CU.M	5,000.00	5,000 + NOT LESS THAN 1 MOS IMPRI.	5,000+ NOT LESS THAN 6 MOS IMPRI.																					
8 CU.M />	5,000.00	5,000 + NOT LESS THAN 6 MOS IMPRI.	5,000+ NOT MORE THAN 1 YR. IMPRI.																					



		<p>1st Offense– 500.00/1 day CS 2nd Offense– 1,000.00/3 days CS 3rd Offense – 2,000.00 or 5 days CS</p> <p>(10) Urinating (10.1) Spitting/ “Singa” (10.2) Defecating</p> <p>1st Offense – 500.00 or 1 day CS 2nd Offense – 1,000.00 or 3 days CS 3rd Offense – 2,000.00 or 5 days CS</p> <p>(11) No Environmental Clearance (11.2) No sufficient space (11.3) No separate sorting or storage area (11.4) No septic tank (11.5) No parking area (11.6) No proper signboard (11.7) Non display of EC (11.8) No uniform/ID of Junkshop personnel (11.9) No proper markings on collection equipment (11.10) Not color-coded collection equipment (11.11) Unsanitary/Unclean Junkshop (11.12) No Permit to Trade Recyclables (11.13) Untimely trading (trading time: 6am-6pm) (11.14) Improper dis. of post-consumer mat'l/Hiring illegitimate haulers (11.15)Using sidewalk as weighing & sorting area (11.16) Using sidewalk & roof as storage area (11.17)Using sidewalk /roadside as parking area (11.18) Untimely trading prohibited time:6pm-6am</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00</p>		
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		<p>3rd Offense – 5,000.00 + cancellation of BP or 30-60 days imprisonment or both for 3rd & subsequent offense</p> <p>(12) Using Polyethylene materials (12.1) Transporting PE materials –Selling PE materials –In possession of PE materials</p> <p>1st Offense – NOV 2nd Offense – 3,000.00 + 3 days CS 3rd Offense – 5,000.00 + 3 days CS (FIRM) 1st Offense – NOV 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + Revocation of BP</p> <p>(13) No environment friendly notice (13.1) Distribution of plastic bags below 15 microns (13.2) Not imposing Plastic Recovery System fee –No transaction receipt (13.3) Distribution of plastic carryout bags w/ handles, holes/string (13.4) Not charging P2/plastic bag –Non submission of annual audited financial Report –Non submission of Quarterly Report (13.5) Improper use of Green Fund (13.6) Non provision of reusable carryout bags (13.7) No green lane (13.8) No Recyclables trading activity</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00</p>		
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		<p>3rd Offense – 5,000.00 + Cancellation of BP</p> <p>(14) Using plastic bag in Gov't Institution - Using styro in Gov't Inst.</p> <p>(14.1) Vendors utilizing/offering/selling plastic bag/ styro</p> <p>(14.2) Vendor utilizing plastic bag/styro as packaging for food & drinks</p> <p>(14.3) Bringing/using plastic bags/styro by employees/ students/clients/visitors</p> <p>(14.4) Serving food & drinks on plastic bags/styro</p> <p>(CONCESSIONAIRES) 1st Offense – 500.00 2nd Offense –1,000.00 3rd Offense –2,000.00 + Cancellation of BP</p> <p>(EMPLOYEES) 1st Offense – Warning from CP 2nd Offense –Warning from EPWMD & Office Head 3rd Offense – 2,000.00 + Reprimand from EPWMD & Office head</p> <p>(VISITORS) 1st Offense – Warning from EPWMD 2nd Offense –P500.00 3rd Offense – P1,000.00</p> <p>AIR POLLUTION</p> <p>(1) Ban on Smoking in Public Places</p> <p>One Thousand Pesos (P1, 000.00), or one (1) month and one (1) day to three (3) months imprisonment or both at the discretion of the court.</p> <p>(2) Violation for Standards for Stationary Sources</p>		
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		<ol style="list-style-type: none"> 1. First Offense – One thousand (P1,000) and issuance of Notice of Violation 2. Second Offense – Three thousand (P3,000) and issuance of Cease and Desist Order (CDO) for the pollution source. 3. Third Offense – Five thousand (P5,000) and recommendation for the issuance of a Closure Order to the BPLO. <p>WATER POLLUTION</p> <p>(1) Illegal discharge/ deposit of garbage, oil into drainage outlets, etc.</p> <p>(1.1) Illegal discharge, injecting, seeping of any substance into soil</p> <p>(1.2) Operating facilities that discharge or allow to seep or by gross negligence, prohibited chemicals, substances or pollutants into bodies of water</p> <p>(1.3) Illegal transport, dumping or discharge of prohibited chemicals</p> <p>(1.4) Discharging regulated water pollutants without discharge permit</p> <p>(1.5) Operating facilities that discharge regulated water pollutants without valid permits</p> <p>(1.6) Unauthorized transport or dumping of sewage sludge or solid waste</p> <p>1st Offense – P1,000.00 + issuance of NOV</p> <p>2nd Offense – P3,000.00</p> <p>3rd Offense – P5,000.00</p> <p>(2) No Waste Water Treatment Plant or WWTP</p> <p>(2.1) No Septic Tank / Sewerage Treatment Plant</p>		
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		<p>(2.2) No Grease Trap / Grease Interceptor (2.3) No Oil and Water Separator (2.4) No Sealed Concrete Holding Tank (2.5) No Sealed Container</p> <p>1stOffense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 + issuance of CDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(3) Refusal to de-sludge (3.1) Refusal to connect its sewage</p> <p>(ESTABLISHMENTS) 1stOffense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 + issuance of CDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(RESIDENCES) P1,000.00 for every count of violation</p> <p>(3) Dumping/Discharging of sludge and septage (3.1) Desludging and transporting septage w/o permit (3.2) Hiring illegal desludger</p> <p>(PERSON/ESTABLISHMENTS) P5,000.00 + 3-6 months imprisonment + confiscation of equipment/paraphernalia used</p> <p>NUISANCE</p> <p>(1) Excessive noise (1.1) Foul odor from motor vehicle (1.2) Foul odor from residence or business (1.3) Obstruction (1.4) Illegal dumpsite (1.5) Illegal pens or cages</p>		
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		<p>(1.6) Disturbance of peace caused by pets/livestock -Foul odor from pets/livestock</p> <p>(1.7) Allowing pets to defecate in public places</p> <p>(1.8) Storing and drying of manure/annoying materials/merchandise</p> <p>(1.9) Growth weeds, grasses and bushes</p> <p>(1.10) Animal excreta</p> <p>1stOffense – P1,000.00 + issuance of NOV</p> <p>2nd Offense – P3,000.00 + issuance of CDO</p> <p>3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(2) Excessive noise not permissible</p> <p>(2.1) Use of loud sound-producing equipment or machine</p> <p>(2.2) No sound-proofing</p> <p>1st Offense: P1, 000 + issuance of NOV</p> <p>2nd Offense: P3, 000 + issuance of CDO</p> <p>3rd Offense: P5, 000 + issuance of CO and confiscation of sound source</p> <p>FOR NON-COMPLIANCE</p> <p>1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days</p> <p>2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty (60) days</p> <p>3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p>		
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		<p>(3) Indiscriminate usage of music devices, horns, etc. (motor vehicle) -No permit for using PA system (gatherings) -Emitting loud, excessive, disturbing sound (tricycles)</p> <p>1st Offense: P 500 2nd Offense: P1, 000 3rd Offense: P1, 500</p> <p>FOR NON-COMPLIANCE 1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days 2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty(60) days 3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p>		
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5. Request for Data, Speaker, Training or Seminar

The Task Force on Solid Waste Management (TFSWM) is available to provide data or lectures on City Ordinance SP 2350 S-2014, waste management operations as well as relevant public services and projects.

Office or Division:	Task Force on Solid Waste Management (TFSWM)	
Classification:	Simple	
Type of Transaction:	G2C - Government to citizen G2G - Government to government G2B – Government to business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter for the provision of data or training		Personal Letter



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online filing/submission of request letter thru TFSWM official e-mail address: TFSolidWaste@quezoncity.gov.ph	1. Acknowledgement receipt of request letter	None	Within 1 day	Chief, Public Affairs and Special Concerns Division
	2. Coordination with the requesting individual/s to determine the required data and/or schedule of training	None	within 1-3 business days	Chief, Concerned Division/Section
	3. Actual provision of data or conduct of training as requested on the agreed schedule	None	Within 1 day	Chief, Concerned Division/Section



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill up the Customer Service Survey Form found at designated areas of concerned city department/office/unit (DOU) and drop it in the Suggestion Box.</p> <p>Contact us through www.quezoncity.gov.ph</p> <p>Accomplish the survey form found at www.ratemyservice.dilg.gov.ph</p> <p>Trunkline No.: 8988-4242 Hotline: 122 Email: mayor@quezoncity.gov.ph</p>
How feedbacks are processed	<p>Every Friday, a representative from the Office of the City Administrator opens the Suggestion Box, compiles, records and classifies all forms. Remarks requiring action will be routed to the concerned city department/office/unit (DOU) for appropriate action. Reply of the involved DOU must be submitted within three (3) days upon receipt of the transmittal. The response of the city DOU shall then be relayed to the concerned citizen.</p> <p>For those sent through the website or email, the Office of the City Mayor shall forward the same to the concerned city DOU for proper action and secure reply within three (3) days upon receipt. Action taken by the city DOU shall be sent to the concerned client.</p> <p>Survey from the DILG shall be processed by that agency.</p> <p>Inquiries and/or follow-ups may be done through telephone no. 8988-4242 or through 122.</p>
How to file a complaint	<p>Fill up the Customer Service Survey Form found at designated areas of concerned city department/office/unit and drop it in the Suggestion Box.</p>



	<p>Write a letter addressed to the City Mayor which may be filed through walk-in or through email (mayor@quezoncity.gov.ph).</p> <p>Call through our Hotline 122 providing the following:</p> <ul style="list-style-type: none"> - name of city official/employee or city department/office being complained - incident - evidence, as warranted
How complaints are processed	<p>The complaint will be routed to the concerned city department/office/unit (DOU) for proper action and secure the reply of the involved DOU within three (3) days upon receipt of the transmittal. The response of the city DOU shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done through Telephone Nos. 8988-4242 or 122, or through email (mayor@quezoncity.gov.ph).</p>
<p>Contact Information:</p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p>	<p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p>



OFFICE	ADDRESS	CONTACT INFORMATION
ADMINISTRATIVE DIVISION OFFICE OF THE CITY MAYOR	4 TH FLOOR, HIGH RISE BLDG. QUEZON CITY HALL	8988-4242 LOCAL 8400 / 8401 RECORDS, FINANCE AND PROPERTY, ADMINISTRATIVE LOCAL 8402 / 8403
BARANGAY AND COMMUNITY RELATIONS DEPARTMENT	5TH FLOOR, CIVIC CENTER BUILDING A, QUEZON CITY HALL COMPOUND	8988-4242 LOCALS 8520, 8524 TO 8526 394-8731
BUSINESS PERMITS AND LICENSING DEPARTMENT	GROUND FLOOR, CIVIC CENTER BUILDING A, QUEZON CITY HALL COMPOUND	8988-4242 EXECUTIVE ASSISTANT LOCAL 8282 ADMINISTRATIVE LOCAL 8174 LEGAL LOCAL 8287 OCCUPATIONAL PERMIT LOCAL 8172 BUSINESS PERMITS/RELEASING/BUSINES S ONE STOP SHOP LOCAL 8173 RECORDS AND STATISTICS LOCAL 8284 INSPECTION/TF ENFORCEMENT LOCAL 8286 NDC (BPLO ANNEX) 419-1409
CITY ACCOUNTING DEPARTMENT	3RD/4TH FLOOR,	8988-4242 LOCAL 8801/8339



	CIVIC CENTER BLDG. F, QUEZON CITY HALL	<p>ASSISTANT CITY ACCOUNTANT LOCAL 8800</p> <p>FISCAL MANAGEMENT AND CONTROL/FCU LOCALS 8337/8341</p> <p>BARANGAY ACCOUNTING SERVICES LOCAL 8325</p> <p>FINANCIAL ACCOUNTS AND ANALYSIS LOCAL 8323</p> <p>PAYROLLS, BILLS AND REMITTANCE LOCAL 8324</p> <p>REVENUE ABSTRACT AND STATISTICS LOCAL 8322</p> <p>ADMINISTRATIVE LOCAL 8328</p>
CITY ARCHITECT DEPARTMENT	5TH FLOOR, CIVIC CENTER D (BRO) BUILDING, QUEZON CITY HALL COMPOUND	<p>8988-4242 LOCALS 1500, 1501, 1509</p>
CITY ASSESSOR'S OFFICE	ASSESSOR'S OFFICE, MEZZANINE FLOOR, CIVIC CENTER BLDG. B, QUEZON CITY HALL, QUEZON CITY	<p>8988-4242 LOC. 8185 AND 8126</p> <p>ASST. CITY ASSESSOR FOR ADMINISTRATION LOC. 7304</p> <p>ASST. CITY ASSESSOR FOR OPERATIONS LOC. 8292</p>



		<p>ADMINISTRATIVE DIVISION LOC. 8368</p> <p>ASSESSMENT RECORDS MANAGEMENT DIVISION LOC. 8188 & 8032</p> <p>ELECTRONIC DATA PROCESSING DIVISION LOC. 8296</p> <p>TAX MAPPING DIVISION LOC. 8189 AND 8187</p> <p>PROPERTY APPRAISAL DIVISION LOC. 8291 AND 8294</p> <p>PROPERTY VALUATION STANDARD DIVISION LOC. 8369</p>
CITY CIVIL REGISTRY DEPARTMENT	CIVIC CENTER BLDG. C, QUEZON CITY HALL COMPOUND (NEAR EAST AVENUE)	<p>8922-6077 8925-0453 8928-4242 LOC. 1515</p> <p>BIRTH DIVISION LOCAL 1516</p> <p>RECORDS & REGISTRATION DIVISION LOCAL 1514</p> <p>MARRIAGE DIVISION LOCAL 1516</p> <p>DEATH DIVISION LOCAL 1517</p> <p>IT SECTION LOCAL 1517</p> <p>CEMETERY DIVISION 8417-4821</p>
CITY GENERAL SERVICES DEPARTMENT	6TH FLOOR, QUEZON CITY HALL	8988-4242



	MAIN BUILDING	CGSD ASSISTANT DEPARTMENT HEAD LOCAL 8623 CGSD SECRETARY LOCAL 8600 ADMIN LOC. 7326 HRMU LOC. 8632 FMU LOC. 8616 INFORMATION TECHNOLOGY ADMIN / I.T. LOC. 8601 STORAGE DIVISION LOC. 8603, 8605 RECORDS / R.M.C.D. LOC. 8624, 8606 PROPERTY CHIEF LOC. 8629, 8608-8609 BEMD (BUILDING & EQUIPMENT MAINTENANCE DIVISION) LOCAL 7329 SECTION CHIEF, BRMS LOC. 8622 JANITORIAL / BEMD LOC. 8622 MOTORPOOL LOC. 8611, 8612, 8209 IFAM LOC. 8627, 8620 TASK FORCE STREETLIGHTS LOC. 8618
CITY LEGAL DEPARTMENT	7TH FLOOR, HIGH-RISE BUILDING	8988-4242 LOCALS 8700 TO 8706 / 8714 / 8717 TO 8718 8929-1991 (DIRECT LINE)



CITY PLANNING AND DEVELOPMENT OFFICE	4TH FLOOR, CIVIC CENTER D (BRO BUILDING), CITY HALL COMPOUND	8988-4242 LOCALS 1005 TO 1016
CITY TREASURER'S OFFICE	ANNEX BUILDING, QC HALL COMPOUND	8988-4242 LOCALS 8317 / 8145 / 8156 / 8157 ASSISTANT LOCALS 8156/8155 CASH DIVISION LOCALS 8156/8155
CITY VETERINARY DEPARTMENT	6TH FLOOR CIVIC CENTER BUILDING A	8988-4242 LOC. 8036
CULTURAL AND TOURISM AFFAIRS OFFICE	8TH FLOOR, CIVIC CENTER BUILDING A, CITY HALL COMPOUND	8988-4242 LOCAL 8841 TO 8846 386-1254 (FAX) ACTION OFFICER - TOURISM 8988-4242 LOCAL 8841 TO 8846 TOURISM LOCAL 335 CULTURAL LOCAL 389 PUBLIC CELEBRATION LOCAL 326
DEPARTMENT OF BUILDING OFFICIAL	GROUND TO 3RD FLOORS, CIVIC CENTER D (BRO BLDG.), QUEZON CITY HALL COMPOUND	8988-4242 LOCAL 8912 ADMINISTRATIVE DIVISION LOCAL 8905 CONSTRUCTION PERMITS DIVISION LOCAL 8902 FINAL PERMITS DIVISION LOCAL 8903



		<p>ANNUAL BUILDING INSPECTION DIVISION LOCAL 8910</p> <p>INVESTIGATION AND ADJUDICATION DIVISION LOCAL 8904</p> <p>SIGN BOARD AND UTILITIES DIVISION LOCAL 8911</p> <p>TECHNICAL COMPLIANCE EVALUATION UNIT LOCAL 8909</p> <p>ONE STOP SHOP FOR CONSTRUCTION PERMITS (OSSCP) LOCAL 1401</p>
DEPARTMENT OF PUBLIC ORDER AND SAFETY	QUEZON CITY HALL COMPOUND	DEPARTMENT HEAD 924-1851, FAX 921-1042 TEL. NO. 921-1010
ENGINEERING DEPARTMENT	5TH, 6TH, AND 7TH FLOOR CIVIC CENTER BLDG. B, CITY HALL COMPOUND	<p>8988-424 SECRETARY LOCAL 8657</p> <p>ADMINISTRATIVE DIVISION LOCAL 8536</p> <p>PERSONNEL SECTION LOCAL 8659</p> <p>RECORDS SECTION LOCAL 8658</p> <p>ACCOUNTING SECTION LOCAL 8661</p> <p><u>5TH FLOOR</u></p> <p>ASSISTANT CITY ENGINEER FOR ADMINISTRATION LOCAL 8544</p>



		<p>PROPERTY AND SUPPLY SECTION LOCAL 8663</p> <p>PLANNING AND PROGRAMMING DIVISION LOCAL 8538/8541</p> <p>ARCHITECTURAL SECTION LOCAL 8537</p> <p>EXCAVATION, UTILITIES MONITORING OFFICE LOCAL 8543</p> <p>MATERIALS TESTING UNIT LOCAL 8539</p> <p><u>7TH FLOOR</u></p> <p>ASSISTANT CITY ENGINEER FOR OPERATIONS LOCAL 8747</p> <p>VERTICAL INFRASTRUCTURE PROJECTS DIVISION LOCAL 8747/8754</p> <p>HORIZONTAL INFRASTRUCTURES PROJECTS DIVISION LOCAL 8746</p> <p>TASK FORCE WATERWAYS LOCAL 8751</p> <p>ROAD MAINTENANCE DIVISION LOCAL 8749</p> <p>INTERIM BUILDING MAINTENANCE DIVISION LOCAL 8750</p>
ENVIRONMENTAL PROTECTION AND WASTE MANAGEMENT DEPARTMENT	6TH FLOOR, CIVIC CENTER D (BRO BLDG.),	8988-4242 LOCALS 8340 / 8348 TO 8350 / 8359 TO 8364



	QUEZON CITY HALL COMPOUND	
HOUSING, COMMUNITY DEVELOPMENT AND RESETTLEMENT DEPARTMENT	3RD FLOOR, CIVIC CENTER BUILDING C, QUEZON CITY HALL COMPOUND, QUEZON CITY	<p>8988-4242 LOC. 8641</p> <p>ADMINISTRATIVE DIVISION LOC. 8642, 8645</p> <p>HOUSING AND RESETTLEMENT DIVISION LOC. 7606</p> <p><i>DIRECT SALE SECTION</i> LOC. 8648</p> <p><i>COMMUNITY MORTGAGE PROGRAM SECTION</i> LOC. 7606</p> <p><i>COMMUNITY DEVELOPMENT SECTION</i> LOC. 7606</p> <p>SUPPORT SERVICES DIVISION LOC. 8647</p> <p><i>ACCOUNTS MANAGEMENT AND SERVICING SECTION</i> LOC. 8648</p> <p><i>BASIC UTILITIES AND SERVICES SECTION</i> LOC. 8648</p> <p>CENSUS AND PLANNING LOC. 8643</p> <p><i>TECHNICAL SECTION</i> LOC. 8643</p> <p><i>CENSUS SURVEY SECTION</i> LOC. 8643</p>
NOVALICHES DISTRICT HOSPITAL	QUIRINO HIGH WAY, BARANGAY SAN BARTOLOME,	417-4145 (TELEFAX)



	NOVALICHES, QUEZON CITY	
OFFICE OF THE CITY ADMINISTRATOR	14TH FLOOR QC HALL MAIN BUILDING	8988-4242 LOCALS 8425 TO 8427, 1110, 1101, 1103, 1105, 1214
OFFICE OF THE CITY MAYOR	BULWAGAN, 3 RD FLOOR, QUEZON CITY HALL, HIGH RISE BUILDING	TRUNKLINE: 8988-4242 LOC. 8300 FAX NO.: 8924-3592 APPOINTMENTS/SOCIALS LOC. 8300 ADMINISTRATIVE LOC. 8302 CONSTITUENCY RELATIONS DISTRICTS 1 TO 6 LOC. 8429-8430 RECORDS/RELEASING LOC. 8306 QCHEAA SECRETARIAT LOC. 8427 DIRECT LINE: 8921-2223
OFFICE OF THE SECRETARY TO THE MAYOR	3RD FLOOR, CIVIC CENTER BUILDING A, CITY HALL COMPOUND	988-4242 LOCALS 7420 / 8309 TO 8311
OFFICE OF THE SENIOR CITIZENS AFFAIRS	CITY HALL COMPOUND	703-2678
PARKS DEVELOPMENT AND ADMINISTRATIVE DEPARTMENT	4TH FLOOR, CIVIC CENTER BUILDING A, CITY HALL COMPOUND	8988-4242 LOCALS 8446 TO 8452 / 8461 / 8462 922-9382 (TELEFAX)
PEOPLE'S LAW ENFORCEMENT BOARD	GROUND FLOOR LEGISLATIVE WING, QUEZON CITY HALL	LOCAL 8136
PUBLIC AFFAIRS AND INFORMATION SERVICES DEPARTMENT	3RD FLOOR QUEZON CITY HALL ANNEX BUILDING	8988-4242 LOCALS 1503 / 1504 / 1510 / 1511



PUBLIC EMPLOYMENT SERVICE OFFICE	4TH FLOOR, CIVIC CENTER BUILDING A, CITY HALL COMPOUND	8988-4242 LOCAL 8435 <i>ADMINISTRATIVE SECTION</i> LOCAL 8439 <i>EMPLOYMENT SECTION</i> LOCAL 8437 <i>SPECIAL PROGRAM SECTION</i> LOCAL 8436
QC INFORMATION TECHNOLOGY DEVELPMENT OFFICE	2ND FLOOR QUEZON CITY HALL MAIN BUILDING	8988-4242 LOCAL 8200
QUEZON CITY GENERAL HOSPITAL	SEMINARY ROAD, BARANGAY BAHAY TORO, PROJECT 8, QUEZON CITY	26-1314 TO 19 / 21 / 83 (TRUNK LINE) 920-5002 (DIRECT LINE) 920-7081 (TELEFAX)
QUEZON CITY HEALTH DEPARTMENT		TEL. NO.: 703-2723
QUEZON CITY PUBLIC LIBRARY	QUEZON CITY HALL COMPOUND	927-9834, TELEFAX: 922-4060
SMALL BUSINESS AND COOPERATIVES DEVELOPMENT AND PROMOTIONS OFFICE	7TH FLOOR, CIVIC CENTER BUILDING A, QUEZON CITY HALL COMPOUND	8988-4242 LOCALS 8731 / 9734 / 8736
QUEZON CITY UNIVERSITY (FORMERLY QUEZON CITY POLYTECHNIC UNIVERSITY)	673 QUIRINO HIGHWAY, SAN BARTOLOME, NOVALICHES, QUEZON CITY	TELEFAX: 936-0526
RADIO COMMUNICATIONS SERVICES OFFICE AND QC 122 EMERGENCY & INFORMATION HELPLINE	3RD FLOOR, DRRM BUILDING, QUEZON CITY HALL COMPOUND, KALAYAAN AVENUE	988-4242 LOCAL 8407/8416 922-3227/927-8827 CALL CENTER: DIAL 122
SCHOLARSHIP AND YOUTH DEVELOPMENT PROGRAM	7TH FLOOR, CIVIC CENTER BUILDING A, CITY HALL	9884242 LOCAL 8738



	COMPOUND	
SOCIAL SERVICES DEVELOPMENT DEPARTMENT (SSDD)	MOLAVE YOUTH HOME BLDG, QUEZON CITY HALL COMPOUND	<p>ADMINISTRATIVE DIVISION LOCAL 8193 924-1412 (DIRECT LINE)</p> <p>COMMUNITY OUTREACH DIVISION LOCAL 8191 359-8405 (DIRECT LINE)</p> <p>SPECIAL PROJECT DIVISION LOCAL 8191</p> <p>VOCATIONAL DEVELOPMENT DIVISION TEL. NOS. 927-1588 / 924-1412</p> <p>WELFARE AND RELIEF DIVISION LOCAL 8192 924-1412 (DIRECT LINE)</p> <p>RESIDENTIAL AND REHABILITATION DIVISION</p> <p>1. MOLAVE YOUTH HOME LOCAL 8191,8194 927-1588 (DIRECT LINE) 2. RECEPTION AND ACTION CENTER SOCIAL DEV'T. CENTER (SDC) BLDG. MOLAVE RD., DIAMOND HILLS SUBD., BRGY. PAYATAS</p>